

JUNE 13, 2025
MONTEREY, CALIFORNIA

CONTRACTORS STATE LICENSE BOARD

Board Meeting





CONTRACTORS STATE LICENSE BOARD

STATE OF CALIFORNIA

9821 Business Park Drive, Sacramento, California 95827

Mailing Address: P.O. Box 26000, Sacramento, CA 95826

800.321.CSLB (2752) | www.cslb.ca.gov | CheckTheLicenseFirst.com

NOTICE OF PUBLIC BOARD MEETING

Friday, June 13, 2025, 8:30 a.m. – 1:00 p.m.
(or until the conclusion of business)

MEETING LOCATION

Monterey Plaza Hotel and Spa
Carmel Room
400 Cannery Row
Monterey, CA 93940
(831) 646-1700

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 committee 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. All times indicated and the order of business are approximate and subject to change.

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

MEETING AGENDA –

Friday, June 13, 2025 – 8:30 a.m.

- 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. Presentation of Plaques or Certificates of Recognition
- D. Executive
 - 1. Review and Possible Approval of Board Meeting Minutes and Committee Meeting Summaries
 - a. March 14, 2025 Board Meeting Minutes

- b. April 11, 2025 Executive, Enforcement and Legislative Teleconference Committee Meeting Summary
 - c. April 11, 2025 Special Meeting – Board Meeting Minutes
 - d. May 15, 2025 Licensing and Public Affairs Teleconference Committee Meeting Summary
- 2. Review, Discussion, and Possible Action on Nominations Committee Recommendations for Election of 2025-26 Board Officers
- 3. Registrar's Report
 - a. Update and Discussion on Southern California Wildfire Response
- 4. Budget Update
- 5. Administration Update
- 6. Information Technology Update

E. Legislation

- 1. Review, Discussion and Possible Action on 2025 Board-Sponsored Legislation
 - a. AB 521 (Carrillo) Bond deposits: liability for legal fees and costs. (Clarify CSLB is not responsible for legal fees on civil claim against licensee cash deposit.)
 - b. AB 559 (Berman) Contractors: home improvement contracts: prohibited business practices. (Update definitions and penalties for accessory dwelling unit construction and contractors accepting money in advance of work performed or materials delivered.)
 - c. SB 291 (Grayson) Contractors: workers' compensation insurance. (Increase penalties for filing false exemptions from workers' compensation insurance requirements.)
 - d. SB 779 (Archuleta) Contractors: civil penalties. (Increase minimum civil penalties on citations.)
 - 1. Proposed amendment to increase reserve fund cap from six to 12 months.
- 2. Review, Discussion and Possible Action on Other Relevant 2025 Legislation
 - a. AB 476 (Gonzalez) Metal theft. (Amendments no longer require CSLB to license "junk dealers.")
 - b. AB 485 (Ortega) Labor Commissioner: unsatisfied judgments: nonpayment of wages. (Requires state agencies to deny an application or

renewal to an employer with any unsatisfied final judgment for nonpayment of wages.)

- c. AB 742 (Elhawary) Department of Consumer Affairs: licensing: applicants who are descendants of slaves. (Requires prioritization of applications from descendants of American slaves.)
- d. AB 1002 (Gabriel) Contractors: failure to pay wages: discipline. (Authorizes the Attorney General to file civil action for license suspension, revocation, or denial.)
- e. AB 1327 (Aguilar-Curry) Home improvement and home solicitation: right to cancel contracts: notice. (Allows consumers to cancel a home improvement contract via email.)
- f. AB 1341 (Hoover) Contractors: discipline: building law violations. (Adds prohibitions on unlicensed practice of architecture, landscape architecture, engineering, geology or geophysics, and land surveying to Contractors State License Law)
- g. SB 61 (Cortese) Private works of improvement: retention payments. (Limits the retention payment amount for a private work of improvement to five percent.)
- h. SB 456 (Ashby) Contractors: exemptions: muralists. (Exempts murals from Contractors State License Law.)
- i. SB 517 (Niello) Home improvement contract requirements: subcontractors. (Requires home improvement contracts to disclose whether a subcontractor will be used on a project.)

F. Enforcement

- 1. Enforcement Program Update

G. Licensing

- 1. Review and Discussion Regarding Updating Hazardous Substance Removal Certification
- 2. Licensing Program Update

H. Public Affairs

- 1. Review and Discussion of Accessory Dwelling Unit Video with Board Member Steve Panelli
- 2. Public Affairs Program Update
- 3. Review, Discussion and Possible Action Regarding "Find My Licensed Contractor" Branding

4. Review and Discussion Regarding Career Opportunities for Justice-Involved Individuals

I. Adjournment

Note: 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.

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 Robin.williams@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.

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AGENDA ITEM A

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

Roll is called by the Board Chair or, in his/her absence, by the Board Vice Chair or, in his/her absence, by a Board member designated by the Board Chair.

Eight members constitute a quorum at a CSLB Board meeting, per Business and Professions Code section 7007.

Board Member Roster

JOËL BARTON	MICHAEL MARK
RODNEY M. COBOS	HENRY NUTT III
MIGUEL GALARZA	STEVEN PANELLI
AMANDA GALLO	JOSEF PRECIADO
ALAN GUY	JAMES RUANE
JACOB LOPEZ	THOMAS J. RUIZ
DIANA LOVE	MARY TEICHERT



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 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 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 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 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 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

Presentation of Plaques or Certificates of Recognition



AGENDA ITEM D

Executive



AGENDA ITEM D-1

Review and Possible Approval of Board Meeting Minutes and Committee Meeting Summaries

- a. March 14, 2025 Board Meeting Minutes
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Teleconference Committee Meeting
Summary





CONTRACTORS STATE LICENSE BOARD

BOARD MEETING MINUTES

Board Meeting Minutes

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

Board Chair Michael Mark called the meeting of the Contractors State License Board (CSLB) to order on March 14, 2025, at 9:00 a.m. at the Electrical Training Institute, 6023 Garfield Avenue, Commerce, CA 90040.

Vice Chair Miguel Galarza led the Pledge of Allegiance, and a quorum was established.

Board Members Present

Michael Mark, Chair
Miguel Galarza, Vice Chair
Alan Guy, Secretary
Rodney Cobos
Amanda Gallo
Jacob Lopez
Diana Love
Henry Nutt III
Josef Preciado
Thomas Ruiz
Mary Teichert

Joël Barton, Steve Panelli, and James Ruane had excused absences.

CSLB Staff Present

David Fogt, Registrar
Rebecca May, Chief of Legislation
Steve Grove, Chief of Enforcement
Carol Gagnon, Chief of Licensing
Katherine White, Chief of Public Affairs
David Gower, Public Affairs Manager
Michael Jamnetski, Special Projects Manager
Robin Williams, Executive Analyst

DCA Staff Present

John Kinn, DCA Legal

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

Board Member Comment

Chair Mark invited members to make future agenda item requests, if any.



Board Member Diana Love requested to add "career opportunities" to the agenda, asking whether it should be specifically focused on incarcerated individuals. Member Love also inquired whether this topic should be addressed at a Public Affairs Committee meeting or a full Board meeting.

Board Chair Michael Mark suggested that the upcoming Public Affairs Committee meeting, scheduled in the near future, could be the first opportunity to address this topic. If necessary, the issue could then be brought before the full Board.

Public Comment

Andreana, a homeowner, addressed the Board, sharing her experience as a victim of a contractor scam that resulted in nearly \$1 million in damages. She explained this began nearly three years ago and, since then, she has dedicated herself to understanding the construction industry. Despite providing over 800 pages of evidence, she stated her case was dismissed and she was accused of being confused.

Andreana reported there are other victims and ongoing lawsuits, revealing a pattern of contractors with judgments and violations who continue operating without accountability. She pointed out that contractors like "Take Home Creations" were granted new licenses despite past issues and her project's contractor had multiple suspensions and citations. She criticized the CSLB website for being difficult to navigate and expressed frustration that her attempts to alert CSLB about her case were ignored.

She concluded by asking the Board why contractors with such violations are allowed to operate and urged action to stop exploitation of homeowners.

Board Member Comment

Chair Mark thanked Andreana for their public comment and acknowledged that the mission is consumer protection. Deputy Enforcement Chief Jessie Flores met with Andreanna immediately after her public comment to address her concerns.

C. Presentation of Plaques or Certificates of Recognition

Board Chair Michael Mark took a moment to recognize Mai Vo, an Office Services Supervisor at the Contractors State License Board (CSLB), for her outstanding service. Mai Vo, who has dedicated over 36 years to public service, started as an Office Assistant in 1989 and rose to her current role of Office Services Supervisor II in the Southern California offices, earning the trust and respect of her colleagues. Her dedication, mentorship, and passion have greatly impacted her office and inspired the next generation of CSLB workers. Chair Mark presented Mai Vo with a Certificate of Recognition and invited her for a photo. The Board expressed gratitude for her dedicated service and best wishes for her retirement.

Chair Mark expressed appreciation for Mai Vo, mentioning that during a tour of the Norwalk Office, it was clear how respected she was by enforcement staff. He



acknowledged her as a team player and commended her hard work at CSLB, offering congratulations on her well-earned retirement.

D. Update and Discussion on Southern California Wildfire Response

Board Chair Michael Mark addressed the Southern California wildfires that occurred between January 7 and 23, which destroyed over 18,000 structures and claimed 29 lives. Chair Mark requested a moment of silence for the victims. Chair Mark thanked the Governor's Office of Emergency Services and the Department of Consumer Affairs for their coordination in the disaster response, particularly praising CSLB staff for their consumer protection efforts at the disaster recovery centers. He also acknowledged Board Member Alan Guy for his work with debris removal.

Chair Mark discussed CSLB's ongoing efforts in wildfire response since January, noting that staff have been present at recovery centers in Pasadena and Los Angeles since January 14th. CSLB's Statewide Investigative Fraud Team (SWIFT) has also been working with the California Department of Insurance in the burn areas to address unlicensed practices and predatory claim adjusters. Executive Office Staff have been involved in the rebuilding and recovery task force, ensuring that licensing and rebuilding resources are effectively communicated and accessible to the public. Chair Mark expressed appreciation for the SWIFT and their dedicated efforts in helping and protecting affected individuals.

Chair Mark shared his emotional experience from a recent tour of the affected areas, highlighting the devastation, particularly the sight of playgrounds and schools destroyed. He emphasized that rebuilding will take years, but the community is coming together. Chair Mark urged caution regarding unscrupulous contractors preying on vulnerable victims, particularly seniors, and stressed the importance of hiring licensed contractors.

E. Executive

1. Review and Possible Approval of the December 12, 2024, Board Meeting Minutes

Motion: To approve the December 12, 2024, Board Meeting Minutes. Moved by Rodney Cobos; Jacob Lopez seconded. Motion carried, 10-0-1.

YEA: Michael Mark, Rodney Cobos, Amanda Gallo, Miguel Galarza, Jacob Lopez, Diana Love, Henry Nutt III, Josef Preciado, and Thomas Ruiz.

NAY: None

ABSTAIN: Mary Teichert

ABSENT: Joël Barton, Steve Panelli, and James Ruane



2. Registrar's Report

a. 2024 Accomplishments and Activities Report

Registrar David Fogt highlighted several CSLB accomplishments for 2024, starting with a successful year in licensing, where most renewals were processed online, and the Board handled 132,000 phone calls with wait times under six minutes. Exams were also translated into Spanish, and CSLB worked efficiently with PSI to administer examinations to help qualified individuals obtain licenses.

In enforcement, CSLB settled over 70 percent of complaints through mediation. \$64 million in restitution was obtained for financially injured Californians through enforcement action and the board's outstanding liability program. The enforcement division initiated over 3,398 legal actions out of 20,000 complaints closed in 2024. Registrar Fogt thanked everyone for their hard work and leadership, calling it a strong year for CSLB.

Board Member Comment

Chair Mark acknowledged that many of the achievements are based on the strategic plan and expressed appreciation for Chair Love's leadership during her term. He also thanked CSLB staff for their teamwork, emphasizing that these successes wouldn't be possible without their efforts.

b. Update and Discussion of 2025-2027 Executive Strategic Plan Objectives

Registrar Fogt provided highlights on the importance of employee focus groups and a town hall meeting held over the past year, which helped shape the creation of the Multiple Offender Unit. A focus group meeting is planned for next Tuesday, where staff will review a new SharePoint system designed to automate report writing and improve remote interactions with supervisors. The meeting will also discuss training needs, how to use the calendar, and the revision of policies and procedures.

Registrar Fogt shared progress in filling staff vacancies, noting CSLB has 25 vacancies out of 425 positions, which is a 5% vacancy rate—considered excellent in state government. Registrar Fogt commended the administration's efforts in recruiting and retaining qualified individuals to maintain a positive work environment.



c. Review, Discussion, and Possible Action on Supporting Information Included with Solar Energy System Disclosure Document Pursuant to Subdivision (c) of Business and Professions Code Section 7169

Special Projects Manager Michael Jamnetski discussed a document that was approved by the Board in December but required final review by the Public Utilities Commission (PUC). The PUC has now approved the document, which will be used in residential solar connections with utilities. This document requires contractors to include specific details, such as line diagrams and oversight information, in every interconnection package for utilities like PG&E.

Manager Jamnetski highlighted minor changes made to the document since the Board's last review, mostly in terms of organization and clarity. He also mentioned that the California Solar and Storage Association (CALSSA) provided additional comments, particularly about the inclusion of cost, payment estimates, and energy rates in the document.

Manager Jamnetski stated the Board has been informed the document was approved, and CSLB will continue to work with stakeholders to address any remaining concerns, including those regarding utilities not regulated by PUC. He emphasized the goal is to ensure the document's effectiveness in protecting consumers and improving the solar contracting process.

Registrar Fogt noted that the document was approved by the PUC and is now required for use with solar customers and investor-owned utilities. The main concern for CSLB is whether the Board needs to verify this PUC-required document for CSLB disciplinary purposes when it receives consumer complaints, especially considering that CALSSA has raised some concerns that couldn't be addressed directly with the PUC.

Registrar Fogt advised that the Board has a few options: it can either take no action, support the document while continuing to work with CALSSA on concerns, or oppose it altogether. The decision is left to the Board.

DCA Legal Counsel John Kinn acknowledged the Board is reviewing a four-part disclosure document, which was approved in concept at a previous meeting. Although there are concerns about consumers potentially bypassing important contract details by focusing on the more detailed disclosure document, the changes to the document do not seem substantial. Counsel Kinn suggested the Board can either



stand by its previous approval and continue working with the CALSSA on the concerns or take further action at the next meeting. The Public Utilities Commission (PUC) finalized the document and is requiring contractors to present it once it's fully finalized.

Manager Jamnetski noted there is a deadline of November 1 to implement this document.

Counsel Kinn stated it would give more breathing room for the Board to make a decision.

Registrar Fogt suggested instead of voting immediately, the Board should allow staff to continue working with CALSSA to address concerns.

Board Member Comment

Board Member Diana Love expressed interest in hearing the slight changes that CSEA and PUC have added to the document.

Manager Jamnetski mentioned the changes to the solar disclosure document required by law. The document has undergone revisions, including clearer language and a reorganization of the content for better understanding. Key changes involve presenting cost details more transparently, restructuring sections, and providing a clearer breakdown of terms. The Public Utilities Commission is also involved, ensuring the document provides standardized information for customers, including projections about savings and energy usage. The changes aim to protect consumers, especially regarding contract terms and financing options. Manager Jamnetski emphasized the document now requires greater clarity and better consumer understanding while ensuring compliance with legal requirements.

Chair Mark explained the document is primarily for consumer protection – ensuring that consumers are well-informed, avoid unnecessary down payments, and hire licensed contractors. He noted the Board's role is to oversee the document's implementation, but it does not directly affect the Board itself. Instead, it governs the contract between contractors and consumers. If issues arise, such as harm to the consumer, they are encouraged to file a complaint with the appropriate authority, which the Board will then address. Registrar Fogt emphasized that when working with the Public Utilities Commission (PUC), staff were very careful to ensure the document adhered to statutory requirements. He also highlighted that in the solar industry, payments should not be made before work is performed, and the document aligns with this principle, as they



specifically removed any provisions that would allow progress payments before the work is completed.

Member Love expressed concern about the fact that (the draft solar disclosure document up for discussion) includes a notice about the down payment restriction applicable to home improvement contracts being stated in absolute terms. Member Love explained that she recently learned that requirement is not absolute, that there is a “blanket” exception to this rule (a reference to the blanket performance bond option for a contractor to have on file with CSLB to exempt them from the 10% downpayment restriction) and inquired whether the document should reflect this.

Registrar Fogt acknowledged that performance bonds are rare for contractors but suggested [that making that distinction in the document] could be a useful tool for consumer protection. He noted the Public Utilities Commission (PUC) already approved the document, and the current focus is whether the policy is working. If not, the Board could consider asking the PUC to amend the document. The main issue is determining how to enforce compliance.

Board Member Comment

Chair Mark confirmed the staff’s recommendation to take no action at this point. He noted a further Board meeting is scheduled, and the policy will go into effect on November 1, allowing the Board to address any issues as needed moving forward.

Registrar Fogt agreed this is staff’s recommendation and they can discuss further any concerns at the next Board meeting in June.

Chair Mark stated there does not need to be any action until later and everyone was in consensus.

Public Comment

There was no comment.

3. Budget Update

Chief of Legislation Rebecca May provided the Budget Overview for the fiscal year 2024-2025, CSLB has an authorized budget of \$80.8 million. Year-end projections forecasted \$94 million in revenue, \$80 million in Board expenditures, and \$6.3 million in mandatory external costs. As of January, CSLB spent approximately 60 percent of its budget authority, reflecting controlled spending so far in the fiscal year. CSLB collected over \$63 million in revenue through January, marking a 5.3 percent increase compared to the previous year, indicating strong financial performance. The final budget for fiscal year 2024-2025 was reduced by \$425,000,



from \$82.4 million to \$82 million. The decrease is primarily due to adjustments in staff salaries, retirement costs, and health benefits.

Chief May stated CSLB received direct reimbursement from the General Fund for costs incurred during the summer wildfire disaster response and anticipates another reimbursement for the recent Southern California wildfires.

Budget Letter 24-10, issued by the Department of Finance (DOF) in July, addressed the General Fund deficit by requiring agencies to identify savings. Further guidance was provided in Budget Letter 24-20 (Vacancy Reduction) and Budget Letter 24-24 (Operating Expense Costs Reduction). As a result, CSLB's budget will be further reduced by approximately \$1.2 million during the Governor's May revision. This reduction includes the permanent elimination of 7.5 vacant positions in fiscal year 2025-2026.

Chief May explained the Fund Condition Projection for the fiscal year 2025-2026 has a beginning fund balance of \$41.7 million. If year-end projections are met, CSLB's reserves will increase to over \$48 million, equating to six months of reserves, demonstrating strong fiscal health.

The Construction Management Education Account is healthy and continues to see a steady increase in annual donations, supporting ongoing education efforts.

Chief May said the Department of Finance (DOF) approved two Budget Change Proposals (BCPs) to add six positions to the Enforcement Division. These BCPs are under review in the Legislative Budget hearings scheduled for April, with potential inclusion in the fiscal year 2025-2026 Budget Act. The Statistical Summary through January showed a 9 percent increase in original applications received. New licenses issued maintain a steady flow and are consistent. License renewals have a slight increase of 1 percent compared to two years ago, indicating stable renewal rates.

Board Member Comment

Chair Mark expressed gratitude to Chief May for the report and to Budget Manager Stacey Paul for her hard work, noting CSLB is projected to have nearly six months of reserves, which is the highest amount he has seen as a Board member. Chair Mark also expressed appreciation for the support from the governor's office and DCA in addressing staffing issues, particularly the need for more permanent positions for the Multiple Offender Unit and additional staff for Statewide Investigative Fraud Team (SWIFT).

Public Comment

There was no comment.



4. Administration Update

Special Project Manager Michael Jamnetski delivered a CSLB administrative update for the second quarter of fiscal year 2024-2025, covering October 1 to December 3, 2024. CSLB reported an average of 25 vacancies out of 425 authorized positions, resulting in a 6 percent vacancy rate during this period.

Manager Jamnetski said that in alignment with Strategic Plan Objective 5.2, CSLB Personnel hosted the second session of a two-part Career Consulting class on December 12, 2024. The session focused on interview preparation and tips, aiming to enhance employees' interview skills. CSLB staff are developing a third class titled "Best Hiring Practices", which will target all CSLB managers and supervisors, ensuring effective hiring processes.

Manager Jamnetski stated that regarding Strategic Plan Objective 5.2, the year 2024 was designated as a required year for all CSLB managers and supervisors to complete 20 hours of mandatory leadership training. CSLB Business Services issued regular reminders to managers and supervisors about this requirement. All impacted personnel received the necessary training materials and successfully completed their leadership training as required. For 2025, the CSLB Enforcement Academy, which provides specialized training, is scheduled.

Manager Jamnetski concluded his update on CSLB's ongoing efforts to enhance employee recruitment, training, and overall organizational effectiveness in line with its strategic goals.

Board Member Comment

There was no comment.

Public Comment

There was no comment.

5. Information Technology Update

Manager Jamnetski presented the IT Update on behalf of Chief of Information Technology (IT) Jason Perez stating that CSLB is implementing a new Enterprise Content Management (ECM) system, set to replace the older Image Workflow Automation System (IWAS), with a planned launch in April 2025. Manager Jamnetski explained that CSLB has successfully migrated nearly 25 million documents, ensuring accuracy, security, and accessibility.

Manager Jamnetski stated the new system includes robust security measures and remains on schedule and is expected to enhance CSLB's operations and service delivery significantly.



Manager Jamnetski described the recent Department of Military cybersecurity assessment of CSLB's systems. The evaluation confirmed that CSLB's cybersecurity framework is effective, with strong existing security measures protecting systems and data but that there is always room for improvement

Manager Jamnetski explained the Sole Proprietor Online Application is on track and scheduled to go live in April 2025, improving efficiency and convenience for applicants.

Manager Jamnetski emphasized that CSLB aims to reduce processing time in licensing and enforcement, as well as increase transparency in these processes. He finished by acknowledging the recognition of CSLB staff in the Norwalk Office for developing, testing, and implementing a system to track enforcement complaints throughout the entire process.

Board Member Comment

Chair Mark briefly discussed the Norwalk pilot program, where the Board took the opportunity to congratulate the enforcement staff on their work using live documents and moving towards a strategic plan, which involves both licensing and enforcement.

Chair Mark acknowledged Chief Grove, his team, and Case Management Program Manager Jerry Hassan for their hard work, and confirmed he invited Registrar David Fogt to say a few words about the efforts at Norwalk.

Board Member Mary Teichert expressed appreciation for the team's work in automating processes, emphasizing the public-facing benefits. Member Teichert highlighted that while many of CSLB's efforts, like those related to fire victims, go unseen, the automation of tasks like mailing paper forms is an important step toward modernizing operations. Member Teichert appreciates how this shift helps CSLB present itself in a more efficient, relevant, and modern way, particularly for contractors, and thanked the team for their efforts.

Chair Mark gave his thanks once again to Chief Grove, his team, Deputy Chief of Enforcement Jessie Flores, and others for their hard work, acknowledging the efforts were a team effort and expressed appreciation for everyone involved.

Manager Jamnetski previously stated the online app for sole owners was scheduled to go live in April; however, he retracted that statement and promised to provide an updated go-live date at a later time.

Manager Hassan thanked the staff for their hard work in developing and implementing a new system, which had been piloted in May 2023. This system improves upon the previous one, especially in terms of security and efficiency. It has been particularly beneficial for public contractors and enforcement staff. The transition to this new system involved significant effort, and it has automated

workflows, reduced costs, and minimized the use of paper. Manager Hassan looks forward to rolling out the system statewide and acknowledges the positive impact it will have on enforcement capabilities.

Public Comment

There was no public comment.

F. Legislation

1. Update and Discussion of 2025-2027 Legislative Strategic Plan Objectives

Board Vice Chair Miguel Galarza, provided the update for Legislative Committee Chair Joël Barton and opened the legislative agenda items, beginning with an update from Chief May regarding the Board's legislative activities.

Chief May highlighted progress on Strategic Plan Goal 3.1, aimed to improve communication with legislators to emphasize CSLB's mission and the importance of licensure. On January 29, Chair Michael Mark, Legislative Committee Chair Joël Barton, Registrar Fogt, and Chief May met with legislators to discuss CSLB's legislative priorities and disaster response efforts. Meetings were held with Assembly Member Berman, Senators Smallwood-Cuevas, Valladares, Grayson, Niello, and staff from Senators Arreguin, Menjivar, Ashby, and Senate Business, Professions, and Economic Development Committee. These meetings secured sponsors for CSLB-sponsored bills and strengthened CSLB's relationship with legislators, aiding in the dissemination of CSLB's consumer protection message.

Chief May connected legislative staff with Public Affairs Chief Katherine White to provide information on CSLB's outreach efforts, including senior scam stopper events and safe hiring practices. Plans are in place to schedule another legislative day to expand CSLB's legislative outreach. Chief May concluded the Legislation Update on the Strategic Plan Objectives.

Board Member Comment

Chair Mark expressed his gratitude to Chief May for organizing the visits, which were very helpful. He mentioned that both Legislative Chair Barton and he attended the meetings, where it was emphasized that CSLB is deeply committed to consumer protection. Chair Mark appreciates the support and efforts to help the Board continue its mission in California.

Public Comment

There was no comment.

2. Update and Discussion Regarding Additional Provision to 2025 Proposed Non-substantive Updates to Contractors State License Law



Chief May stated that in December, the Board approved four non-substantive amendments for inclusion in the Senate Business, Professions, and Economic Development Committee's omnibus bill and that no further Board action is required on those items. Chief May explained that after that Board meeting, staff identified a need for an additional amendment related to the (previously approved proposal for) industry expert reimbursement costs for workmanship complaint investigations.

a. Clarifying when industry expert reimbursement costs are due

Chief May clarified that the amendment removes the requirement to add industry expert reimbursement costs to license renewal fees. Licensees will be informed of reimbursement requirements when the citation or letter of admonishment is filed. Reimbursement must be paid before license renewal, avoiding IT changes and staff resource allocation, preventing delays in license renewal.

Board Member Comment

There was no comment.

Public Comment

There was no comment.

3. Review, Discussion and Possible Action on 2025 Legislation

Vice Chair Galarza shared that at the December Board meeting, the Board voted to sponsor four bills. No action is required from the Board. He clarified that exempting CSLB from liability for legal fees in civil claims against cash deposits filed with CSLB, inclusion of ADUs in home improvement definition, and increasing penalties for progress payment rule violations were among the sponsored proposals. Other sponsored provisions included narrowing the exemption for workers' compensation insurance requirements and increasing minimum civil penalties on citations. Vice Chair Galarza thanked Senators Grayson and Archuleta and Assemblymembers Berman and Carrillo for authoring these bills.

Board Member Comment

Chair Mark asked about the timing of upcoming legislative hearings, specifically inquiring which of the items are closest to being heard.

Chief May anticipates that committee hearings will likely start in April.

Chair Mark suspects that an update should be expected at the June Board meeting, and anticipates a legislative meeting between now and June, which will provide another update.

**Public Comment**

There was no comment.

That concluded discussion of items F(3)(a)(1) through (4), AB 521 (Carillo), AB 559 (Berman), SB 291 (Grayson), SB 779 (Archuleta).

b. Other Legislation:**1. AB 476 (Gonzalez) Would require CSLB to license “junk dealers.”**

Vice Chair Galarza stated the bill establishes a licensure program for "scrap metal copper sellers." The bill proposes that existing contractor licensees would not need the scrap metal license. Staff's position is that while the bill recognizes the financial hardship for licensed contractors, creating a new license type would require significant resources, including updates to IT systems and test development. It is also unclear what the potential pool of licensed sellers would be or the impact on the industry. Staff recommends opposing the bill but will continue discussions with the author for possible amendments.

Board Member Comment

Chair Mark asked if the goal of the bill is to require proper licensing for scrap metal sellers when they engage in construction projects.

Chief May clarified that contractors who remove scrap metal would need a license under the proposed bill, as they would be exempt from the licensing requirement.

Registrar Fogt explained that if someone who is not currently licensed wants to sell copper to a recycler, they need to be licensed to do so under the proposed bill.

Chief May confirmed the proposed bill would create a whole new licensing process through the Board.

Chair Mark clarified that as of January 1, the minimum amount for transactions is set at \$1,000, and asked if any copper being turned in would require a license under the proposed changes.

Chief May agreed; however, there are exceptions.



Registrar Fogt asked if there has been any communication from the author regarding the proposed bill.

Chief May stated they had discussions with the author regarding the proposed bill.

Chair Mark sought clarification on the staff's recommendation and expressed the opinion that requiring a contractor's license for reselling could help address issues like the underground economy, where people might steal copper from buildings and sell it to resellers. Chair Mark suggested that this approach might not be a bad thing.

Manager Jamnetski stated that the proposed program would involve a new license specifically for sellers and would be a separate program than contractor licensing.

Counsel Kinn clarified the proposed license is for sellers, not contractors, and attributes the confusion to the way the bill is written. They noted the bill seems to blend resellers of non-ferrous metals with CSLB licenses, which could create issues like the need for a new test and enforcement. Counsel Kinn suggested that instead of CSLB handling this, purchasers could be licensed and required to report transactions, similar to how banks report large transactions. Counsel Kinn shared his hesitation about CSLB taking on this responsibility.

Member Teichert acknowledged that while theft – particularly copper theft – is a significant problem, they don't see how it falls under CSLB's responsibility.

Member Alan Guy agreed with Member Teichert that this should not be CSLB's responsibility.

Board Member Rodney Cobos and Member Alan Guy discussed whether the copper thief should be taken care of by the CSLB.

Vice Chair Galarza suggested the term "reseller" might not clearly address the issue, particularly regarding theft or selling of stolen goods, and clarified they're not intending to encourage selling at a large scale.

Chair Mark motioned to support the staff's recommendation to oppose the bill and offered the opportunity to revisit the issue later.

**Public Comment**

There was no comment.

Motion: To oppose the AB 476 (Gonzalez) Would require CSLB to license “junk dealers.” Moved by Michael Mark; Thomas Ruiz seconded. Motion carried, 11-0.

YEA: Michael Mark, Rodney Cobos, Amanda Gallo, Miguel Galarza, Jacob Lopez, Diana Love, Henry Nutt III, Josef Preciado, Thomas Ruiz, and Mary Teichert.

NAY: None

ABSTAIN: None

ABSENT: Joël Barton, Steve Panelli, and James Ruane.

2. AB 1327 (Aguiar-Curry) Allow consumers to cancel a home improvement contract via email or telephone.

Vice Chair Galarza stated this proposed bill requires home improvement contracts to include the contractor’s email and allows contract cancellation via email or phone. Staff recommend a neutral due to concerns about lack of cancellation records via phone, which could disadvantage consumers.

Board Member Comment

Board Member Diana Love questioned whether the proposed bill can be amended.

Vice Chair Galarza stated that due to the neutral position of the proposed bill, amendments can be made if the Board has suggestions.

Member Love suggested if the bill is amended, a phone call should be made first, followed by a confirmation email to acknowledge that the phone call was received.

Counsel Kinn suggested removing the telephone call from the bill and leave it as only via email.

Member Love reasoned in favor of keeping the phone call option in the bill, as many seniors may not be comfortable with social technology. Seniors would likely prefer making a phone call and receiving a follow-up response, potentially with the help of a family member.



Registrar Fogt emphasized the importance of having something in writing when canceling a contract, as consumers may be at a disadvantage if they later face legal action and cannot prove they canceled by phone. They agreed with the idea of confirming the cancellation through email or a follow-up letter to ensure there is a record of it, to prevent contractors from denying the cancellation.

Board Member Henry Nutt III suggested adding language to specify a certain number of days for following up after a phone call to ensure clarity for both parties involved.

Chair Mark asked if Member Love was referring to a position or a point of sale (POS) system, seeking clarification of the situation.

Member Love confirmed Chair Mark's statement.

Member Love invited Counsel Kinn to provide guidance on this motion.

Counsel Kinn stated the motion is to oppose the bill unless amended to require a phone call paired with a follow-up email or letter, ensuring written confirmation of the cancellation.

Member Cobos stated that a letter is already required to confirm a cancellation with a contractor.

Counsel Kinn clarified the amended motion would allow an email or phone call to cancel with a contractor.

Chair Mark highlighted the difficulty in the current summary, which mentions email or phone call. They suggested the issue is whether a written notice should accompany the email, and if a phone call is involved, it should also be followed by proper written notice.

Member Love agreed with Chair Mark's comment.

Member Teichert suggested a friendly amendment to the motion, proposing to oppose the bill unless the option to cancel a contract by phone is removed, and only email or written notice is allowed for cancellations.



Member Love requested to keep the option for seniors to cancel contracts by phone, if there is a written response confirming the phone call was received.

Counsel Kinn clarified the motion is to oppose the bill unless amended to require contractors to confirm in writing any telephone call cancellations within a certain time period.

Member Teichert expressed uncertainty about how the process would work, noting that if a contractor doesn't confirm the cancellation in writing, it could create issues. They emphasized that the goal is to protect consumers from unscrupulous behavior, and if the contractor fails to confirm the cancellation, it shouldn't be considered valid.

Member Guy emphasized that the key issue is removing ambiguity. They suggested that simply making a phone call to cancel the contract will be sufficient to make the cancellation valid.

Member Teichert clarified people can still call their contractor to cancel, but suggested cancellations should also be confirmed in writing, either through email or written notice, to make the process clearer and easier.

Counsel Kinn asked if the motion is still on the floor or if it is being withdrawn, specifically asking whether the provision for a telephone call to cancel the contract will be removed unless it is followed by written confirmation.

Member Love stated they are not withdrawing their proposal. They requested to keep the phone call separate from the proposal.

Member Teichert proposed an amendment, asking if it should be done after the second form is discussed.

Counsel Kinn suggested that since the amendment hasn't been accepted, a vote will be needed. They clarified the motion is to support changing the position to "support" and to include both email and telephone calls, but with additional modifications.

Counsel Kinn clarified the bill allows for either an email or telephone call in addition to the current written letter requirement for contract cancellations, and that it is an either/or option.



Registrar Fogt stated it is acceptable to make phone calls for cancellations, if the contractor confirms the cancellation in writing. If the contractor doesn't confirm, an email would then be required.

Member Guy wanted clarification regarding if the phone call was missed, what would be the next steps be for the consumer.

Registrar Fogt claimed the consumer would need to send an email or a written letter to get a response from the contractor directly.

Chief May referred to a notice of cancellation made under the three-day right to cancellation, stating that it can be done orally by telephone or in writing, as outlined in section 7159.

Counsel Kinn raised the concern that a dishonest contractor might deny receiving a cancellation call, leaving the consumer with no proof. This could lead to a "he said, she said" situation, complicating any dispute resolution.

Chair Mark agreed with Counsel Kinn's concerns.

Member Teichert reiterated that cancellations should be allowed via email instead of written notice but emphasized the importance of having something in writing for the cancellation to be valid. This ensures consumer protection and avoids ambiguity.

Counsel Kinn agreed, stating the bill as written allows cancellation by email, but suggested adding that written notice can be provided by email or a phone call, with a confirming written response required.

Chair Mark pointed out the issue of relying on the contractor to send written confirmation after a phone call, as the consumer may not receive it. To protect the consumer, there needs to be a written record of the cancellation.

Counsel Kinn suggested the consumer could send the cancellation notice within three days, confirming the phone call, either by email or in writing, instead of relying on the contractor to provide the confirmation.

Member Teichert emphasized the power should remain with the consumer, allowing them to confirm the cancellation, whether by



email or mail, rather than relying on the contractor to acknowledge the phone call. This ensures consumer protection.

Member Nutt agreed with Member Teichert, stating the consumer shouldn't have to rely on the contractor acknowledging the phone call.

Chair Mark and Member Cobos agreed with Member Nutt comment on consumer protection.

Board Member Thomas Ruiz proposed the contractor should be required to respond within a few days, confirming the cancellation, to ensure that the consumer's contract is properly terminated.

Member Love mentioned that even when a consumer sends a cancellation notice, contractors may claim they never received it, despite it being sent. This presents challenges with confirmation and accountability.

Chair Mark expressed the importance of having something in writing for the consumer as proof, rather than relying on phone calls or voicemails. Chair Mark mentioned there was not a second for the previous motion, and a new motion was now on the table for consideration.

Member Teichert proposed a new motion by amending the bill to remove the word "telephone" from the proposed bill.

Counsel Kinn asked for clarification, confirming whether the telephone call should be allowed, but with the rest of the terms remaining unchanged.

Member Teichert clarified to Counsel Kinn that "telephone" should be removed, while keeping the rest of the bill unchanged.

Member Nutt stated the Board is opposing AB 1327 unless it is amended to remove the option of canceling a contract via phone call, leaving only email as a valid method.

Member Teichert stated the only amendment needed is to remove the option of canceling a contract by telephone and keep email as the sole method. If this change is accepted, they would agree with the bill.

Public Comment

There was no comment.

Motion: To oppose AB 1327 (Aguiar-Curry) to allow consumers to cancel a home improvement contract via email or telephone unless it is amended to remove the option of cancelling a contract via telephone. Moved by Mary Teichert; Alan Guy seconded. Motion carried, 10-1.

YEA: Michael Mark, Rodney Cobos, Amanda Gallo, Miguel Galarza, Jacob Lopez, Henry Nutt III, Josef Preciado, Thomas Ruiz, and Mary Teichert.

NAY: Diana Love

ABSTAIN: None

ABSENT: Joël Barton, Steve Panelli, and James Ruane.

3. AB 1002 (Gabriel) (*spot bill at time of agenda publication*) Contractors: failure to pay wages: discipline.

Vice Chair Galarza introduced AB 1002, which addresses labor violations by licensed contractors working for non-substitute employees. The bill is considered a placeholder, meaning it will be amended later. The bill is intended to strengthen remedies against contractors who commit labor violations. No action required; staff will monitor for future amendments.

Board Member Comment

The Board shared concerns regarding how soon the bill will be amended.

Chief May assured the Board there is nothing substantive in the bill, only legislative language. However, Chief May anticipated that amendments will be added soon.

Registrar Fogt mentioned that Chief May is proposing to have a Legislative Committee Meeting on April 11. Hopefully by then there will be more information regarding this bill. Chief May explained that due to the deadline for submitting amendments to the spot bill is towards the end of March.

Chair Mark emphasizes the importance of addressing the underground economy and ensuring fair wages for contractors.



They hope the bill authors would uphold a firm and consistent approach in addressing the actions of underperforming contractors, which has been the Board's stance for a long time.

Chief May acknowledged the importance of the issue and ensured the spot bill was included in the agenda for any amendments.

Public Comment

There was no comment.

4. SB 641 (Ashby) Urgency bill to clarify license classifications for disaster debris removal.

This bill would allow CSLB and Department of Consumer Affairs programs to waive specific licensing and renewal requirements during declared federal, state, or local emergencies. Specific to CSLB, only certain contractor classifications (A-General Engineering, B-General Building, C-61 Limited Specialty) may perform debris removal during declared emergencies. The Registrar may authorize additional classifications on a case-by-case basis, including hazardous substance certification requirements.

Staff recommended supporting the bill to enhance CSLB's disaster response capabilities, with a suggested amendment to clarify the classifications. The bill would take effect once signed by the governor.

Board Member Comment

Registrar Fogt announced CSLB has been collaborating with the LA County Wildfire Task Force to clarify the classifications allowed for debris removal in wildfire disaster areas. A bulletin is expected to be released next week outlining which classifications (e.g., engineering, general building, graving, and demolition) are authorized for debris removal in Los Angeles County. The county is not issuing permits for other classifications and is requiring hazardous material certification, which CSLB provides. Registrar Fogt emphasized the importance of ensuring contractors performing debris removal have the necessary 40-hour hazardous materials training. There is concern the bill may conflict with these requirements, and the goal is to ensure alignment with LA County's guidelines.

Chief May added the motion is to clarify the specific classifications needed for this emergency debris removal.



Member Guy asked about the C and B Licensed workers needing hazardous materials training to help the LA County.

Registrar Fogt explained that LA County is requiring hazardous materials certification for contractors involved in debris removal. CSLB compiled a list of 1,700 contractors who meet the required classifications and certifications. The county is reaching out to these contractors to see if they are open to receiving bids, especially for those who opted out of the state-run program. Earlier this week, about 877 homeowners opted out, and the goal is to create a list of qualified contractors that will be available on the county's website for property owners.

Vice Chair Galarza, Chief May, and Member Guy discussed the requirement of needing the HAZ certification to help in LA County.

Member Guy explained A, B and two C licenses need the qualifications to help the LA County.

Chief May explained this motion was made to clarify which licenses would qualify for disaster debris removal.

Board Member Amanda Gallo questioned how CSLB will sign off on these licenses to help the LA County clean up.

Registrar Fogt explained that for debris cleanup in LA County, contractors will need to obtain a permit directly from the county. LA County clarified the classifications and certifications required for debris removal. CSLB won't be responsible for issuing permits but will update license records with the relevant certification. LA County will act as the gatekeeper, ensuring contractors have the proper classifications and hazardous material certifications to address the environmental impact of debris removal.

Counsel Kinn clarified that CSLB is not providing permits for LA County.

Vice Chair Galarza mentioned the HAZWOPER training program has three certifications for 80, 40, and 20 hours. They asked which HAZ Certifications would be accepted.

Registrar Fogt confirmed the 40-hour HAZWOPER training is required and explained that Enforcement Chief Grove has been receiving calls about workers not using proper protective



equipment and lacking hazardous material training. The concern is how this will be enforced. Research shows that CSLB has jurisdiction over some aspects, but the plan is to make inter-agency referrals to the Division of Occupational Safety and Health. CSLB is hoping the Labor Enforcement Task Force will take a more active role.

Chief Grove stated the Enforcement staff are planning an operation for early April.

Member Teichert suggested using language related to "OSHA training for EPA requirements" without having to detail the specific requirements. They proposed a change in wording to address this more broadly.

Public Comment

There was no comment.

Motion: To support SB 641 (Ashby), an urgency bill to clarify license classifications for disaster debris removal. Moved by Mary Teichert; Henry Nutt III seconded. Motion carried, 11-0.

YEA: Michael Mark, Rodney Cobos, Amanda Gallo, Miguel Galarza, Jacob Lopez, Diana Love, Henry Nutt III, Josef Preciado, Thomas Ruiz, and Mary Teichert.

NAY: None

ABSTAIN: None

ABSENT: Joël Barton, Steve Panelli, and James Ruane.

5. SB 784 (Durazo) Increase consumer protections for consumers securing financing for residential home improvement.

Vice Chair Galarza described SB 784, which increases the cancellation period for home improvement contracts to 5 and 7 days. This bill is designed to prevent lenders from requiring loan repayment until work is complete and operational. This bill addresses issues with solar projects where contractors may not perform the work, and lenders fail to enforce provisions protecting consumers. CSLB has seen increased complaints, particularly in solar home improvement projects where contractors receive payment without completing work. As a staff recommendation, CSLB supports the bill, emphasizing



consumer protection, and recommends a supportive position while working to strengthen the bill further.

Board Member Comment

Member Love expressed support for the recommendation and asked for clarification about the age that qualifies someone as a senior citizen, wondering if it is 65 or 62.

Chair Mark clarified the bill is changing the existing law that includes senior citizen language, noting that the bill increases the period for everyone from five to seven days, and confirmed the senior citizen-specific provisions are being removed.

Chief May stated the bill will extend the cancellation date to 7 days for everyone regardless of age.

The Board discussed whether the senior citizen-specific provisions are based on age 62 or 65.

Board Member Josef Preciado sought clarification on the bill's language regarding "operational" versus "operating." They referred to a situation where a system was installed but not connected to the grid, asking how "operational" is defined since it might not be "operating" in that case.

Registrar Fogt clarified that "operational" means the system is connected to the grid and the consumer is receiving some benefit from it. This is the definition used for Enforcement staff purposes to protect consumers.

Public Comment

There was no comment.

Motion: To support SB 784 (Durazo) Increase consumer protections for consumers securing financing for residential home improvement to 5 and 7 days. Moved by Michael Mark; Rodney Cobos seconded. Motion carried, 11-0.

YEA: Michael Mark, Rodney Cobos, Amanda Gallo, Miguel Galarza, Jacob Lopez, Diana Love, Henry Nutt III, Josef Preciado, Thomas Ruiz, and Mary Teichert.

NAY: None

ABSTAIN: None



ABSENT: Joël Barton, Steve Panelli, and James Ruane.

The Board took a 10-minute break at 10:53 a.m. and reconvened at 11:03 a.m.

G. Enforcement

1. Update and Discussion of 2025-2027 Enforcement Strategic Plan Objectives

Enforcement Chair Rodney Cobos reported on Objective 2.3: Review and strengthen penalties as necessary to ensure they are adequate to deter violations. They stated current penalties start at \$200 and up to \$15,000 for unlicensed persons. For other violations, penalties went up to \$8,000 or \$30,000, depending on the violation.

Chair Cobos reminded members of the Board's vote in December 2024 to sponsor legislation to raise Enforcement fine minimums. Senator Archuleta introduced SB 779 on CSLB's behalf on February 21, 2025. The bill is expected to be referred to by the Senate Business, Professions, and Economic Development Committee and heard in April 2025. It is scheduled to become effective July 1, 2026, and will increase minimum civil penalties for violations – starting with unlicensed persons at a minimum of \$1,500. Other violations will start at a minimum of \$500 or \$3,000, depending on the violation. CSLB is required to adjust penalties for inflation every five years.

2. Enforcement Program Update

Chair Cobos invited Chief Grove to present the Statistical Enforcement Program Update. Chief Grove shared two highlights.

In April 2019, a homeowner contracted Net Zero Disaster Resistant Structures LLC to rebuild their home destroyed by the 2017 Tubbs Fire for \$1,073,763. By October 2020, the homeowner paid \$1,089,162.53. A dispute arose over a requested change order that exceeded \$100,000. As of April 2021, the consumer filed a complaint with CSLB. A new contractor assessed the work, identifying deficiencies requiring \$300,000 to repair and complete the project.

Chief Grove stated that on January 31, 2023, an accusation was filed for abandonment, substandard workmanship, failure to complete the project at the contracted price, and aiding an unlicensed person. In March 2024, CSLB proposed to issue a 3-year administrative probation, disciplinary bond, and restitution of \$268,671.80. Finally, on December 3, 2024, the stay of revocation was vacated due to the contractor's failure to make restitution and comply with probationary provisions. On January 3, 2025, the license revocation went into effect.



Chief Grove highlighted a felony case filed against a revoked licensee (Superb Builders Inc.). In April 2021, David Avner King, CEO of Superb Builders Inc., entered into a \$350,000 residential remodel (increased to \$1,547,250 after change orders) contract. They received an excessive deposit of \$20,000 before work began. On July 30, 2021, CSLB revoked Superb Builders' license for unrelated violations. Between July 30, 2021 – July 31, 2023, King continued to work on demolition and foundation, receiving additional payments totaling \$1,138,913.

Chief Grove stated that in June 2023 the homeowner was notified of the unpaid suppliers and subcontractors. King advised the homeowner to pay the suppliers directly; the homeowner refused, and King abandoned the project. A new contractor was hired for \$1,755,000. In November 2024, CSLB referred a criminal investigation to the San Mateo District Attorney's Office. By December 2024, the DA filed a felony and misdemeanor charge against King for operating without a license and receiving payment exceeding work value. On December 11, 2024, a \$875,000 warrant was issued for King's arrest. Due to CSLB's collaboration with prosecutors, the consumers were able to address criminal contractor violations.

Chair Cobos reported additional Enforcement updates: 11 vacant positions in the Enforcement Division, representing a 5 percent vacancy rate. Interviews have been conducted, and 5 positions were later filled.

Chair Cobos shared that from July 1, 2024 – January 31, 2025, 11,843 complaints were initiated. By January 31, 2025, there were 5,028 actual pending complaints, slightly above the optimal level.

The CSLB Intake Mediation Centers has helped recover \$18.3 million for injured parties. The Board's goal is to have all but 100 complaints resolved within 270 days. As of February 11, 2025, 332 complaints had exceeded that timeframe. Enforcement supervisors continue case strategy discussions and monthly case reviews to reduce backlog.

Chair Cobos stated the proactive Enforcement Statewide Investigative Fraud Team (SWIFT) has 27 Special Investigators. Staff are supporting disaster recovery centers (DRCs) in Los Angeles, Pasadena, and Altadena. Pasadena DRCs are closed; Los Angeles and Altadena are expected to operate through March 2025.

Chair Cobos explained that to prevent contractor fraud, SWIFT posted warning signs and distributed CSLB resources in Eaton and Palisades fire zones.

From July 1, 2024 – January 31, 2025, there were 25 undercover sting operations, 242 sweep days, 430 leads investigated, and 2,098 cases closed. There were 704 administrative or criminal actions and 732 advisory notices issued. In the Experience Verification Unit there were 829 investigations, 470



approved, 140 withdrawn, 213 denied, and 6 denials appealed. Chair Cobos concluded the Enforcement Update.

Board Member Comment

Chair Mark commended the Enforcement staff for their hard work and highlighted the effectiveness of signs put up by SWIFT, which helped consumers in California, especially those affected by fires. These signs, available in both English and Spanish, encourage people to hire licensed contractors, particularly during the rebuilding process over the next few years.

Public Comment

There was no comment.

H. Licensing

1. Update and Discussion of 2025-2027 Licensing Strategic Plan Objectives

Member Nutt reported an update on the 2025-2027 Licensing and Testing Strategic Plan on behalf of the Licensing and Testing Chair James Ruane. Member Nutt began with Item 1.1, which has staff exploring solutions for language barriers in licensing and testing. This includes translating forms and letters into Spanish and gathering demographic data via the Applicant Survey to determine future language needs. Spanish-translated exams have been successful and are a focal point in this strategic item.

Board Member Comment

There was no comment.

Public Comment

There was no comment.

2. Review, Discussion and Possible Action Regarding Proposed Policy of Board Acceptance of Out-of-State Candidates Who Have Passed the NASCLA Commercial General Builders Examination and Meet Other Specified Criteria

Member Nutt introduced the Chief of Licensing and Testing Carol Gagnon to report the rest of Licensing and Testing's Program Update. Staff proposed accepting out-of-state applicants who pass the NASCLA Commercial General Builders Exam, a national exam similar to CSLB's general building contractor exam. Chief Gagnon stated that CSLB seeks Board approval to waive California's General Building Examination for out-of-state applicants who have passed the NASCLA exam, provided they meet other licensing criteria.



Chief Gagnon suggested staff propose waiving the California B-2 Residential Remodeling Examination for out-of-state applicants whose state's general building or remodeling exam is comparable to CSLB's requirements. This will allow CSLB staff to waive California's General Building and B-2 Residential Remodeling exams for out-of-state applicants who meet the necessary criteria.

Board Member Comment

Registrar Fogt proposed that staff be permitted to waive the trade exam for General Building licenses on a case-by-case basis, provided the applicant has been licensed in good standing in another state and has taken the NASCLA exam, which is similar to CSLB's. This request is specific to the General Building exam and does not apply to specialty exams. Registrar Fogt emphasized that this would streamline the process without needing to return for approval each time a state requests reciprocity.

Member Guy asked whether California's exam is considered equivalent to the NASCLA exam, implying a comparison to see if California's exam standards are matched or if the process goes in the opposite direction.

Registrar Fogt mentioned that in 2018, the Department's Office of Professional Examination Services reviewed the NASCLA exam and confirmed it was substantially the same as California's exam. Additionally, CSLB staff also reviewed this.

Member Preciado asked about the mechanism that will allow staff to verify whether someone has successfully passed the NASCLA exam, specifically inquiring if there is an online registry or another method to confirm it.

Manager Jamnetski explained NASCLA has developed an online system with certificates, making it easier for people to verify and prove successful completion of the exam.

Member Guy clarified that if someone holds a B license in California and wants to obtain a B license in another state, passing the NASCLA exam would allow them to do so.

Registrar Fogt explained that many states accept the NASCLA exam for General Building licensing and often waive their trade exam for contractors licensed in good standing in California. They mentioned over 2,000 contractors from California had their trade exam waived by other states last year, while California only waived a trade exam 44 times. Registrar Fogt stated this presents an opportunity to support California contractors and potentially attract more skilled workers to the state.

Vice Chair Galarza emphasized that California is acting as a "gatekeeper" to ensure that standards are upheld and respected. They want to make sure no



other state lowers the standards for contractors, ensuring California's standards remain high.

Registrar Fogt explained the trade exam waiver would only be considered if the contractor has been licensed and in good standing for at least five years in their state. Verification would involve reaching out to the relevant state to confirm the contractor's status.

Chair Mark explained the importance of clearly communicating to potential contractors that California has specific subcontracting classes and regulations in place. This ensures contractors from other states understand the requirements before working in California, since other states may have different subcontracting laws.

Registrar Fogt clarified that if the agenda item is approved, they will add information to the website under the applicant tab. This will explain the need for contractors to understand California's specialty trade licenses and restrictions on the building classification, and what work they are allowed to perform.

Chair Mark questioned if there is a specific form that contractors can use to confirm they understand California's licensing requirements for general and specialty contractors, especially when it comes to the regulations for a B license and specialty licenses.

Registrar Fogt stated that a form could be developed for contractors to request an exam waiver, where they would be required to acknowledge understanding of California's laws, since most states do not have formal reciprocity agreements with California.

Chair Mark expressed contractors need to be aware that while their experience may be accepted, they must understand the specific requirements needed to do business in California.

Board Member Jacob Lopez praised the idea of working with other states, noting California contractors are expanding into other states like Montana. They mentioned contractors often request expedited licensing processes for this expansion and inquired if similar flexibility could be applied to specialty contractors as well.

Registrar Fogt proposed waiving trade exams for specialty contractors be looked into, possibly through the appointment of an advisory committee. They mentioned there have been pushbacks from specialty trades regarding trade exam waivers, but for now, only the B and B-2 was included in the current proposal.

Chair Mark expressed that it's always been challenging for certain specialty classifications due to varying regulations and mechanical codes that are not uniform between states.



Counsel Kinn asked for confirmation on the initial part of the staff recommendation related to Section 7654, which they believe does not change the motion but is part of the overall staff recommendation.

Chief Gagnon reminded the Board that all the other requirements on page 120 must be met before moving forward with the staff recommendation.

Registrar Fogt asked about how many of the B-2 Residential Remodeling licenses were active.

Chief Gagnon stated there are currently 1,007 B-2 licenses, which is a positive development. This is partly due to advertising efforts in their "Get Licensed" campaign to encourage more people.

Registrar Fogt clarified that if another state has its own trade exam for a classification similar to California's B-2 License, and it is found to be very similar, the Board would support waiving the exam on a case-by-case basis for contractors in good standing from that state.

Chair Mark expressed the need for clarity regarding the B-2 license, specifically that it does not allow work within mechanical trades. They stressed residential homebuilders from other states might misunderstand this and must be made aware of the restrictions. Chair Mark suggested ensuring these contractors understand the law by requiring them to sign an affidavit confirming they meet the necessary requirements for a residential license in California.

Registrar Fogt suggested including a clear statement in the request form that contractors understand the restrictions, particularly that behind-the-wall work does not apply to the B-2 license.

Public Comment

There was no comment.

Motion: To Waive the California General Building Examination for out-of-state general building applicants who have passed the NASCLA Commercial General Builders Examination. Moved by Miguel Galarza; Diana Love seconded. Motion carried, 11-0.

YEA: Michael Mark, Rodney Cobos, Amanda Gallo, Miguel Galarza, Jacob Lopez, Diana Love, Henry Nutt III, Josef Preciado, Thomas Ruiz, and Mary Teichert.

NAY: None

ABSTAIN: None

ABSENT: Joël Barton, Steve Panelli, and James Ruane.



Motion: To Waive the California B-2 Residential Remodeling Examination for out-of-state residential remodeling applicants if staff determines their general building or remodeling examination meets the requirements of 765.4. Moved by Miguel Galarza; Diana Love seconded. Motion carried, 11-0.

YEA: Michael Mark, Rodney Cobos, Amanda Gallo, Miguel Galarza, Jacob Lopez, Diana Love, Henry Nutt III, Josef Preciado, Thomas Ruiz, and Mary Teichert.

NAY: None

ABSTAIN: None

ABSENT: Joël Barton, Steve Panelli, and James Ruane.

3. Review, Discussion, and Possible Action to Approve Construction Management Education Account Advisory Board Membership for July 2025-June 2028 Term

Member Nutt discussed the Construction Management Education Account Update, which allows contractors to contribute funds for construction management education at California state colleges. Last year, \$225,000 in grants were distributed. The committee overseeing this fund is composed of 11 members, each serving a three-year term. As 2025 is the time for reappointment, CSLB staff reached out to each organization to identify volunteers for the 2025-2028 term. The proposed representatives are listed in the packet, with one change due to a merger between the Engineering Contractors Association (ECA) and the United Contractors (UCON), so a single representative will now serve both organizations. Staff recommend appointing the proposed representatives to serve on the Construction Education Committee from July 2025 to June 2028.

Board Member Comment

There was no comment.

Public Comment

There was no comment.

Motion: To Appoint the Representative Proposed to Serve on the Construction Management Education Account Advisory Board Membership for July 2025-June 2028 Term. Moved by Alan Guy; Mary Teichert seconded. Motion carried, 11-0.

YEA: Michael Mark, Rodney Cobos, Amanda Gallo, Miguel Galarza, Jacob Lopez, Diana Love, Henry Nutt III, Josef Preciado, Thomas Ruiz, and Mary Teichert.

NAY: None



ABSTAIN: None

ABSENT: Joël Barton, Steve Panelli, and James Ruane.

4. Term Licensing and Testing Program Update

Member Nutt stated CSLB received over 11,000 applications for new licenses, renewals, and additional classifications in the past quarter. The number slightly decreased due to the winter season. CSLB received over 49,000 applications in 2024, surpassing previous years. The B-2 Residential Remodeling trade (started in August 2021) now has 1,007 active licensees. The C-49 Tree and Palm classification (started January 2024) now has 124 licensees. CSLB maintained an average processing time of under 3 weeks for over a year, with some units completing processing in under 2 weeks. The number of applications voided decreased, and fewer applications were pending at the end of the fiscal year of 2023-2024.

Member Nutt reported CSLB received over 26,000 renewal applications last quarter, with renewals increasing overall in 2024. There were 40,129 criminal background records processed, including fingerprinting for applicants and home improvement salesperson registrants. Seven applicants were denied licenses due to criminal records, and 206 were issued probationary licenses. CSLB processed 2,283 license history requests in 2024 to help applicants add licenses in other states.

Member Nutt introduced Chief Gagnon who explained in 2024, CSLB administered over 55,000 exams, with 74 Law and Business exams taken outside California. CSLB plans to expand testing for other trades outside California by late 2025. The C-28 Lock and Security and C-50 Reinforcing Steel exams were updated between November and January, with seven more exams under revision and new releases scheduled in the coming months.

Chief Gagnon summarized that between February 2024 and January 2025, over 10,000 Spanish exams were taken, especially for Law and Business and General Building exams. Initially, the translations were in European Spanish, but they have since been updated to Latin American Spanish to better align with the majority of CSLB's Spanish-speaking candidates. Some Spanish exams allow candidates to toggle between Spanish and English versions of the questions to improve comprehension. The updates resulted in higher passing rates for Spanish-speaking candidates, with significant improvements observed in five of the ten trades. That concluded the Program Update for Licensing and Testing.

Board Member Comment

There was no comment.

Public Comment

There was no comment.

I. Public Affairs

1. Update and Discussion of 2025-2027 Public Affairs Strategic Plan Objectives

Public Affairs Committee Chair Diana Love opened the session, introducing Chief of Public Affairs Katherine White, who provided an update on CSLB's Strategic Plan.

Chief of Public Affairs Katherine White discussed the progress on Goal 4.3 of the Strategic Plan, which focuses on outreach and partnerships with building departments, state agencies, and industry groups. The goal is to educate consumers about hiring licensed contractors and encourage students, particularly from underserved groups, to consider construction careers.

Chief White stated an Information Officer has been designated to lead outreach efforts, particularly for women and underserved groups in construction. The officer reached out to builders' exchanges and women in construction groups across the state to enhance CSLB's visibility and support for new entrants into the industry. Chief White explained that a presentation outline has been developed to highlight opportunities for underserved groups, including apprenticeship programs as a pathway toward obtaining a contractor's license. Although in early stages, the initiative has laid a foundation for encouraging diversity in the construction industry.

Board Member Comment

There was no comment.

Public Comment

There was no comment.

2. Public Affairs Program Update

Chair Love provided the Public Affairs Program Update and noted that the Public Affairs Office (PAO) manages media relations, industry and consumer communications, outreach efforts, and content creation for CSLB's social media and websites, including webcasts and videos. In response to devastating wildfires in Southern California, CSLB has helped homeowners rebuild safely by providing resources at Disaster Recovery Centers in Los Angeles, Pasadena, and Altadena, and by staffing a Local Assistance Center in Camarillo for Ventura County residents after the Mountain Fire. Chair Love noted an update on the Disaster Help Center on CSLB's website, including guidance for homeowners to hire licensed contractors. PAO has maintained a toll-free disaster hotline and distributed flyers with safety precautions for contractors in disaster-affected areas.



Chair Love explained PAO is updating CSLB's "Rebuilding After a Disaster" video and continues to produce informative videos on hiring licensed contractors and industry topics, including a video celebrating Women in Construction Week. There are current efforts to include Spanish-language content for broader reach. CSLB actively engages on Facebook, Instagram, X (formerly Twitter), and LinkedIn, with popular posts including information on workers' compensation requirements and CSLB sting operations. CSLB's subscriber list has grown to nearly 193,000, with subscribers receiving industry bulletins and press releases. Between November 1 and January 31, CSLB issued press releases on new laws and sting operations and responded to 22 media inquiries.

Chair Love stated that CSLB participated in various outreach events from November to January, with an expectation of increased activity in the coming months, particularly with new legislators. There is the newly updated *California Contractors License Law and Reference Book* (2025 edition) and the revised "Consumer Guide to Filing Construction Complaints," which clarifies a licensed contractor is required for any permitted work, regardless of cost. Chair Love added the PAO published intranet articles covering upcoming meetings, celebrations, and an All-Staff Town Hall held on January 16. CSLB maintained wait times below the 6-minute goal for 2024. In January, wait times increased due to wildfire-related calls, reaching over 18,000, compared to the usual 11,000–13,000. That concluded the Public Affairs Program Update.

Board Member Comment

There was no comment.

Public Comment

There was no comment.

J. Adjournment

Chair Mark concluded the meeting by thanking Member Barton for suggesting the meeting location at the Electrical Training Institute, which is significant for apprentices. They also thanked Member Lopez for the tour of the Western States Carpenters facility, noting its spaciousness and usefulness for various trades. Chair Mark called for a motion to adjourn, and the meeting was adjourned.

Meeting adjourned at 11:55 a.m.



CONTRACTORS STATE LICENSE BOARD

EXECUTIVE COMMITTEE MEETING SUMMARY REPORT

Executive Committee Meeting Summary Report

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

Executive Committee Chair Michael Mark called the meeting of the Contractors State License Board (CSLB) to order on April 11, 2025, at 8:30 a.m. at the Contractors State License Board Headquarters, 9821 Business Park Drive, Sacramento, CA 95827, via Webex teleconference.

Chair Michael Mark led the Pledge of Allegiance, and a quorum was established.

Committee Members Present

Michael Mark, Chair
Miguel Galarza, Vice Chair
Alan Guy, Secretary
Diana Love

CSLB Staff Present

David Fogt, Registrar
Cindy Kanemoto, Interim Chief Deputy Registrar
Steve Grove, Chief of Enforcement
Carol Gagnon, Chief of Licensing
Katherine White, Chief of Public Affairs
David Gower, Public Affairs Supervisor
Michael Jamnetski, Special Projects Manager
Michael Collins, Information Technology Manager
Raju Sah, Information Technology Manager
Stacey Paul, Budget Manager
Tracy Brazil, Legislation Manager
Robin Williams, Executive Analyst
Amy Lawrence, Television Specialist
Natalie Watmore, Information Officer

DCA Staff Present

John Kinn, DCA Legal

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, 11125.4(b), 11125.7(a)).*

**Committee Member Comment**

There was no comment.

Public Comment

Andrea Montano spoke as an advocate representing victims who were scammed by a local contractor. They thanked the CSLB for a recent meeting and used the opportunity to highlight the urgent need for a comprehensive construction industry protection framework. Specifically, Montano recommended the creation of an emergency mass fraud response protocol, a catastrophic fraud recovery fund, and a financial hardship triage system to support victims facing severe financial distress. They stated their proposal aims to help prevent foreclosures and business closures by providing immediate relief, potentially through bridge loans. Montano encouraged the executive committee to consider these ideas for future action.

Cameron Dublamelli, a plumber, expressed concern about the overwhelming workload faced by tradespeople and inspectors in the Los Angeles area, particularly in light of disaster recovery efforts. They proposed the creation of a "community service inspector" role to assist with the high volume of inspection requests. These individuals, possibly certified through CSLB and trade unions, could conduct pre-inspections to ensure projects are ready for official inspection, thereby improving efficiency and reducing delays caused by understaffing. Dublamelli suggested that this system could help streamline the inspection process and allow official inspectors to focus their time more effectively.

C. Review and Discussion Regarding Information Technology Two-Year Projects

Information Technology Manager Michael Collins provided an update on the major IT initiative to automate the original contractor license application process for sole proprietors. In partnership with SimpliGov, CSLB is developing an interactive, online, interview-style application system, similar to tax preparation software like TurboTax. This digital platform will allow applicants to upload documents, complete electronic signatures, and make payments online, all from any location. The goal is to reduce errors, incomplete submissions, and the need for manual corrections by CSLB staff. The initial rollout is expected by summer 2025. Future phases will include back-office dashboards for staff, expanded online applications for other business entities (such as corporations and LLCs), and digital license renewal notifications and payments. Manager Collins emphasized the project's long-term importance and thanked the committee for its support.

Information Technology Manager Raju Sah provided an update on the Enterprise Document Management System (EDMS), CSLB's new cloud-based platform set to replace the existing IWAS imaging and workflow system. The EDMS is scheduled to go live at the end of April and has been thoroughly tested in collaboration with various divisions, including Licensing and Enforcement. Manager Sah noted staff training is underway, and early feedback has been overwhelmingly positive.



Manager Sah emphasized that the EDMS will centralize document storage, enable better search and retrieval capabilities, and contribute to long-term cost savings thanks to a negotiated unlimited storage agreement. As part of CSLB's strategic move toward paperless operations, the system will also store digital files received via email, mail, and online portals, and enhance data sharing with external partners. Manager Sah noted future plans include integrating EDMS with other CSLB systems like SimpliGov to streamline operations and maintain a unified digital platform.

Committee Member Comment

Chair Michael Mark asked how much faster the application process would be once the new online system is implemented. They directed the question to Licensing Chief Carol Gagnon or anyone who could provide insight, wondering whether the new system would reduce processing times by a specific margin — such as by two or three minutes.

Chief Gagnon responded that while the new system will significantly speed up the application process for applicants — by completing everything online, the back-end processing on CSLB's side will still be largely manual until Phase 2 is implemented. Although an exact time savings isn't known yet, the system will reduce delays by eliminating common issues like missing signatures or incorrect payment amounts, which currently require follow-up and corrections.

Chair Mark thanked staff for their presentations and asked about the Enforcement Modernization Update.

Manager Sah clarified that the updates on IT systems will cover Enforcement's Modernization update.

Chair Mark stated that the IT systems and document management directly support Strategic Goal 5.3. This goal focuses on improving efficiency in licensing and enforcement processes and increasing transparency, with a target completion in the first quarter of fiscal year 2026. Chair Mark expressed appreciation for the staff's efforts in actively implementing the strategic goals set by the board.

Public Comment

Andrea Montano thanked the committee for the opportunity to speak and acknowledged some of her points might overlap with previous comments. She emphasized the importance of aligning the CSLB's IT and Enforcement Modernization efforts with a broader priority framework focused on protecting consumers from contractor fraud. Montano recommended incorporating specific technology enhancements into the agency's IT roadmap, including a financial hardship triage database, cross-agency data sharing for a multi-jurisdictional enforcement task force, and digital verification systems to help prevent payment-related fraud. They noted the growing trend of mass contractor fraud and highlighted the importance of early detection systems to prevent severe financial harm to victims. Montano also acknowledged efforts to expand investigative



staffing and encouraged further investment in systems that allow pattern recognition and quicker enforcement response, especially in areas like ADU contracting.

Committee Member Comment

Chair Mark thanked Andrea Montano for their comment and acknowledged that, while the discussion wasn't part of the enforcement committee, their suggestions aligned with the board's existing strategic goal to assess the need for additional resources and address unlicensed contracting activity. Chair Mark noted that some of Montano's recommendations could be considered during planning for the next strategic plan goal cycle.

D. Staff Training Update

Interim Chief Deputy Registrar Cindy Kanemoto noted supporting staff development at CSLB, one of the board's core values. They highlighted ongoing progress in onboarding and training employees, drawing on their own background as a training manager for various state departments, including the Department of Consumer Affairs. Interim Chief Deputy Registrar Kanemoto introduced an onboarding video designed to help new employees understand CSLB's structure, divisions, and overall mission.

The "CSLB Onboarding and Training Employees" video, which can be found at 35:30 of [this video](#), was played for the Committee.

Interim Chief Deputy Registrar Kanemoto discussed new initiatives for employee training at CSLB, noting the partnership with the Department of Consumer Affairs' training unit, SOLID, to provide a centralized learning management system. New employees receive a personalized email directing them to their training portal, where they can find the required classes and track their progress.

Interim Chief Deputy Registrar Kanemoto also highlighted the CSLB training calendar, which is available on the employee intranet, listing recommended training opportunities for employees. They noted the Chief of Administration has developed a career development and mentoring program to help identify core training needs.

Interim Chief Deputy Registrar Kanemoto noted CSLB is also working with its enforcement unit to ensure they receive necessary training, aiming to improve training development and opportunities across the board.

Committee Member Comment

Committee Member Diana Love asked whether the onboarding video was newly created or recently introduced.

Chair Michael Mark clarified that the onboarding video is not new but was created in 2022. They noted that some information in the video, such as the outdated \$500 threshold, needs to be updated. The purpose of showing the video was to familiarize committee members who had not previously seen it.



Member Love asked if the video is only for new CSLB staff.

Interim Chief Deputy Registrar Kanemoto explained that the onboarding video is intended specifically for new employees and will be updated to reflect current information. They added it's an internal resource meant to help new hires understand CSLB's divisions and operations. Interim Chief Deputy Registrar Kanemoto noted efforts to boost internal engagement through resources like the CSLB intranet site.

Member Love suggested that once the onboarding video is updated, it should also be used as an orientation tool for new board members to help them understand CSLB's functions. They said the video was excellent and proposed creating a shorter version that could be shared on the CSLB website to educate the public as well.

Interim Chief Deputy Registrar Kanemoto agreed with the suggestions. They noted that while the 12-minute onboarding video is appropriate for new employees learning about the department, a shorter version might be more suitable for board members or public audiences, and they are open to exploring that option.

Vice Chair Miguel Galarza agreed with Member Love's comment, stating that the onboarding video was well-written, well-moderated, and provided valuable information for the public. They said it is a well-executed resource.

Interim Chief Deputy Registrar Kanemoto agreed with Chair Galarza's comment.

Public Comment

There was no comment.

E. Los Angeles County Wildfire Outreach, Education, and Enforcement Update

Registrar David Fogt provided an update on staff achievements in education, outreach, and enforcement in declared disaster areas. Since January 14, CSLB's SWIFT investigators have been staffing disaster recovery centers (DRCs) daily, recently scaling back to one investigator, and providing educational materials in English and Spanish to survivors. Additional materials are being translated into other languages as needed.

Registrar Fogt noted that CSLB is actively conducting enforcement sweeps in burn areas in collaboration with the Department of Insurance and other agencies, focusing on unsafe debris removal practices. They said many contractors lack proper hazardous materials removal certification and fail to provide required safety equipment, sometimes misclassifying workers as independent contractors to avoid responsibilities. In response, CSLB has partnered with Cal/OSHA and other agencies and is planning joint ride-alongs and outreach videos.

Registrar Fogt also highlighted several educational webinars, including partnerships with Assemblymembers Jacqui Irwin and John Harabedian, focusing on rebuilding



processes and consumer protection. A CSLB-led webinar on debris removal is scheduled for April 22.

Registrar Fogt noted further enforcement includes coordination with the Los Angeles District Attorney's Office to prosecute unlicensed and fraudulent contractors, with emphasis on preventing improper payment practices like front-loading contracts. Staff also participated in a major wildfire recovery conference with strong attendance and recognition.

Registrar Fogt said several media and outreach initiatives are underway, including updated videos and press releases, and CSLB is also compiling a list of qualified contractors for debris removal to share with the public and local officials. An updated bulletin regarding debris removal was expected by April 16. Registrar Fogt concluded by recognizing the efforts of staff members supporting these initiatives.

Budget Manager Stacey Paul reported that they have been working with the enforcement team and the California Governor's Office of Emergency Services (Cal OES) to track and recover costs related to their presence at the DRCs. So far, they have received \$529,000 in general fund reimbursements to offset expenses. Manager Paul is continuing efforts to secure additional reimbursements as CSLB maintains a presence at the DRCs.

Committee Member Comment

Chair Mark expressed gratitude for the staff's hard work in response to the devastating fires, particularly their efforts at the DRCs. They emphasized the importance of public outreach and requested that the upcoming "Rebuilding After a Disaster" video be widely distributed to inform the public.

Vice Chair Galarza noted ongoing discussions with legislators about workers' compensation issues related to fire cleanup efforts. They raised concerns about the widespread abuse of independent contractor classifications and asked whether there would be any grandfathering provisions to address this specific issue.

Registrar Fogt agreed to include information about workers' compensation insurance requirements in the updated Fast Facts bulletin. They offered to share the draft with Vice Chair Galarza for review before it is reissued to ensure it includes all necessary details, including that independent contractors working in the construction industry must be licensed.

Vice Chair Galarza recommended that the Chair and Committee address the widespread abuse of independent contractor classifications, particularly in disaster cleanup efforts. He emphasized that this issue is contributing to fraud in multiple areas, including workers' compensation, unemployment insurance, and tax withholding. Vice Chair Galarza stressed the need to protect both the public and vulnerable workers who are unknowingly exposed to serious risks without proper training or protection.



Chair Mark agreed with Vice Chair Galarza's concerns and suggested that the upcoming Enforcement Committee Meeting is the ideal place to address the issue of independent contractor abuse and related enforcement strategies. They emphasized the importance of including clear information about contractor requirements, including workers' compensation, in the upcoming fact sheet on fire recovery to ensure consumer awareness and protection.

Registrar Fogt agreed that the Enforcement Committee should further discuss the issue and asked Enforcement Chief Steve Grove to confirm whether the Employment Development Department (EDD) and the joint task force are involved in performing inspection in the Los Angeles County burn areas.

Chief Grove confirmed that they are working with EDD and the Department of Insurance on the issue of independent contractors. They clarified that these independent contractors are considered unlicensed, and if a licensed contractor hires them, both the licensed contractor and the unlicensed individual are in violation of regulations.

Chair Mark asks whether Vice Chair Galarza's question was answered.

Vice Chair Galarza understood but wanted to emphasize the importance of ensuring proper enforcement and making sure the issue is addressed thoroughly.

Chair Mark suggested that Member Galarza bring up the matter again during the Enforcement Committee Meeting.

Public Comment

There was no comment.

F. Adjournment

Meeting adjourned at 9:55 a.m.



CONTRACTORS STATE LICENSE BOARD

ENFORCEMENT COMMITTEE MEETING SUMMARY REPORT

Enforcement Committee Meeting Summary Report

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

Enforcement Committee Chair Rodney Cobos called the meeting of the Contractors State License Board (CSLB) to order on Friday, April 11, 2025, at 9:57 a.m., via Webex teleconference. A quorum was established.

Committee Members Present

Rodney Cobos, Chair
Miguel Galarza
Amanda Gallo
Thomas Ruiz
Jacob Lopez

CSLB Staff Present

David Fogt, Registrar
Cindy Kanemoto, Interim Chief Deputy Registrar
Steve Grove, Chief of Enforcement
Katherine White, Chief of Public Affairs
David Gower, Public Affairs Supervisor
Michael Jamnetski, Special Projects Manager
Robin Williams, Executive Analyst
Amy Lawrence, Television Specialist
Natalie Watmore, Information Officer

Department of Consumer Affairs (DCA) Staff Present

John Kinn, DCA Legal Counsel

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, 11125.4(b), 11125.7(a)).*)

Committee Member Comment:

There was no comment.

Public Comment:

Andrea Montano explained that they attended the meeting as an advocate for contractor fraud victims and recommended creating a coordinated civil and criminal enforcement task force, forming a rapid response legal assistance team to help victims of fraud, and more active collaboration between investigators and prosecutors.



Roy Porter expressed concern about the lengthy complaint investigation process. Porter stated speeding up investigation timelines will help CSLB's public image, noting that they have incurred substantial emotional and legal costs.

DCA Legal Counsel John Kinn intervened during Porter's comments to ensure no details of an active investigation were shared, reminding participants of statutory limitations.

Aida Urizar, a member of the Alliance of Californians for Community Empowerment (ACCE), shared information about a 2021 home improvement scam involving BD Construction Inc. They noted their family lost \$82,000 and that total losses from the scam may exceed \$6 million where contractors worked with lenders to push financing on homeowners. Urizar noted their concerns with the pace of CSLB investigations and the lack of bilingual staff providing services to the Spanish speaking community.

Counsel Kinn intervened during Urizar's comments to ensure no details of an active investigation were shared, reminding participants of statutory limitations.

Beto Uriostegui said they are a former licensed contractor who has been put out of business. They said they have lost over half a million dollars in the last four years due to multiple contractors. The commenter said there is a lack of oversight by CSLB regarding qualifying individuals to become licensed and suggested a potential deterrent would be additional monitoring.

C. Review and Discussion of Consumer-Filed Complaint Handling Strategies

Chair Cobos noted that Chief of Enforcement Steve Grove would be discussing this item.

Chief Grove presented an overview of how consumer complaints are currently managed by CSLB, noting that in fiscal year 2024-25, the Intake and Mediation Centers received 9,317 total complaints, settled 31 percent of complaints, and paid more than \$11.7 million in restitution. Chief Grove noted that CSLB attempts to resolve the dispute and make the consumer financially whole, when appropriate. They added one of the goals of the Intake and Mediation Centers (IMC) is to resolve or transfer complaints to an investigative center within 60 days. Chief Grove then noted that in 2024-25, the investigative centers had 4,245 total complaints with 1,493 referred to a legal action and 398 referred for criminal prosecution. Chief Grove explained that the objective of investigative centers is to investigate complaints, not to settle. However, settlements can happen.

Chief Grove then provided some background on the creation of the Multiple Offender Unit (MOU) in 2023. The MOU addresses contractors who routinely receive a large number of complaints – resulting in high caseloads and excessive aged cases. Chief Grove noted complaints against contractors who have more than 10 open complaints



are referred directly to the MOU, bypassing the IMCs, and all complaints against a specific contractor are assigned to a single investigator.

Chief Grove noted that five licenses have been revoked with 17 accusations pending while two cases have been referred to criminal prosecution.

Committee Member Comment:

There was no comment.

Public Comment:

Aida Urizar expressed some concerns about the statistics asking why have only five licenses been revoked, why have only two complaints been referred for criminal prosecution, and what is the timeline for this process.

Andrea Montano emphasized the importance of refining how CSLB defines and measures success in complaint handling. They provided suggestions including expanding the Board's performance indicators beyond basic metrics like open or closed cases. Instead, they proposed evaluating outcomes in relation to the severity of damage. Montano also suggested a financial hardship triage into CSLB's digital systems to prioritize complaints from severely impacted consumers and to create a cross-jurisdictional enforcement task force to address inconsistent responses across counties.

D. Review and Discussion Regarding Alternative Dispute Resolution

Chair Cobos provided a brief overview of the arbitration process at CSLB, noting that arbitration is when disputing parties submit their differences to a neutral third-party professional who makes a final award for financial damages, if any. CSLB will pay for the hearing, the arbitrator and one state-appointed expert witness if necessary. Chair Cobos noted only contractors in good standing with CSLB qualify to participate in arbitration.

Karen Smith, president of the Arbitration and Mediation Conciliation Center (AMCC), CSLB's arbitration provider, gave an in-depth presentation on the program. They explained the two types of arbitration, including mandatory (for disputes up to \$25,000) and voluntary (for \$25,000–\$50,000).

They emphasized that arbitration is not enforcement or restitution but a neutral process. AMCC's arbitration panel includes professionals from both legal and construction backgrounds, with ongoing recruitment and refinement to improve quality. Smith expressed interest in more training for new CSLB staff and praised existing collaboration with CSLB investigators and legal teams.

Smith also noted that video conferencing, e-delivery, and broad document submission options have improved efficiency. In addition, Smith noted the possibility of increasing



the voluntary arbitration limit from \$50,000 to \$100,000 to reflect inflation and the cost of modern home improvements.

Smith shared some statistics, noting AMCC processed 410 awards totaling nearly \$5 million in 2024, the average turnaround time from case intake to award was 41 days., and AMCC has maintained a 4.88/5.0 satisfaction score based on evaluations submitted prior to award issuance. They added that arbitration decisions are binding and private, with less than 0.5 percent being contested or vacated.

Chair Cobos thanked Smith for their presentation.

Committee Member Comment:

There was no comment.

Public Comment:

Andrea Montano returned for additional public comment, following Karen Smith's presentation. They expressed strong support for the arbitration program and emphasized that many consumers are unaware of this option until they face serious disputes. Montano recommended enhancing public awareness of the arbitration process through marketing, social media, and educational outreach — particularly at Scam Stopper seminars. They suggested promoting arbitration alongside other preventative measures, such as educating the public on minimum down payments and contract best practices.

E. Review and Discussion Regarding Unlicensed Contracting Enforcement

Chief Grove gave an overview of the focus on current Strategic Objective 2.2, which addresses online false advertising including through social media. They explained that the goal is to increase proactive enforcement and consumer awareness and that it will be necessary to identify how much illegal advertising is taking place, the methods used, and the geographic areas. This requires hiring a consultant to conduct a study.

As part of this effort, Chief Grove noted staff are working with Sacramento State University's Population Research Center (PRC) and DCA to finalize a contract. The study would include development of an electronic survey in English and Spanish to determine what resources are needed to improve public education on the benefits of hiring licensed contractors, an assessment of the approximate number of unlicensed contractors in California, including those operating in declared disaster areas. The final electronic report, including data analysis and strategic recommendations, is expected later in 2025.

Committee Member Comment:

There was no comment.

**Public Comment:**

Andrea Montano stated that while unlicensed contracting is a critical enforcement priority, licensed contractors committing mass fraud often cause even greater financial and emotional harm due to their larger project scope and perceived legitimacy. They suggested balancing resources between responding to both. She advocated for enhanced enforcement of Business and Professions Code sections 7108 (diversion of construction funds) and 7120 (misuse of construction funds) and proposed the creation of emergency asset preservation orders and business continuity emergency programs.

Davi Rodrigues asked CSLB to address the community of artists (muralists) that the commenter states are evading contractors law and requested CSLB focus on that demographic with outreach efforts.

Aida Urizar asked CSLB to focus on home improvement salespersons who are in the community and making sure they are registered with CSLB.

F. Adjournment

The meeting adjourned at 10:50 a.m.



CONTRACTORS STATE LICENSE BOARD

LEGISLATIVE COMMITTEE MEETING SUMMARY REPORT

Legislative Committee Meeting Summary Report

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

Legislative Committee Chair Joël Barton called the meeting of the Contractors State License Board (CSLB) Legislative Committee to order on April 11, 2025, at 11:00 a.m. at CSLB Headquarters in Sacramento, CA, via Webex teleconference. A quorum was established.

Committee Members Present

Joël Barton, Chair
Rodney Cobos
Miguel Galarza
Diana Love
Josef Preciado
Thomas Ruiz

CSLB Staff Present

David Fogt, Registrar
Cindy Kanemoto, Interim Chief Deputy Registrar
Katherine White, Chief of Public Affairs
David Gower, Public Affairs Supervisor
Michael Jamnetski, Special Projects Manager
Amy Lawrence, Television Specialist
Natalie Watmore, Information Officer
Robin Williams, Executive Analyst

Department of Consumer Affairs (DCA) Staff Present

John Kinn, DCA Legal Counsel

A. 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, 11125.4(b), 11125.7(a)).*)

Committee Member Comment:

There was no comment.

Public Comment:

Andrea Montano asked the Committee to consider several items for a future agenda including establishing a framework for construction fraud enforcement enhancements, emergency mass fraud response protocols, and construction verification and



certification acts intended to identify critical legislative needs to address emergency response for mass fraud and severe hardship cases. The commenter further urged the Committee to consider establishing dedicated funds for specialized construction fraud prosecution units, creating enhanced sentencing guidelines for multi-victim construction fraud, implementing victims' restitution priority for construction fraud cases, and establishing cross-jurisdictional authority for regional fraud schemes. Montano also recommended codifying an emergency mass fraud response protocol and providing sustainable funding for a catastrophic fraud recovery fund. The commenter also suggested standardized verification protocols for architectural certification of project milestones intended to prevent payment phase fraud.

Roy Porter asked if the Committee would discuss each bill individually or in general. Chair Barton responded that the Committee would discuss each bill in general because the meeting is not in-person and the Committee would not be voting on any bills. The Chair noted this meeting was intended to get input from the public and Committee members and that staff's recommended position for each bill would be shared. The commenter stated they wanted to make a comment on two bills and asked if they should make comments now. Chair Barton asked the commenter to wait until those bills were up.

B. Review and Discussion of 2025-2026 Pending Legislation

Chair Barton noted nine bills on the agenda for discussion and that the Committee would not be voting on any positions because the meeting does not have an in-person quorum. The Chair noted that staff have provided recommended positions for use in discussions and a brief summary and status for each bill would be provided before opening it up for discussion.

1. AB 485 (Ortega) – Labor Commissioner: unsatisfied judgements: nonpayment of wages.

Chair Barton stated that AB 485 is currently on suspense in the Assembly Appropriations Committee. The Chair provided that the bill requires CSLB to deny a license or license renewal if the Labor Commissioner determines a licensee or applicant is in violation of an unsatisfied judgment related to the nonpayment of wages.

Registrar David Fogt stated that existing law – Business and Professions Code section 7145.5 – resulted in the recovery of almost \$39 million in the last year in penalties or outstanding liabilities to other state agencies. They stated AB 485 doesn't directly impact CSLB because CSLB already has this authority; however, staff placed this on the agenda to discuss whether the full Board may want to support it because it will assist in the board's effort to curtail the underground economy.

Registrar Fogt noted Committee members may want to determine if the nine bills on today's agenda should be included in the June quarterly board meeting in which the Board can vote on an official position. Register Fogt noted that the Board's positions



carry some weight with the Legislature. They added that AB 485 would provide the same authority to other programs under the Department of Consumer Affairs (DCA).

Chair Barton noted that staff recommended a neutral position on AB 485.

Committee Member Comment:

Committee Member Miguel Galarza asked if the proposed legislation defined wages, and if so, whether they are minimum wages or prevailing wages.

Chair Barton noted having a similar question for Legislation Chief Rebecca May, asking whether the bill includes benefits. They stated the bill pertains to a judgment which would include any wages and noted understanding Member Galarza's question about whether the wages are daily or cumulative. Chair Barton felt it should be looked into.

Registrar Fogt stated the bill is related to civil wage and penalty assessments (CWPA) issued by the Division of Labor Standards and Enforcement. The Registrar noted that the amount previously cited included other state agencies and clarified CSLB assisted in the recovery of \$4.6 million last year for CWPA. They stated that the bill would relate to any employee that files a claim alleging they didn't receive their wages which would include prevailing wage claims. Registrar Fogt noted it would not include withholding payroll taxes.

Member Galarza thanked Registrar Fogt and noted that the trigger would be a judgment by the Department of Industrial Relations.

Registrar Fogt stated CSLB does not conduct independent investigations on wage violations and instead waits for the partnering state agency to complete their investigation. They stated AB 485 would not change CSLB's authority but might be helpful to other programs under DCA, who would be able to suspend licenses for an outstanding civil wage penalty assessment. The Registrar noted staff recommended a neutral position because they hadn't had a chance to talk to other state agencies about the bill. Registrar Fogt asked Committee members if they wanted staff to reach out to the other state agencies and if the bill should be included at the June board meeting.

Committee Member Thomas Ruiz expressed support for the bill, noting wage theft is rampant, and asked for it to be included on the June meeting for discussion. Member Ruiz expressed support that the bill is specifically related to judgments not allegations.

Committee Member Rodney Cobos noted his agreement with Member Ruiz.

Committee Member Josef Preciado stated his appreciation for Registrar Fogt's suggestion to do additional research and to take that into advisement prior to taking a position on this bill.



Chair Barton provided that the consensus is to look further into the bill and include it at CSLB's June meeting at which time CSLB would vote on a position.

Public Comment:

Richard Markuson with the Western Electrical Contractors Association (WECA) agreed AB 485 should be considered at CSLB's next meeting. Markuson pointed out that the bill is on the suspense file because of the costs associated with it but that it would be helpful for the Legislature to hear success stories regarding CSLB's existing authority to go after wage violations, an issue that plagues the industry substantially. The commenter expressed WECA's support for the measure.

Andrea Montano expressed support for AB 485 and for including it on the June meeting agenda. Montano suggested future enhancements to the bill including expanding emergency fraud response, creating an expedited license suspension process, establishing coordinated enforcement between the Labor Commissioner, CSLB, district attorneys, and the Department of Labor, Wage, and Hour Division, and providing emergency funds for employees who are victims of wage theft. Montano expressed support for taking AB 485 from a reactive enforcement tool to a proactive prevention system that identifies fraud before it is catastrophic. Montano noted that in their case, the Labor Commissioner and Department of Labor, Wage and Hour Division were unable take a position because the company had already gone insolvent but did defer them to the California Labor Commissioner, where wage theft claims take approximately two years to judgment, further complicated by a bankruptcy filing. The commenter noted that employees who haven't received a paycheck when a company folds have no way to recover the work already performed. Montano noted that having a transparent handshake with other agencies could greatly mitigate wage violation risks and help with wage recovery for employees.

2. AB 667 (Solache) – Professions and vocations: license examinations: interpreters.

Chair Barton stated that AB 667 passed out of the Assembly Business and Professions Committee and is pending the Assembly Health Committee. The Chair provided that the bill requires programs under the DCA including CSLB to allow applicants to use an interpreter to interpret the licensing examination.

Special Projects Manager Michael Jamnetski noted that AB 667 largely codifies CSLB's existing practice related to exam translations. Manager Jamnetski provided that the only significant difference between CSLB's current processes and the provisions of AB 667 is a requirement to collect and report data, which is doable.

Chair Barton noted staff have recommended a neutral position on AB 667.

Committee Member Comment:

There was no comment.

Public Comment:

There was no comment.

3. AB 742 (Elhawary) – Department of Consumer Affairs: licensing: applicants who are descendants of slaves.

Chair Barton stated that AB 742 passed out of the Assembly Business and Professions Committee and is pending the Assembly Judiciary Committee. The Chair provided that the bill requires programs under the DCA, including CSLB, to prioritize applicants seeking licensure who are descendants of American slaves, and that the status on whether an individual was the descendant of American slave would be confirmed by a Bureau for Descendants of American Slavery. The Chair further noted that the passage of AB 742 is contingent on the formation of the Bureau for Descendants of American Slavery, which is included in another bill.

Registrar Fogt noted CSLB's goal to provide timely processing of applications and stated that staff do occasionally expedite an application. The Registrar noted that expediting a license may shorten processing time two to three weeks, but the applicant would still need to meet all requirements to become licensed. Registrar Fogt noted staff are recommending a support position because the bill is consistent with CSLB's goal to reach out to underrepresented communities and help qualified applicants from those communities obtain a license.

Chair Barton expressed his support for AB 742.

Committee Member Comment:

There was no comment.

Public Comment:

There was no comment.

4. AB 1002 (Gabriel) – Contractors: failure to pay wages: discipline.

Chair Barton stated that AB 1002 is pending the Assembly Business and Professions Committee. The Chair provided that the bill would authorize the Attorney General (AG) to file a civil action suspending, revoking, or denying licensure for failure to pay workers or failure to comply with a wage judgement or court order.

Legal Counsel John Kinn provided that the bill was related to a civil action against a very large Southern California contractor for wage violations. Counsel Kinn noted that CSLB was not aware of the case, but was receiving calls about it, which prompted CSLB to request notice of any AG civil actions affecting licensure or any of its licensed contractors. They noted CSLB staff agreed with the original intent of the bill, but the bill included license suspension and permanent revocation without including other CSLB enforcement actions including letters of admonishment, citations, probation monitoring,



etc. Counsel Kinn recommended that CSLB staff continue to meet with the AG's office to work out implementation concerns while still providing the AG with the authority to remove harmful construction activities out of the market.

Chair Barton noted staff's neutral position.

Committee Member Comment:

Member Rodney Cobos asked to have the bill placed on the June agenda and Chair Barton agreed.

Registrar Fogt confirmed that AB 1002 would be included on the June board meeting agenda.

Public Comment:

Richard Markuson expressed appreciation for Counsel Kinn's description of the case and expressed concern for a different standard for license suspension or revocation being provided to the AG that differs from CSLB. The commenter noted two different standards for discipline against contractors by different state agencies may be a problem.

Registrar Fogt suggested staff work with the author to clarify the intent of the bill. They noted that CSLB has worked with local DAs for many years on civil statutes related to unfair practice, and those types of investigations are related to premium insurance fraud and occasionally civil penalties and getting workers the wages they are owed. The outcome is generally probation and, not license revocation. The Registrar further noted that in the civil judgments with local DAs, CSLB will have an accompanying accusation that goes through the administrative process to discipline and revoke the contractor's license, if necessary because of consumer harm complaints. They agreed it was appropriate to question the AG's need for additional authority when it already has the authority to file an unfair business practice civil suit. Registrar Fogt questioned to what extent CSLB can be part of the AG's action and asked the Committee to support staff reaching out to the author to further clarify the need and intent of the bill.

Andrea Montano asked if there was a published document regarding the levels of disciplinary action from suspension to revocation and time frames.

Counsel Kinn responded that CSLB can provide that information to her.

Montano asked if the document showed civil action from a suspension to a revocation including escalation process or criteria.

Counsel Kinn replied that it wouldn't be in the context of a civil action.

Manager Jamnetski stated that CSLB has administrative action information it can provide to the commenter.

**5. AB 1341 (Hoover) – Contractors: discipline: unlicensed architecture, engineering, or land surveying.**

Chair Barton stated that AB 1341 is pending in the Assembly Business and Professions Committee. The Chair noted that the bill would provide that unlicensed practice in architecture, engineering, or land surveying is cause for disciplinary action by CSLB.

Registrar Fogt noted that he and Manager Jamnetski met with the executive officers of the Board of Professional Engineers, Land Surveyors, and Geologists Board (BPELSG) and the California Architects Board (CAB) to discuss the bill and determine the impact to their programs. Registrar Fogt noted that under AB 1341, if a licensed contractor is acting as an architect or an engineer without a license or if a licensed engineer or architect who is also licensed as a contractor commits a violation of their practice acts, BPELSG and CAB would refer the case to CSLB for action on the contractor's license. The Registrar provided that BPELSG and CAB estimate up to 20 referrals a year, potentially adding 40 additional investigations annually to CSLB, which would not create a significant workload. The Registrar added it could be helpful to work with other regulatory bodies to combat the unlicensed underground economy, as it helps the public as a whole. While staff recommended a neutral position on this bill, Registrar Fogt asked the Committee if they may consider supporting the bill instead.

Chair Barton noted the Board could review the bill at the June meeting.

Registrar Fogt responded that if the Committee decides it is relevant, the bill can be included on the June 13 meeting agenda for a formal vote.

Committee Member Comment:

There was no comment.

Public Comment:

Richard Markuson stated he understood the bill to be primarily related to "A" or "B" contractors performing some aspects of civil engineering or land surveying without the appropriate license in either of those professions as part of their construction services. Markuson further noted that 20 investigations a year may be a high estimate, but felt coordination between CSLB and other regulatory programs is worthy of consideration.

Registrar Fogt agreed that 20 investigations a year may be a high estimate.

Andrea Montano stated this bill bridges the partnership with BPELSG and CAB and could play a critical role in preventing fraud. Montano recommended asking the Legislature to look at standardized verification requirements for project milestones and a liability framework for certification issues. Further, the commenter suggested establishing a cross-disciplinary enforcement procedure between CAB and CSLB to prevent unlicensed practice and to harness architectural expertise to prevent fraud before it occurs. Lastly, Montano requested adding this bill to the June meeting agenda.

**6. SB 61 (Cortese) – Private works of improvement: retention payments.**

Chair Barton stated that SB 61 passed on consent out of the Senate Judiciary Committee and was pending the Senate Floor. The Chair noted that the bill would limit a retention payment amount withheld from a private work of improvement from exceeding 5% of the payment or contract price. Chair Barton further noted staff's recommended support position and stated that the bill does not present any additional workload requirements to CSLB and may provide enhanced subcontractor solvency.

Registrar Fogt noted that the bill relates to CSLB's authority under Business and Professions Code section 7120 addressing a prime contractor who has been paid by a property owner for the work performed by a subcontractor and withholds payment to the subcontractor. Registrar Fogt added that contractors can withhold 10 percent for private works; however, the withholding for public works is limited to 5 percent. The Registrar provided that this practice poses potential harm to subcontractors, as they may have a tough time surviving until they can collect the 10 percent. Registrar Fogt further stated that the prime contractor withholds the money for leverage if there is a call back or additional repair work necessary. The Registrar noted that addressing the disparity in withholdings between private and public works may help to reduce complaint volume and level the playing field for private and public works.

Chair Barton agreed that withholdings for private works should be on par with public works at 5 percent and supports having SB 61 on the June meeting agenda.

Committee Member Comment:

Member Galarza noted that public works often carry a performance and payment bond to protect the public entity and ensure payment to subcontractors. They further noted the rarity of performance and payment bonds to protect clients of private works may be why there is a distinction between the withholding amounts for public and private works.

Chair Barton appreciated Galarza's expertise and felt the bill should be brought up at the June board meeting.

Public comment:

Richard Markuson stated amendments to the bill may be pending on SB 61 to address opposition from developers and general contractors and stated that it would be valuable for the Board to review the pending amendments before making any decisions.

7. SB 342 (Umberg) – Contractors: unlicensed work.

Chair Barton stated that SB 342 was held in the Senate Business, Professions and Economic Development Committee and would not be moving in 2025. The Chair stated that barring any objections, the Committee would move onto the next agenda item.

**Committee Member Comment:**

There was no comment.

Public comment:

There was no comment.

8. SB 456 (Ashby) – Contractors: exemptions: muralists.

Chair Barton stated that SB 456 is pending the Senate Appropriations Committee. The Chair noted the bill creates a narrow exemption from licensure for artists who paint murals and defines a mural as a unique work of fine art that is protected by copyright, trademark, label, or patent that is drawn or painted by hand directly upon an interior or exterior wall or ceiling fixture or other apertures of a building or structure.

Manager Jamnetski stated that the bill is jointly sponsored by the California Arts Advocates and the League of California Cities. Manager Jamnetski provided that staff have been working with the author's staff on the exemption language with the goal of differentiating the production of a fine art mural from what is required of a licensee applying products and materials to walls.

Chair Barton noted the staff's neutral recommendation and provided that the bill should be included at the June board meeting. Registrar Fogt confirmed it would be included.

Chair Barton noted there had been comments to the Board regarding this issue in the past.

Committee Member Comment:

Member Galarza asked Manager Jamnetski to clarify whether the artwork exemption extended to existing substrates or if murals can be applied to new substrates.

Manager Jamnetski responded that staff had discussed this issue and used the word "appurtenance" instead, as it is included in the C-33 license classification and covers parts of a property, such as a tool shed, separate garage or sidewalks, tree or fence, etc. Jamnetski further provided the mural would apply to an interior or exterior wall, ceiling, or other appurtenances of a building or structure.

Member Galarza agreed and noted issues in their jurisdiction where artists were given exemptions for artwork which required extensive foundations to mount the artwork for which they were not licensed.

Manager Jamnetski responded that the bill expressly limits the exemption to a person who draws, paints, supplies, executes, restores, or conserves a mural on a building, not including the installation of steel or other structural works, or the painting of wall signs. Manager Jamnetski further noted the exemption is pursuant to an owner who can legally authorize the contract, which means it is not going to cover graffiti.



Chair Barton felt the bill warrants further investigation and should be brought up at the June meeting.

Public Comment:

Roy Porter noted their comments were regarding SB 342 (Agenda Item 7). Porter stated more clarity is needed for the definition of a licensed contractor in SB 342. The commenter noted there is a continuing debate regarding who is an employee, as it relates to workers' compensation insurance. Porter said information is kept secret per client attorney privilege and civil action cannot be brought against unlicensed persons. Porter provided personal experience where an unlicensed contractor filed a mechanical lien on their property.

Davi Rodrigues said they believe this bill is in response to them having complained all over the state about cities and counties hiring unlicensed contractors to paint murals. The commenter finds the bill unjust and ambiguously defines "artist" allowing individuals to claim they are artists. The commenter stated anyone can copyright anything easily or change the paint's hue and claim it is artistry. Rodrigues questioned how a painter would not be given the same consideration, as artists are involved in contracts of \$40,000 that includes prep work, pressure washing, and even adding architectural details to a mural. The commenter stated that the City of Sacramento has been hiding contracts with muralists from the public record. Rodrigues asked why any painter would get a contractor's license if they can be exempted. Lastly, the commenter states that the bill's passage will create a nightmare for the Board to enforce.

Chair Barton thanked the commenter and noted that the bill will be included on the June meeting agenda.

Registrar Fogt provided that staff would meet with the commenter and conduct additional research before the June board meeting.

**9. SB 517 (Niello) – Home improvement contract requirements:
subcontractors.**

Chair Barton stated that SB 517 is pending the Senate Judiciary Committee. The Chair noted that the bill requires every home improvement contract (HIC) to include the name and contact information of the subcontractor if the subcontractor performs more than 50 percent of the total estimated project costs. Barton noted staff's recommendation to support the bill if amended. Barton further noted that the bill provides greater transparency between the prime contractor and consumer and may reduce the number of mechanics liens placed on homeowners. Chair Barton further stated that staff have recommended amendments to the author's office to clarify that the prime contractor is responsible for the subcontractor's work and to include the subcontractor's license number and classification along with their name and contact information in the HIC.

Registrar Fogt noted that it is important for a homeowner to contract with someone who is licensed and responsible for the work being performed. The Registrar noted that staff



occasionally see where a prime contractor tells the property owner to contact the subcontractor if they do not like the work performed, and how that practice is not allowed because the prime contractor is responsible for the work performed by the subcontractor. Registrar Fogt noted that the owner needs to advise the prime contractor if the subcontractor has allegedly done defective work because the owner has a contract with and has paid the prime contractor directly. The Registrar provided that this evidence is needed to support a financial injury and that CSLB doesn't investigate subcontractors, unless the prime can show the subcontractor was put on proper written notice and didn't perform and the prime contractor had to repair or complete the work. Registrar Fogt further stated that prime contractors should not tell homeowners they need to work with the subcontractor who performed the work, instead they should work directly with the owners to resolve the issue. The Registrar stated staff recommended the amendment to make it clear that the prime contractor is 100 percent accountable for any work done by subcontractors.

Chair Barton asked to place the bill on the agenda for the June meeting.

Committee Member Comment:

Member Galarza asked the Registrar to clarify if the recommended amendment to SB 517 would lower the standard from 50 percent to any subcontractor.

Registrar Fogt responded that lowering the standard amount could be recommended by the Board, but that staff requested a sentence in the bill clarifying that the prime contractor is responsible for the subcontractor's work. The Registrar noted Senator Niello has been supportive of the construction industry and may entertain another amendment; however, 50 percent is a good threshold. They added there are concerns over liens being placed on homes by subcontractors, and it may benefit property owners to know if a subcontractor is doing more than 50 percent of the work and can ensure the subcontractor is paid before paying that portion to the prime contractor.

Member Galarza responded that in public works the client must be notified if a subcontractor is performing any more than 0.5 percent of the work. They noted that this prevents labor fraud because the contractors are responsible to submit payroll reports for their employees, but also helps the client avoid a mechanics lien from an individual they didn't know was working on the job outside of the prime contractor. Member Galarza further noted it would be beneficial to revisit the 50 percent threshold.

Rodney Cobos asked if AB 1002 (Agenda Item 4) would be on the June agenda and offered support for its inclusion.

Manager Jamnetski confirmed AB 1002 would be included.

Member Ruiz asked if the bill would require informing the homeowner should a subcontractor get changed out, which is common.

Registrar Fogt noted that an amendment could be offered to Senator Niello to update the HIC if a subcontractor is substituted but doesn't believe it's part of the bill currently.

**Public Comment:**

Roy Porter expressed support for lowering the percentage to less than 50 percent. The commenter noted having received a preliminary notice for materials from unknown people and subcontractors and none of the subcontractors were licensed in California or had workers' compensation insurance. The commenter suggested the bill be amended to require the disclosure of all subcontractors including license number, workers' compensation insurance status, and contact information. The commenter also expressed support for including a change out notice because they had several subcontractors for electrical and plumbing change throughout their project who were told by the general contractor they didn't need to tell Porter who was working on the job.

Chief of Public Affairs Katherine White asked to confirm if the meeting had a quorum as Member Love had left the meeting. Counsel Kinn confirmed the meeting still had a quorum with five members present.

Andrea Montano agreed with previous comments about making the prime contractor accountable and providing full disclosure regarding subcontractors. Montano suggests incorporating a framework for an emergency response approach and supports looking at a threshold less than 50 percent. The commenter suggested reaching out to Senator Niello to add provisions preventing misrepresentation about subcontractor performance, including false claims that subcontractors walked off the job so they can hire a new contractor and not pay. They note that when subcontractors report non-payment it may threaten a business' viability, have detrimental effects on the contractor, and may cause the filing of a mechanics lien where the homeowner does not have contact information to object to the validity of the mechanics lien. Montano noted that establishing a financial hardship triage system would specifically help subcontractors who have employees and enhancing disclosure by including contractual language covering all parties is critical.

Chair Barton noted taking the Registrar and Legislative Chief Rebecca May would take the comments under advisement.

Beto Uriostegui suggested enhancing the bill to incorporate bonding requirements. The commenter noted with the demand for ADUs, prime contractors engage in selling projects and hire subcontractors to perform most of the work, subjecting the subcontractor to a huge liability should the prime contractor go out of business. Beto further states that the bonding requirement is insufficient to protect homeowners or subcontractors and should be improved.

C. Adjournment

Meeting adjourned at 12:21 p.m.



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 Jim Ruane called the meeting of the Contractors State License Board (CSLB) Licensing Committee to order on May 15, 2025, at 9:05 a.m. via WebEx teleconference. A quorum was established.

Committee Members Present

Jim Ruane, Chair
Joël Barton
Alan Guy
Henry Nutt III

Mary Teichert and Steve Panelli had approved absences.

CSLB Staff Present

David Fogt, Registrar
Carol Gagnon, Chief of Licensing and Examinations
Katherine White, Chief of Public Affairs
Michael Jamnetski, Special Projects Manager
David Gower, Public Affairs Supervisor
Amy Lawrence, Television Specialist
Natalie Watmore, Information Officer
Robin Williams, Executive Staff

DCA Staff Present

John Kinn, DCA Legal Counsel

B. Public Comment Session for Items Not on the Agenda and Future Agenda Item Requests (Note: Individuals may appear before the committee members to discuss items not on the agenda; however, CSLB's committee can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)).

Committee Member Comment:

There was no public comment.

Public Comment:

There was no public comment.

**C. Update and Discussion Regarding 2025-27 Licensing Strategic Plan Objectives**

Chair Jim Ruane began by explaining the purpose of the committee meeting to provide the Committee with updates on four of the six Licensing Division strategic plan items.

1. Explore and Address Language Barriers to Licensing and Testing

Licensing Chief Carol Gagnon provided an update on this first item. They explained that CSLB staff have put their primary focus on Spanish translations because there have historically always been more requests for Spanish translations for exams, from consumers, and from licensees than any other language. They informed the committee about all of the exam study guides and 10 of CSLB's most popular exams are offered in Spanish. Staff hosts a Get Licensed to Build workshop in Spanish once a month for people interested in licensure. There are also CSLB staff who are certified to translate written documents into Spanish, and the department has a contract through DCA to translate larger documents and exam item banks. Chief Gagnon noted some of CSLB's Enforcement and Public Affairs documents have already been translated into Spanish and other languages and are available on our website. Chief Gagnon then asked Public Affairs Chief Katherine White to comment on some of the documents that are already provided in Spanish and other languages on the website.

Chief White noted that the Terms of Agreement was recently translated into Spanish and is now available on CSLB's website.

Chief Gagnon informed the committee that in addition to the above, in the last month, staff translated the translator letter and form for candidates who are requesting a translator for an exam into Spanish. Staff also translated the paragraphs they use to respond to exam appeals and the instructions for the original exam application.

Chief Gagnon explained that the next steps for this strategic plan item are to survey new applicants each month as part of the applicant survey to determine what other languages should be addressed, identify more exams that could be translated into Spanish, identify additional documents and forms that could be translated into Spanish, and pursue an additional bilingual position in EDU to work on more Spanish exams.

Committee Member Comment:

Chair Ruane asked the board members for input.

Committee Member Henry Nutt III asked if staff had surveyed consumers for input into CSLB's Spanish translation plans.

Chief Gagnon replied that staff had surveyed all of the candidates who had taken a Spanish exam in July 2024, whether or not that had completed the licensure process.



However, Chief Gagnon said staff have not surveyed consumers yet and will look into that.

Public Comment:

There was no public comment.

2. Develop Regulations to Require Licensing Contractors to Complete Continuing Education Pursuant to Existing Complaint Disciplinary Authority

Chair Ruane spoke on this item, explaining that CSLB's regulation manager Tracy Brazil has begun a regulations package to update the California Code of Regulations sections 870 and 871. The process to obtain final approval from the Office of Administrative Law takes approximately two years. Chair Ruane noted staff will provide updates during future board meetings. In addition, staff plan to expand upon CSLB's Important Links webpage that lists trade associations and to create a new page with training available to contractors. Staff are drafting a survey for this in conjunction with the next strategic planning item.

Committee Member Comment:

There was no public comment.

Public Comment:

There was no public comment.

3. Assess Exam Content, and Update as Necessary, to Ensure Exams are Current with Industry Standards

Chief Gagnon discussed this item, giving the committee members an overview of the exam development process. They explained that the Exam Development Unit (EDU) currently updates every exam every five years. Staff work with Subject Matter Experts (SMEs) at every stage of the process and assess the item bank and item statistics to make decisions about each item bank.

Chief Gagnon listed the steps staff take for each exam item bank's update, including explaining how job audit interviews work, the development of the occupational analysis survey, how SMEs research and update each of the 500 to 1,000 items in the item bank, how references are used, and how the pass point/cut off score is set. They also explained what the Exam Specialists do after an exam item bank is finished in creating the actual tests that candidates see at the test center and maintaining the banks and tests during the four years before the exam goes through the development cycle again.

Chief Gagnon said that the one thing staff would like to do is to develop stronger relations with the trade associations so they can learn more about the reference



materials offered and new and emerging technologies in each trade. They stated that staff are developing a survey for contractors in the 12 trades that will go through exam development in 2026, asking for the trade associations that are related to their trade. Once this survey is complete, staff will then survey those trade associations to find out more about what they offer to their members and set up interviews with them about the new and emerging technologies in their trades.

Committee Member Comment:

Committee Member Joël Barton volunteered to be interviewed for the C-7 Low Voltage trade.

Chair Ruane volunteered to be interviewed for the C-2 Insulation and Acoustical and C-9 Drywall trades as they represent the Wall and Ceiling Alliance.

Public Comment:

There was no public comment.

4. Identify and Educate Licensees on the need to Maintain Current Certifications to Promote Proper Installations

Chair Ruane presented this item, providing the committee with some information about the various types of certifications available to contractors. They explained that two certifications are CSLB-specific, asbestos and hazardous substance removal, which are the only two certifications listed on the license record available to the public when they research a license on the CSLB website. In addition, there are other government agency certifications such as the Asbestos Contractors Registration required by the Division of Occupational Safety and Health for all C-22 Asbestos Abatement contractors and the locksmith company license requirements through the Bureau of Security and Investigative Services that C-28 Lock and Security contractors must have. Many trade associations have specific certifications they offer as well.

Chair Ruane explained that often the requirements for certifications are different from CSLB trade descriptions. For example, the State Fire Marshal has a sprinkler fitters' certification that covers duties listed under the C-16 Fire Protection trade. But their certification is for technicians who work for a C-16 contractor, and not the contractor regulated by CSLB, and is only related to fire sprinklers. The C-16 trade also does other types of fire protection like installing underground fire mains and hydrants. As illustrated by this example, often the certifications are for the employees doing the work and not necessarily the contractor.

Chair Ruane also mentioned the elevator certifications through Cal/OSHA. They cover elevator mechanics and companies, but only for industrial and commercial elevators. They are not required for residential wheelchair lifts, which some C-11 contractors specialize in and are not part of this Cal/OSHA program.



Chair Ruane noted the staff recommendations for this item, which include creating a survey for a sample of active, licensed contractors in each trade asking about the certifications, adding a notice to the issuance letter that additional certifications through other agencies might be required for their work, adding information about possible certifications to trade's study guides, and possibly adding certain certifications to the license page.

Committee Member Comment:

There was no public comment.

Public Comment:

There was no public comment.

D. Adjournment

Committee Member Alan Guy motioned to adjourn; Member Nutt seconded.

The meeting was adjourned at 9:36 a.m.



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 Diana Love called the meeting of the Contractors State License Board (CSLB) Licensing Committee to order on May 15, 2025, at 10:00 a.m. via WebEx teleconference. A quorum was established.

Committee Members Present

Diana Love, Chair
Alan Guy
Jacob Lopez
Josef Preciado
James Ruane

Mary Teichert and Steve Panelli had approved absences.

CSLB Staff Present

David Fogt, Registrar
Katherine White, Chief of Public Affairs
Carol Gagnon, Chief of Licensing and Examinations
Michael Jamnetski, Special Projects Manager
David Gower, Public Affairs Supervisor
Natalie Watmore, Information Officer
Robin Williams, Executive Staff

DCA Staff Present

John Kinn, DCA Legal Counsel

B. Public Comment Session for Items Not on the Agenda and Future Agenda Item Requests (Note: Individuals may appear before the committee members to discuss items not on the agenda; however, CSLB's committee can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)).

Committee Member Comment:

There was no public comment.

Public Comment:

There was no public comment.

**C. Update and Discussion Regarding 2025-27 Public Affairs Strategic Plan Objectives**

Chair Love began by explaining the purpose of the committee meeting to provide the Committee with updates on two Public Affairs strategic plan items.

1. Improve the Clarity and Tone of Board Communications to Increase Public Understanding

Public Affairs Chief Katherine White provided an update on this item. They explained that Public Affairs staff are regularly reviewing press releases, industry bulletins, and newsletters to determine where plain language edits need to be made. The tone has shifted in these documents to be more conversational and more understandable for stakeholders. Chief White also explained how staff have also reviewed public outreach presentations, such as those used for CSLB's Senior Scam Stopper seminars and licensing workshops, to see where language can be simplified for audiences. They explained that staff will continue to review all its publications to revise content and ensure key points are clear to stakeholders involved. Chief White said that if there are publications that the Committee believes need to be revised for the public, Public Affairs can prioritize those.

Committee Member Comment:

There was no public comment.

Public Comment:

There was no public comment.

2. Update CSLB Website to Make it More Accessible and User Friendly

Chair Love explained that CSLB has been working with the Department of Consumer Affairs on an eventual website update that will change the look of the website to be more uniform across boards and bureaus. This does not currently have a target date. The DCA website currently has a carousel on the front page that rotates to different featured items, including CSLB's Disaster Help Center.

Chair Love explained that CSLB's Public Affairs team has been working on website updates following the devastating wildfires in Los Angeles County. The Disaster Help Center was made more prominent on the homepage with a green button on the site's homepage. Chair Love noted that the Disaster Help Center page has been updated with updated information regarding debris removal in the fires and other resources in the recovery. This page includes a list of contractors with the authorized classifications and required hazardous material removal certification who have informed CSLB they are interested in providing debris removal bids to wildfire survivors. Chair Love added the Disaster Help Center page also includes important consumer protection tips on how to research a contractor and home improvement contract requirements that caution to not pay for work that has not been performed.



Chair Love explained that CSLB plans to survey the more than 50,000 general building contractors authorized to bid and contract for the rebuild that have a business address in the Los Angeles basin. General Building contractors expressing interest in providing wildfire bids will be added to the Disaster Help Center page.

Chair Love explained that Public Affairs staff are continuing to review the website to identify opportunities for additional updates.

Committee Member Comment:

There was no public comment.

Public Comment:

There was no public comment.

D. Review and Discussion Regarding “Find My Licensed Contractor” Branding

Chair Love explained that they had previously requested the “Find My Licensed Contractor” title on the CSLB website be renamed to “Find A Licensed Contractor.”

Committee Member Jacob Lopez joined the meeting at 10:08 a.m.

Chief White explained that the “Find My Licensed Contractor” feature was first launched in January 2018 to make it easier for consumers to find a licensed contractor for their home improvement projects. The feature also helped contractors search for subcontractors and awarding agencies look for bidders for public works contracts.

Chief White explained that the feature continues to be regularly used by stakeholders. In 2024, the Find My Licensed Contractor page was viewed nearly 2 million times and is among the top 10 pages viewed on the website. Chief White noted that, as a result, it is linked on different locations on the website, including the Disaster Help Center and Public Data Portal, along with press releases about sting operations. They said if the Committee chooses to move forward with changing it, staff will need to update the various locations on the website with this new branding.

Chair Love explained that they were in favor of making this change because people seeing the “Find My Licensed Contractor” link may be confused and think they were finding a contractor they had already hired. They asked Chief White about where on the website it would need to be changed besides the homepage where there is a button for “Find My Licensed Contractor.”

Chief White noted it would not be as simple as just updating this button as there is an entire page called “Find My Licensed Contractor” and it would have to be updated on the backend to ensure the updated name is reflected across the website.

Registrar Fogt then asked how often it is used.



Chief White responded that information on how many people have used it was not available but that the page was viewed 2 million times in 2024.

Registrar Fogt asked the Committee whether it would be more clear for the public if it was called “Find A Licensed Contractor.”

Committee Member Comment:

Chair Love noted they were in favor of the change.

Committee Member Alan Guy said it is two different searches that are up for discussion. They noted they use “Find My Licensed Contractor” when looking at subcontractors. Member Guy noted that the feature can be cumbersome when sorting through C-22 Asbestos Abatement contractors, for example. Member Guy noted the feature would be useful if it could be narrowed down by license type and zip code.

Chair Love clarified that the “Find My Licensed Contractor” page has features for license type and zip code and noted it is used for both.

Member Guy asked whether “Find My Licensed Contractor” was different than the License Check feature on the website.

Both Chair Love and Chief White confirmed that they are different features.

Member Guy said they now know which feature to use when searching for a subcontractor.

Chair Love asked if a vote by the Committee was needed on this item.

Legal Counsel John Kinn explained that this is an advisory committee and said this item could be voted on during the next board meeting.

Member Guy then asked how to find this feature on the website.

Chief White noted if you go to the homepage, you can scroll down and see a link for “Find My Licensed Contractor.”

Member Lopez noted it is also available under Online Services.

Registrar Fogt noted on the Disaster Help Center page, CSLB has a search tool to find contractors through the Public Data Portal with the proper classifications. They noted it has been an effective feature.

Chair Love reiterated the point that “Find A Licensed Contractor” makes it more clear and noted they will bring it to the full Board.

**Public Comment:**

There was no public comment.

E. Review and Discussion Regarding Career Opportunities for Justice-Involved Individuals

Chair Love explained that this agenda item was one they previously asked to be an item for a future meeting and addresses career opportunities for justice-involved individuals. Chair Love explained that, per DCA Legal, justice-involved individuals refers to people who have had interactions with the criminal justice system as a defendant and that this item looks at how CSLB can assist these individuals seeking employment once their sentence has been completed.

Chair Love explained how the licensure process works for applicants with criminal convictions. They said all applicants must be fingerprinted ahead of being licensed, which then leads to a criminal background check. Each license applicant is evaluated on a case-by-case basis to determine license eligibility. A criminal conviction or formal license discipline does not automatically preclude an applicant from CSLB licensure.

Chair Love asked Licensing Chief Carol Gagnon to describe this process further.

Chief Gagnon explained how all applicants must be fingerprinted as part of the licensure process. Those fingerprints are then sent to the FBI and Department of Justice for a background check. Chief Gagnon explained how any arrests or convictions are sent to CSLB's criminal background staff for review before a license can be issued. They stated that if an applicant has a felony conviction for a crime that is substantially related to the duties of a licensee, the applicant may be deemed to be rehabilitated if seven years have passed, depending on the crime. She explained that for misdemeanor convictions, an applicant may be deemed to be rehabilitated in three years' time. Chief Gagnon explained that staff also look at the extent to which the applicant has complied with the terms of parole, probation, and restitution. Staff also look at the applicant's work history after release from incarceration.

Chief Gagnon explained that there are no convictions that automatically preclude an applicant for licensure; however, they explained that certain convictions over the seven-year time range may be grounds for denial if the applicant was convicted for a serious felony such as those involving violent sex crimes or a firearms conviction. Chair Gagnon explained that if an applicant is required to be registered as a sex offender or if the applicant was convicted for a financial crime currently defined as a felony, these may be grounds for denial. Chief Gagnon explained how applicants who are denied licensure can appeal that decision.

Chair Love noted that if individuals want to get construction industry experience, they may be able to work within the California Prison Authority's Career Technical Program, which partners individuals with trade unions, nonprofits, and construction companies to



get pre-apprenticeship skills and experience and that this can help with placement into apprenticeships once they have been released. Chair Love explained how CSLB can work with the California Prison Authority to provide additional resources to assist, including a flyer or brochure.

Committee Chair Love explained that Board Chair Michael Mark made CSLB aware of a comprehensive pre-apprenticeship curriculum developed and approved by the Building Trades National Apprenticeship and Training Committee.

Chair Love asked Member Lopez to comment on the MC3 Readiness Apprenticeship Program.

Member Lopez explained their involvement in an MC3 Readiness Apprenticeship Program that provides an opportunity for local people to speed up getting into a union. They stated six representatives are assigned to recruit and expand this program. They said that the program helps contractors meet their needs.

Chair Love asked if there were other ideas on how the Committee can assist these individuals on their path to licensure.

Committee Member Comment:

Committee Member Josef Preciado said that there are a number of non-profit organizations, including some in the Sacramento area, that are doing some of this work, specifically to support individuals who are justice impacted to identify and find programs like the one Member Lopez discussed. Member Preciado said they would share the names of these organizations with CSLB.

Chair Love asked if there are any exceptions to the rules regarding the amount of time that needs to pass for an individual convicted of a crime to get licensed.

Chief Gagnon explained that applicants will be denied licensure if less than three years has passed after a misdemeanor conviction and less than seven years has passed following a felony conviction. Chief Gagnon explained that some of these people hoping to gain experience will work for a licensed contractor while they are waiting for that time to expire.

Registrar Fogt said they wanted to clarify that certain types of misdemeanors do not prevent an applicant from getting licensed. They explained how the types of crimes that prevent licensure are listed on CSLB's website and required rehabilitation. Registrar Fogt noted that these individuals can get the experience to eventually apply for licensure.

Chair Love asked if individuals wanting to eventually get licensed would work as a journeyman while waiting for that time to expire.



Registrar Fogt explained that if someone is convicted of a felony, CSLB has the authority to deny licensure up to seven years. They explained that after seven years, except for under certain circumstances, they cannot be denied due to that prior conviction. Registrar Fogt explained that if an individual seeking licensure is convicted of a financial crime that CSLB wants the victim of that crime to be made financially whole. They noted that CSLB also monitors whether an applicant is currently out on probation or parole. Registrar Fogt noted that some individuals are also getting their criminal convictions expunged and taken off the record, which can change the timeline.

Special Projects Manager Michael Jamnetski said there are certainly exceptions but CSLB must consider during the decision-making process whether an applicant for licensure has been rehabilitated during the application process and whether the conviction is related to construction.

Registrar Fogt said whether an applicant convicted of a crime has paid restitution to the crime victim is considered when CSLB is determining whether an applicant has been rehabilitated and also whether that person is on probation or parole. Registrar Fogt said they want the board to look at ways CSLB can provide outreach to the criminal justice system to encourage people getting released from incarceration to consider pursuing a career in construction.

Chair Love requested that this item be placed on the agenda of the next board meeting for further discussion.

Public Comment:

Public Affairs Supervisor David Gower read a question from a member of the public named Scott asking for more information about the rehabilitation process.

Registrar Fogt repeated that applicants on probation or parole are usually denied licensure until their status changes. They explained that applicants can appeal that decision by going before an administrative law judge. Registrar Fogt explained that an administrative law judge can determine whether an applicant has been rehabilitated and eligible to get licensed.

Manager Jamnetski told the commenter that there is a [link in the committee meeting slideshow](#) that lists the criteria CSLB uses when determining whether an application has been rehabilitated.

F. Adjournment

The meeting was adjourned at 10:30 a.m.

AGENDA ITEM D-2

Review, Discussion, and Possible Action on Nominations Committee Recommendations for Election of 2025-26 Board Officers



AGENDA ITEM D-3

Registrar's Report

- a. Update and Discussion on Southern California Wildfire Response





Update and Discussion on Southern California Wildfire Response

The start of 2025 witnessed the Eaton, Palisades, Hurst, Hughes, Lidia, and Kenneth fires in Los Angeles County. From January 7, 2025, the start of the first fire, and throughout the year, CSLB has prioritized its disaster response resources to assist in the debris removal and rebuilding efforts, taking the following steps.

- Regularly updating and revising wildfire alert and resource information on the CSLB website and Disaster Help Center.
- Staffing Los Angeles, Altadena, and Pasadena disaster recovery centers (DRCs) to provide educational and recovery materials. Through April 30, CSLB connected with 1,479 survivors at the Altadena DRC and 1,154 survivors at the Los Angeles DRC. Through April 30, this included 98 staff visits (usually for several days at a time) at DRCs throughout the county.
 - When CSLB finished staffing DRCs on April 30, staff provided the California Governor's Office of Emergency Services a Contact Us flyer with a QR code to the Disaster Help Center. This included versions in English, Spanish, Mandarin, Cantonese, Vietnamese, and Tagalog.
- Regularly revising and reissuing guidelines in the Fast Facts for Debris Removal.
 - This included versions in English, Spanish, Armenian, Chinese, Korean, Tagalog, and Vietnamese.
- Publicizing the license requirements to obtain a debris removal permit from the County, including the requirement that a licensee working in recovery zones possess or employ workers with the appropriate Hazardous Waste Operations and Emergency Response (HAZWOPER) training.
- Revising, updating and re-releasing the Rebuilding After A Disaster video.
- Partnering with the Department of Industrial Relations on worker safety flyers.
- Conducting twice-weekly enforcement sweeps (commencing in March) in the fire zones by the CSLB Statewide Investigative Fraud Team (SWIFT) alongside California Department of Insurance and the Employment Development Department. Recent additions to the team include the Labor Enforcement Task Force, Division of Labor Standards and Enforcement and Cal/OSHA. There have been over 40 different sweep events to date in Palisades and Eaton burn areas.
- Regularly partnering with Los Angeles County to align messaging.
- Registrar Fogt participating in a consumer roundtable video with DCA Director Kimberly Kirchmeyer and California Board for Professional Engineers, Land Surveyors, and Geologists Executive Officer Ric Moore.



- Executive staff attending weekly multi-agency task force meetings hosted by Los Angeles County with local, state, and federal government representative attendance to discuss best strategies in recovery efforts.
- Polling licensed contractors about their interest in assisting with recovery efforts, vetting them, and publishing their contact information online.
- Researching and vetting contractors expressing interest in rebuilding who have contacted Los Angeles County.
- Reviewing and updating CSLB's Disaster Response Plan with lessons learned.
- Hosting English and Spanish webinars on debris removal and rebuilding with additional rebuilding webinars under development.
- Partnering on rebuilding webinars with Assemblymembers Jacqui Irwin and John Harabedian supporting constituents in the Palisades and Eaton Fire areas, with county partners; over 100 attendees between the two events.
- Implementing Governor's Executive Order [N-15-25](#) to postpone renewal payments for licensees in the designated zip codes in Los Angeles County and expediting contractor applications to work in the disaster areas.
- Publicly releasing statewide consumer protection alerts and disaster updates and scam prevention tips on CSLB website and social media.
- Informing consumers about checking a license, classifications, bonds, worker's compensation, and not paying too much upfront on a home improvement contract through a social media campaign for disaster outreach.
- Assisting by providing technical assistance and/or sponsoring disaster recovery and/or debris-removal legislative bills.

AGENDA ITEM D-4

Budget Update





CONTRACTORS STATE LICENSE BOARD

CSLB BUDGET UPDATE

CSLB Budget Update

Fiscal Year (FY) 2024-25 CSLB Budget Summary

CSLB has an authorized Governor's Budget of \$80.8 million.

CSLB projects the final year-end revenue at \$96 million and board expenditures at \$80.8 million. In addition to its board expenditures, the board projects \$6.3 million in external mandatory costs.

As a result of these figures and projections, CSLB assumes the fund reserve would increase to \$50 million (approximately 6.7 months' reserve) at fiscal year-end.

This information is summarized in the chart below:

FY 2024-25 BUDGET SUMMARY

Description	Amount
Beginning Reserve Balance	\$41,741,000
<i>Projected Fiscal Year-End Totals:</i>	
Revenue	\$96,000,000
Board Expenditures	\$80,825,000
External Costs	\$6,335,000
Total Expenditures	\$87,160,000
Ending Reserve Balance (Projected)	\$50,581,000
Months in Reserve	6.7

What follows are details of CSLB's budget for each of the following topics:

- Fiscal Year 2024-25 Expenditures
- Fiscal Year 2024-25 Revenue
- CSLB fund condition
- Construction Management Education Account (CMEA) fund condition



Expenditures

Through April 30, 2025, CSLB spent or encumbered nearly \$67 million, roughly 82 percent of its FY 2024-25 budget:

EXPENDITURE DESCRIPTION	FY 2024-25 BUDGET ACT	APRIL 2025 EXPENSES	BALANCE	% OF BUDGET REMAINING
PERSONNEL SERVICES				
Salary & Wages (Staff)	\$33,906,000	\$26,606,403	\$7,299,597	21.5%
Board Members	16,000	6,200	9,800	61.3%
Temp Help	560,000	357,111	202,889	36.2%
Overtime	146,000	196,014	-50,014	-34.3%
Staff Benefits	17,268,000	13,505,007	3,762,993	21.8%
TOTALS, PERSONNEL	\$51,896,000	\$40,670,735	\$11,225,265	21.6%
OPERATING EXPENSES AND EQUIPMENT (OE&E)				
Operating Expenses	\$17,448,000	\$16,342,062	\$1,105,938	21.9%
Exams – Subject Matter Experts	2,315,000	1,625,249	689,751	57.9%
Enforcement	10,688,000	8,393,413	2,294,587	53.2%
TOTALS, OE&E	\$30,451,000	\$26,360,724	\$4,090,276	35.4%
TOTALS	\$82,347,000	\$67,031,459	\$15,315,541	41.5%
Scheduled Reimbursements (i.e., fingerprint, public sales)	-353,000	-80,817	-272,183	
Unscheduled Reimbursements (i.e., invest. cost recovery)		-395,759	395,759	
Pending Budget Adjustments due to May Revise	-1,169,000			
GRAND TOTALS (after May Revise)	\$80,825,000	\$66,554,883	\$14,270,117	17.7%

Revenue

CSLB received the following revenue through April 30, 2025:

Revenue Category	Through 04/30/2025	Percentage of Revenue	Change from prior year (04/30/2024)
Duplicate License/Wall Certificate Fees	\$466,342	0.5%	16.6%
New License and Application Fees	\$21,294,744	23.7%	-0.3%
License and Registration Renewal Fees	\$60,218,723	67.0%	2.1%
Delinquent Renewal Fees	\$3,687,175	4.1%	6.5%
Citation Penalty Assessments	\$2,208,446	2.5%	13.5%
Misc. Revenue	\$2,044,834	2.3%	N/A
Total	\$89,920,264	100.00%	2.7%

**CSLB Fund Condition**

Below is the fund condition for the Contractors' License Fund, which shows the final fiscal year (FY) 2023-24 reserve with adjustments (\$41.7 million, approximately 5.7 months' reserve), along with the projected reversion amounts for current year (CY) 2024-25 through budget year (BY) 2025-26:

<i>(Dollars in thousands)</i>	Final FY 2023-24	Projected CY 2024-25	Projected BY 2025-26
Beginning Balance <i>(Fund/Savings Account)</i>	\$25,820	\$41,741	\$50,581
Prior Year Adjustment	\$834		\$0
Adjusted Beginning Balance	\$26,654	\$41,741	\$50,581
Revenues and Transfers			
Revenue	\$99,081	\$96,000	\$96,000
Transfer from General Fund (Disaster Response)	\$67		
Total Resources <i>(Revenue + Fund/Savings Acct.)</i>	\$125,802	\$137,741	\$146,581
Expenditures			
Board Expenditures	\$78,245	\$80,825	\$83,334
External Costs	\$5,816	\$6,335	\$6,335
Total Expenditures	\$84,061	\$87,160	\$89,669
Ending Balance <i>(Fund/Savings Account)</i>	\$41,741	\$50,581	\$56,912
Months in Reserve	5.7	6.7	7.4
Dollars in Reserve	\$41.7 M	\$50.6 M	\$56.9 M

Notes:

- 1) Board expenditures include staff pay, benefits, and operating expenses.
- 2) External costs include statewide pro rata.
- 3) CY 2024-25 & BY 2025-26 assumes workload and revenue projections.
- 4) CY 2024-25 assumes board expenditures is final Governor's budget with no savings and BY 2025-26 assumes a 3% increase in board expenditures over current year budget.

**Construction Management Education Account (CMEA) Fund Condition**

Below is the CMEA fund condition, which shows the final fiscal year (FY) 2023-24 reserve of \$533,000, along with the projected reversion amounts for current year (CY) 2024-25 through budget year (BY) 2025-26:

<i>(Dollars in thousands)</i>	Final FY 2023-24	Projected CY 2024-25	Projected BY 2025-26
Beginning Balance	\$ 533	\$ 510	\$ 483
Prior Year Adjustment	\$0	\$0	\$0
Adjusted Beginning Balance	\$ 533	\$ 510	\$ 483
Revenues and Transfers			
Revenue	\$216	\$212	\$212
Totals, Resources	\$ 749	\$ 722	\$ 695
Expenditures			
Disbursements:			
Program Expenditures (State Operations)	\$14	\$14	\$14
Local Assistance Grant Disbursements	\$225	\$225	\$225
Total Expenditures	\$ 239	\$ 239	\$ 239
Fund Balance			
Reserve for economic uncertainties	\$ 510	\$ 483	\$ 456

Notes:

- 1) Projected CY 2024-25 and ongoing includes increasing grants based on projected approved CMEA annual augmentation.
- 2) Program Expenditures are costs to administer the fund.



CONTRACTORS STATE LICENSE BOARD

STATISTICS SUMMARY

Statistics Summary

All Applications Received

Month	2021-22	2022-23	2023-24	2024-25
July	4,479	3,749	3,794	4,449
August	3,527	5,926	4,511	4,362
September	3,398	5,094	3,920	4,307
October	3,909	4,640	4,324	4,369
November	2,958	3,683	4,002	3,589
December	4,687	3,523	3,911	3,860
January	4,634	4,116	4,365	4,317
February	3,881	4,177	4,943	4,724
March	4,967	4,488	5,115	5,007
April	4,969	4,562	5,108	5,093
Total	41,409	43,958	43,993	44,077

% Change from Prior FY 0.2%

Original Applications Received (includes exam and waivers)

Month	2021-22	2022-23	2023-24	2024-25
July	1,782	1,779	1,973	2,457
August	1,138	2,235	2,289	2,444
September	1,153	1,767	2,084	2,321
October	1,311	2,126	2,256	2,520
November	1,020	1,517	2,023	2,070
December	2,544	1,601	2,108	2,193
January	1,965	1,959	2,292	2,378
February	1,642	2,122	2,668	2,695
March	2,161	2,294	2,753	2,743
April	2,087	2,229	2,728	2,860
Total	16,803	19,629	23,174	24,681

% Change from Prior FY 6.5%
 % of Apps Rcvd are Original Apps 56.0%

**Original Licenses Issued**

Month	2021-22	2022-23	2023-24	2024-25
July	1,650	1,571	1,350	1,658
August	1,760	1,408	1,937	1,574
September	1,516	1,375	1,473	1,477
October	1,438	1,278	1,663	1,611
November	1,339	1,050	1,441	1,359
December	1,418	1,128	1,379	1,607
January	1,413	1,035	1,569	1,453
February	1,230	1,138	1,658	1,539
March	1,698	1,380	1,643	1,545
April	1,809	1,101	1,649	2,001
Total	15,271	12,464	15,762	15,824

% Change from Prior FY 0.4%

Licenses Renewed

Month	2021-22	2022-23	2023-24	2024-25
July	7,232	10,339	10,042	11,360
August	11,805	10,445	10,269	10,226
September	10,443	9,784	8,809	8,851
October	8,112	9,029	9,576	10,159
November	8,737	8,680	8,665	8,120
December	10,694	8,335	9,025	8,787
January	7,979	9,984	9,804	9,761
February	8,797	8,924	9,390	8,729
March	12,762	10,591	10,780	10,878
April	10,235	9,032	10,805	9,765
Total	96,796	95,143	97,165	96,636

% Change from FY 2022-23 1.6%

% Change from FY 2023-24 -0.5%

Original HIS Registrations Issued

Month	2021-22	2022-23	2023-24	2024-25
July	533	693	701	664
August	742	830	578	622
September	677	821	691	591
October	722	779	828	517
November	513	754	650	583
December	519	567	665	541
January	467	864	661	410
February	452	852	600	568
March	824	729	730	571
April	484	850	813	887
Total	5,933	7,739	6,917	5,954

% Change from Prior FY -13.9%

HIS Registrations Renewed

Month	2021-22	2022-23	2023-24	2024-25
July	541	551	578	634
August	588	596	703	717
September	566	602	598	702
October	571	576	668	633
November	538	529	547	563
December	571	483	530	558
January	440	591	650	658
February	441	549	573	607
March	561	712	588	790
April	498	602	591	713
Total	5,315	5,791	6,026	6,575

% Change from Prior FY 9.1%

License Population by Status

Status	May 1, 2022	May 1, 2023	May 1, 2024	May 1, 2025
Active	235,967	235,658	238,822	241,882
Inactive	50,791	48,542	46,806	44,665
Total	286,758	284,200	285,628	286,547

% Change from Prior FY 0.3%

HIS Registration Population by Status

Status	May 1, 2022	May 1, 2023	May 1, 2024	May 1, 2025
Active	24,718	28,326	30,627	30,025

% Change from Prior FY -2.0%

Complaints By Fiscal Year

Complaints	2020-21	2021-22	2022-23	2023-24
Received	16,551	19,158	21,158	19,746
Reopened	1,058	1,231	1,578	1,479
Closed	16,851	19,397	22,181	21,503
Pending (As of June 30)	4,716	5,747	6,361	6,142

AGENDA ITEM D-5

Administration Update





CONTRACTORS STATE LICENSE BOARD

ADMINISTRATION UPDATE

Administration Update Regarding Personnel

Personnel Unit

Transactions

During the third quarter of fiscal year 2024-25 (January 1, 2025-March 31, 2025), CSLB Personnel staff completed 21 personnel transactions. This included the addition of three employees from other state agencies and 11 employees new to state service. Within CSLB, there were three promotions and two transfer appointments. In addition, one student assistant and one retired annuitant were hired.

Total Number of Personnel Transactions Per Quarter – FY 2024-25

Recruitment Type	Quarter 1 <i>July-Sept</i>	Quarter 2 <i>Oct-Dec</i>	Quarter 3 <i>Jan-March</i>	Quarter 4 <i>April-June</i>
From other State Agencies	12	2	3	---
New to State Service	19	4	11	---
Student Assistants	1	0	1	---
Retired Annuitants	2	1	1	---
Promotions	6	7	3	---
Transfers within CSLB	7	5	2	---
Total Per Quarter	47	19	21	---

Total Number of Personnel Transactions Per Quarter – FY 2023-24

Recruitment Type	Quarter 1 <i>July-Sept</i>	Quarter 2 <i>Oct-Dec</i>	Quarter 3 <i>Jan-March</i>	Quarter 4 <i>April-June</i>
From other State Agencies	10	5	4	11
New to State Service	3	7	6	11
Student Assistants	3	0	0	1
Retired Annuitants	1	1	0	0
Promotions	9	7	3	5
Transfers within CSLB	4	6	5	5
Total Per Quarter	30	26	52	33

Vacancies

CSLB averaged 26 vacancies out of 425 authorized positions during the first three quarters of fiscal year 2024-25 (July 1, 2024-March 31, 2025), which is a 6 percent vacancy rate. The Personnel Unit continuously works with CSLB hiring managers and the

Department of Consumer Affairs' Office of Human Resources to identify and minimize any delays in recruitment for key positions.

Average Monthly Vacancies by Fiscal Year

Fiscal Year	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2024-25	26	22	23	23	24	30	30	28	26	24	---	---
2023-24	38	36	32	30	30	35	38	42	41	37	36	34
2022-23	52	51	54	48	46	44	46	45	45	43	41	40
2021-22	43	45	49	52	51	45	47	50	47	44	46	42

Career Development and Mentoring Program Steering Committee

The Career Development and Mentoring Program Steering Committee was reinstated and had their first meeting on April 29, 2025. New committee members, representing each division, gathered to discuss and adopt the CSLB Onboarding Schedule for new CSLB employees. They also worked to identify training needs for each division, which ultimately will move forward in meeting the Strategic Plan goal of reinstating the CSLB Training Unit.

CSLB Career Consulting

Staff are currently developing a third class focusing on "Best Hiring Practices" intended for all CSLB managers and supervisors. This class will be offered statewide this summer.

Employee Recruitment

CSLB continue to work with DCA, the California Department of Human Resources (CalHR) and other organizations to partner and participate in future career fairs statewide.

CSLB staff attended CalHR's Spring Career Fair in Sacramento on May 22, 2025.

Examinations

The majority of examinations are now done online through CalHR at <https://jobs.ca.gov/>. Listed below are the CSLB classifications with examinations administered by DCA.

ADMINISTERED BY DCA	STATUS	DATE
Office Services Supervisor II	Effective date of last exam:	December 2025
	Effective date of next exam:	June 2025
Supervising Special Investigator II (Non-Peace Officer)	Effective date of last exam:	December 2024
	Effective date of next exam:	June 2025



Administration Update Regarding Business Services

Facilities

- **West Covina:** The lease extension is through December 31, 2026. Tenant improvements will be completed as part of this lease renewal.
- **Norwalk:** The lease extension is through October 31, 2025. Tenant improvements will be completed as part of this lease renewal.
- **Redding:** The lease renewal is in process.
- **Fresno:** The lease renewal is in progress with the request to have a space reduction to eliminate the test center. Tenant improvements will be a part of the space reduction project.
- **San Bernardino:** The lease has been renewed. The lessor offered to install the EV charging stations at their cost outside of the lease renewal/tenant improvement project.
- **Oxnard:** The lease renewal is in progress with the request to have a space reduction to eliminate the test center. Tenant improvements will be a part of the space reduction project.

Contracts in process

The following contracts are being processed by the DCA Business Services Office (BSO):

- CalHR contract for psychological screening services for peace officers for fiscal year 2025-26.
- California Highway Patrol interagency contract for protection services.
- DCA Division of Investigation, Special Operations Unit (DOI) Memorandum of Understanding (MOU) for background investigative services applicants for sworn classifications at CSLB.
- Saddle Point Sons contract for binding machine maintenance.
- Quadient contract for a new postage meter mailing system with maintenance services for CSLB Headquarters warehouse.
- West Publishing dba Thomson Reuters contract for access to the electronic library database.

Enforcement Unlicensed Practice and Staffing Requirement Study

- The initial Request for Proposal (RFP) to evaluate the resources to address unlicensed practice in California and unlawful construction activity in declared disaster areas did not result in any responsive bids by the final filing date of November 27, 2023.
- On December 13, 2023, the Board approved a motion to increase the amount of available funds for this project from \$75,000 to \$200,000. During the process of reposting the RFP, the Department of Finance Budget Letter 23-27 was released, requiring state agencies to justify why any proposed expense is mission critical. Staff submitted the request to the department in May 2024, and subsequently,



developed a Scope of Work and Deliverables for the department's review on July 9, 2024. After another meeting between CSLB and DCA, on September 24, 2024, it was agreed CSLB would seek a different approach, by considering an interagency agreement with a university.

- On November 18, 2024, CSLB and California State University, Sacramento agreed upon a scope of work and estimated cost within board-approved guidelines. The final scope of work and cost was approved by the CSLB and California State University Sacramento. The contract was sent over as an expedite and was submitted to the Department of Consumer Affairs for processing on January 21, 2025. The contract is anticipated to start on July 1, 2025. The study is anticipated to be completed by mid-2026.

Executed contract

- 2025 CSLB Law Book contract was completed.

Training

- CSLB has begun actively utilizing the Training Calendar on the CSLB intranet to post upcoming training opportunities for staff. This centralized calendar is designed to keep employees informed about available training, workshops, and professional development sessions available to staff.

Fleet

- For fiscal year 2024-25, CSLB vehicles are on track to meet utilization goals.
- On April 25, 2025, CSLB was informed by DGS that the fleet would need to be reduced by two vehicles. This will have an overall positive impact on the annual utilization and the ability to purchase new vehicles in the future.
- On May 14, 2025, CSLB was informed that the two Ford Mach-Es that were requested on the 2024-25 Fiscal Year Fleet Acquisition Plan have been approved. These will replace the two Enforcement vehicles with the most mileage.

IWAS/EDMS

- The Imaging and Workflow Automation System (IWAS) was no longer supported due to the outdated system. The IWAS unit in the Administration Division transitioned to the Enterprise Document Management System (EDMS) effective May 5, 2025.

AGENDA ITEM D-6

Information Technology Update





Information Technology Update

Business Modernization Update: Enterprise Document Management System

CSLB's Electronic Content Management (ECM) initiative, represented by the Enterprise Document Management System (EDMS), successfully launched the first week of May 2025. This new system, built on Box's cloud platform in partnership with Information Intelligent Group, replaces the legacy Imaging Workflow Automation System (IWAS).

EDMS is a crucial application designed to handle the high volume of incoming applications and related documents electronically. The project team has since migrated over 24 million records from the previous IWAS system. Throughout the migration, rigorous quality checks ensured the integrity and continuous accessibility of CSLB data.

A key feature of EDMS is the integration of forward-thinking Intelligence Document Processing technology. This allows the capture of all incoming documents, whether paper-based or electronic. Once captured, the data is analyzed and efficiently routed to the appropriate team members for processing.

Several critical security measures were implemented within EDMS. Single sign-on (SSO) has been enabled for seamless and secure access to user dashboards, using existing network credentials. Role-based access controls are in place to ensure appropriate permissions for document viewing and management. Furthermore, a comprehensive data governance framework, including electronic redaction of sensitive information such as dates of birth and social security numbers, safeguards CSLB data.

To streamline operations, key processes, including document approvals, have been automated, leading to reduced manual effort and improved workflow efficiency.

To ensure a smooth transition, targeted training sessions were conducted with all users of EDMS to familiarize staff with essential tasks like document scanning, sharing, uploading, and collaboration. Feedback from these sessions has been invaluable in driving ongoing improvements to the user experience. Training was also provided to all units in the Licensing and Enforcement divisions, and these sessions were recorded via Microsoft Teams. Collaborating with Public Affairs Office staff, the intranet has been updated with information and documentation regarding the new system. The rollout process involved close collaboration between key Licensing, IWAS, and IT staff, along with implementation partner IIG.

During the initial two weeks following the launch, EDMS successfully processed an estimated 43,480 transactions. Additionally, 10,273 workflow documents and 42,302 archive documents have been added. The system has also supported the issuance of 987 license numbers, the approval of 328 documents, the voiding of 237 documents, and the identification of 761 duplicates.



Looking ahead, the IT Division plans to identify advanced features to further automate processes. This includes the ability to simultaneously capture entire mailed-in packets — applications, related documents, and payments, including incoming checks — which can be scanned and deposited electronically. The IT Division will also gradually implement full-text search capabilities to minimize disruption and ensure a smooth transition to these enhanced functionalities. Ultimately, EDMS is designed to significantly enhance CSLB's IT Modernization efforts, increase operational efficiency and improve the delivery of CSLB services.

Business Modernization Update: Sole Owner Online Application

The Sole Owner Online Application project team of subject matter experts and IT staff have engaged in interactive sessions with the product developer to review the system design and workflow. The team provides feedback and modification requests to the development team to ensure the product meets CSLB requirements for an acceptable application submission. The system backend development is in progress, focusing on core functionalities and integrating application programming interfaces (APIs) with existing CSLB databases. Looking ahead, the team will prioritize product review, requirement decisions, compliance checks, and user testing. The project remains on schedule to deliver an electronic application process for sole owners in 2025.

AGENDA ITEM E

Legislation



AGENDA ITEM E-1

Review, Discussion and Possible Action on 2025 Board-Sponsored Legislation

- a. AB 521 (Carrillo) Bond deposits: liability for legal fees and costs. (Clarify CSLB is not responsible for legal fees on civil claim against licensee cash deposit.)
- b. AB 559 (Berman) Contractors: home improvement contracts: prohibited business practices. (Update definitions and penalties for accessory dwelling unit construction and contractors accepting money in advance of work performed or materials delivered.)
- c. SB 291 (Grayson) Contractors: workers' compensation insurance. (Increase penalties for filing false exemptions from workers' compensation insurance requirements.)
- d. SB 779 (Archuleta) Contractors: civil penalties. (Increase minimum civil penalties on citations.)
 - 1. Proposed amendment to increase reserve fund cap from six to 12 months.





CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion and Possible Action on 2025 Board-Sponsored Legislation

E1a. [Assembly Bill 521](#) (Carrillo) – Contractors State License Board: bond deposits: liability for legal fees and costs.

STATUS/LOCATION (as of May 29, 2025): Pending the Senate Business, Professions Economic Development Committee.

SPONSOR: Contractors State License Board (CSLB)

SUBJECT: Bond deposits: liability for legal fees and costs.

CODE SECTION(S): Business and Professions Code (BPC) section 7071.4

SUMMARY: AB 521 expressly provides that CSLB is not liable for attorney fees in civil claims involving a contractor's cash deposit filed with CSLB in lieu of a license bond.

EXISTING LAW: Existing law requires licensees to maintain a licensing bond executed by an admitted surety insurer or in the form of a cash deposit with CSLB.

COMMENT/ANALYSIS: As a requirement for licensure, contractors must maintain a contractor's bond for the benefit of consumers, employees, or other contractors who may be damaged as a result of specified Contractors State License Law (Contractors Law) violations. Most licensees secure a bond through an admitted surety insurer (surety company) to meet the bonding requirement. However, Contractors Law also allows contractors who do not want to or cannot use a surety company for their required license bond to provide a cash deposit (in the form of a cashier's check) to CSLB instead.

BPC section 7071.4 prohibits CSLB from releasing any portion of the cash deposit for any purpose unless directed by the court. In these instances, CSLB is named as a co-defendant in civil cases involving claims against the cash deposit, which is a necessary step for a consumer to make a claim against a cash deposit held by CSLB. When a contractor commits an act that exposes their cash deposit to payout, CSLB must wait for instruction from the court on the disposition of any funds from the cash deposit (pursuant to BPC 7071.4). CSLB does not have authority to make a good faith payment on a cash deposit.

A recent California Appellate Court decision, *Karton v. Ari Design & Construction*, found that surety bond companies holding licensed contractor bonds can be ordered to pay attorney fees for the litigating parties when the surety company delays in releasing the bond amount in civil litigation. Private attorneys have attempted to argue as the holder of the cash deposit, CSLB is acting as a "surety" when holding a deposit for a contractor, and subject to payment of legal fees for not making a good faith payment.



While CSLB is not a surety, the decision has exposed CSLB to paying legal fees to defend itself in civil litigations and potential liability for attorney fees in civil cases where CSLB holds a cash deposit.

There are approximately 300 cash deposits on file for which CSLB could be held liable for attorney fees in cases in which CSLB is simply complying with the law by waiting for an order from the court to disperse the cash deposit. CSLB should not be responsible for attorney fees for holding a cash deposit because CSLB is not a surety company, does not issue bonds or make profit on bonds, and has no discretion to release cash deposits without an order from the court. CSLB's only role in these cases is to make the cash deposit bond funds available when the court directs CSLB to dispense the funds to an injured party.

PREVIOUS LEGISLATION: AB 3126 (Chapter 925, Statutes of 2018) removed all alternatives in lieu of a surety bond, but purposefully preserved the cash deposit option. The Legislature affirmed its intent to leave the cash deposit in lieu of a surety bond as an option for licensees as its removal may have created an unintended barrier to licensure.

FISCAL IMPACT: There is no fiscal impact to CSLB resulting from this bill.

STAFF RECOMMENDATION: None. The Board voted to sponsor this bill at its quarterly board meeting on December 12, 2024.



CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion and Possible Action on 2025 Board-Sponsored Legislation

E1b. [Assembly Bill 559](#) (Berman) – Contractors: home improvement contracts: prohibited business practices.

STATUS/LOCATION (as of May 29, 2025): Pending the Senate Business, Professions and Economic Development Committee.

SPONSOR: Contractors State License Board (CSLB)

SUBJECT: Home improvement contracts: Accessory dwelling units (ADUs)

CODE SECTION(S): Business and Professions Code (BPC) sections 7151 and 7159.5.

SUMMARY: AB 559 would add accessory dwelling units (ADUs) to the definition of “home improvement” in Contractors State License Law (Contractors Law) and specify that individuals (licensed and non-licensed) who violate progress payment provisions causing financial harm to their customers are subject to a \$10,000 fine whether or not they are licensed and possible license revocation if they are licensed.

EXISTING LAW: Contractors Law defines “home improvement” as repairing, remodeling, altering, converting or modernizing, or adding to a residential property, as well as the reconstruction, restoration or rebuilding of a residential property damaged or destroyed by a natural disaster. “Home improvement” includes (but is not limited to) the construction, erection, installation, replacement or improvement of driveways, swimming pools, terraces, patios, awning, solar energy systems, garages, basements and other improvements of the structures ***or land adjacent to a dwelling home*** (emphasis added). Contractors Law also defines a “home improvement contract” as an agreement between a contractor and a homeowner or tenant for the performance of home improvement.

Contractors Law prohibits contractors from requesting or accepting a down payment exceeding \$1,000 or 10 percent of the contract price (whichever is lower) or requesting or accepting payments that exceed the value of the work performed or materials delivered.

COMMENT/ANALYSIS: With the demand for the construction of ADUs rising in recent years, CSLB has received a significant increase in the number of consumer-filed complaints against contractors for failing to complete ADU construction projects. Most of the complaints allege considerable consumer financial harm because the contractor abandoned the project after requesting and accepting payment for work that was not completed and materials that were not delivered.



ADUs are not expressly defined as “home improvement” in Contractors Law and there is industry confusion if ADUs are considered new construction or home improvement. While ADUs are not expressly referenced in Contractors Law, they are defined in the Government Code as residential dwelling units providing complete independent living on a lot with a proposed or existing primary residence. For permit and tax assessment purposes, many building departments consider ADUs as new construction. However, CSLB considers ADUs to be “home improvement”; therefore, home improvement contract requirements and payment restrictions apply.

SB 559 would address and resolve this confusion by including ADUs in the definition of home improvement. By adding ADUs to the definition of home improvement, this bill ensures contractors are required to adhere to the same home improvement contract requirements and “progress payment” rules they are subject to for other home improvement projects.

Contractors are prohibited from charging a down payment of more than \$1,000 or 10 percent of a home improvement contract, whichever is less. Contractors can establish a payment schedule for the balance of what they are owed but are prohibited from requesting or accepting payments that exceed the value of the work performed or material delivered. These payment requirements are generally referred to as “progress payments.”

Further, payment provision violations are commonly found and cited during the Board’s investigative work. Since there does not appear to be a decrease in these types of violations, it appears current civil penalties are an insufficient deterrent. This bill provides that individuals who violate progress payment rules resulting in a financial loss to the consumer of 10 percent or more of the contract price are subject to a civil penalty of \$10,000 minimum.

Given that ADUs may help alleviate California’s ongoing housing crisis, the popularity and demand for ADUs are expected to rise. It is critical that Contractors Law be updated to discourage predatory activity by contractors seeking to take advantage of increased consumer demand. Expanding the definition of home improvement to include ADUs and strengthening existing civil penalties for progress payment violations would discourage would-be offenders from taking excessive payments or failing to deliver the work or materials outlined in their contract. This bill strengthens existing consumer protections while posing no burden to law-abiding contractors.

Staff is aware of concerns from pre-fabricated ADU manufacturers that the \$1,000 deposit and subsequent progress payment restrictions apply to the sale of off-site pre-fabricated/manufactured ADUs when they are to be manufactured and installed in the same contract. However, this bill, and current law, only apply to the installation of ADUs as part of a home improvement contract and the assembly and sale of manufactured homes is not regulated in Contractors Law. There is no formal opposition to this bill.



PREVIOUS LEGISLATION: SB 601 (McGuire, Chapter 403, Statutes of 2023) requires courts to assess the maximum civil penalty for specified home improvement contract violations in declared disaster areas.

SB 757 (Chapter 249, Statutes of 2021) updates the definition of “home improvement” to include solar energy systems when installed on a residential building or property for the purposes of the home improvement contract requirements.

FISCAL IMPACT: The costs to implement this bill are minimal and can be absorbed within current resources.

STAFF RECOMMENDATION: None. The Board voted to sponsor this bill at its quarterly board meeting on December 12, 2024.



CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion and Possible Action on 2025 Board-Sponsored Legislation

E1c. [Senate Bill 291](#) (Grayson) – Contractors: workers' compensation insurance.

STATUS/LOCATION (as of May 30, 2025): Pending referral to a policy committee by the Assembly Rules Committee.

SPONSOR: Contractors State License Board (CSLB)

SUBJECT: Workers' Compensation Insurance

CODE SECTION(S): Business and Professions Code (BPC) sections 7017.3, 7099.2, 7125.4, and 7125.7.

SUMMARY: SB 291 requires CSLB to determine an evidence-based process and procedure to verify eligibility for a workers' compensation (WC) insurance exemption and to report its findings to the Legislature by January 1, 2027. The bill also significantly increases civil penalties for WC violations. Specifically, SB 291 would:

- 1) Require CSLB to report annually to the Legislature the number of disciplinary actions related to the filing of false WC exemptions, hiring employees without first filing a Certificate of Workers' Compensation Insurance or Certification of Self-Insurance with CSLB, or hiring employees without maintaining WC insurance.
- 2) Authorizes CSLB to issue a minimum civil penalty of \$10,000 per violation for any sole owner licensee found to have employed workers without maintaining WC coverage and \$20,000 per violation for any partnership, corporation, limited liability company, or tribal business licensee found to have employed workers without maintaining WC coverage.
- 3) Limits civil penalties for violating WC requirements to \$30,000 per occurrence.
- 4) Prohibits CSLB from renewing or reinstating a license in violation of WC requirements until the applicant or licensee provides a current and valid WC certificate.
- 5) Requires CSLB to establish a process and procedure that includes an audit, proof, or other means to obtain evidence to verify eligibility for an applicant or licensee without employees for an exemption to WC requirements. SB 291 requires CSLB to report its verification process to the Legislature by January 1, 2027, and sunsets this reporting requirement on January 1, 2030.

EXISTING LAW: Pursuant to BPC Section 7125, a contractor must have a certificate of WC insurance or an exemption on file with CSLB at all times as a condition of licensure.



On and after January 1, 2028, all licensees, regardless of classification or whether they have employees, will be required to hold WC insurance and exemptions will no longer be permitted.

COMMENT/ANALYSIS: Requiring WC for all licensees, whether they have employees or not, has raised concerns regarding increased costs for licensees who do not have employees and derive no benefit from carrying WC insurance. Further, some licensed contractors may decide to let their licenses lapse rather than pay for WC insurance, therefore opting to operate underground and potentially increasing the possibility for consumer harm. Finally, there is an increased cost to CSLB caused by the number of workers' compensation certificates that will require processing if all licensees are to file certificates.

Nonetheless, CSLB's enforcement actions reveal that many licensees with an exemption from WC insurance on file do indeed have workers, suggesting a significant number of licensees are circumventing WC requirements by falsely claiming an exemption. Availing oneself of a WC exemption when one does not qualify for the WC exemption puts workers at risk and creates an unfair business advantage.

Recent amendments to SB 291 significantly pare down CSLB's original sponsored language by removing the establishment of an exemption to WC requirements for licensees who do not have employees and do not undertake construction projects valued over \$2,000 for labor and materials. The amendments also clarify an existing provision directing CSLB to establish an evidence-based process for verifying eligibility for an exemption to WC insurance requirements and deletes the requirement of WC for all by January 1, 2027 (requirement for WC for all is January 1, 2028, as described above). However, the amendments preserved increased civil penalties for WC insurance exemption violations and a prohibition on the renewal or reinstatement of a license in violation of WC requirements without providing the Board with a current and valid certificate of WC insurance.

It should be noted that the amendments do not change the current implementation date for all licensees to carry WC insurance, whether they have employees or not, by January 1, 2028. Further, the amendments do not alter the existing exemption available to licensees (except for those holding any of the following classifications C-8 Concrete, C-20 Warm-Air Heating, Ventilating and Air-Conditioning, C-22 Asbestos Abatement, C-39 Roofing, D-49 Tree Service) due to expire January 1, 2028 in furtherance of the workers' compensation for all requirement.

PREVIOUS LEGISLATION:

[SB 216](#) (Chapter 978, Statutes of 2022) required WC insurance for four additional classifications (it was already required for roofing) and requires WC insurance for all licensees starting January 1, 2026.



[SB 1455](#) (Chapter 485, Statutes of 2024) delayed the requirement for all licensees to hold WC insurance to January 1, 2028, and directed CSLB to establish a process for verifying eligibility for an exemption to WC insurance requirements in response to concerns regarding WC for all licensees.

FISCAL IMPACT: The costs to implement SB 291 are minimal and can be absorbed within current resources.

STAFF RECOMMENDATION: The staff recommendation is to not take a board vote at this meeting and continue to monitor the bill for discussion at future board meetings. While the recent amendments have removed provisions allowing an exemption to WC requirements, the bill maintains increased penalties for filing a false WC exemption – a key provision to protect workers and discourage cheating. The amendments do not preclude CSLB from determining if an exemption from WC requirements is feasible but instead direct the Board to determine a process and procedure to verify eligibility for an applicant or licensee without employees to be issued an exemption to WC requirements and to report CSLB’s findings to the Legislature. This process can be done by convening a WC Advisory Committee and inviting legislative stakeholders to participate. By taking no action, CSLB remains the sponsor and in support of the bill, and CSLB can continue to work in good faith with the Legislature and stakeholders on a lasting solution.



CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion and Possible Action on 2025 Board-Sponsored Legislation

E1d. [Senate Bill 779](#) (Archuleta) – Contractors: civil penalties.

STATUS (as of May 29, 2025): Pending the Senate Floor.

SPONSOR: Contractors State License Board (CSLB)

SUBJECT: Raising Enforcement Fine Minimums.

CODE SECTION(S): Business and Professions Code (BPC) sections 7028.7 and 7099.2.

SUMMARY: This bill relates to the fine amount CSLB includes in enforcement citations. It establishes minimum fines for all violations, consistent with the recent increase in the maximum fine amounts. It also requires future increases to minimum enforcement fine amounts based on increases to the Consumer Price Index (CPI) every five years. The Board sponsored this bill at its December 12, 2024, meeting.

EXISTING LAW: Existing law establishes the following minimum and maximum enforcement fine amounts:

- BPC 7028.7 – Unlicensed activity – \$200 minimum/\$15,000 maximum
- BPC 7099.2 – All violations not mentioned below – No minimum, \$8,000 maximum
- BPC 7110 – Disregard for building laws – No minimum, \$30,000 maximum
- BPC 7114 – Aiding/abetting unlicensed activity – No minimum, \$30,000 maximum
- BPC 7118 – Working without a license – No minimum, \$30,000 maximum
- BPC 7125.4 – Workers' compensation violations – No minimum, \$30,000 maximum

COMMENT/ANALYSIS: When an investigation shows a licensee has violated Contractors Law, but disciplinary action (i.e. license revocation) is not warranted, CSLB often issues a citation. Citations include an order of payment of a specified sum to an injured party. While the assessment of a sum to be paid on a citation is technically called a "civil penalty," this document will use the word "fine" for ease of understanding.

CSLB citation fines are outlined in a range, with a minimum and a maximum. While CSLB's "maximum" enforcement fine amounts are clearly established in statute, "minimum" enforcement fines are non-existent in statute or (in the case of citing for unlicensed practice) exceedingly low when compared to the "maximum" amount (\$200 versus \$15,000).

This results in administrative law judges (ALJs) frequently and significantly reducing enforcement fines during citation appeals creating substantial disparities in the final fine amount issued compared to the "maximum" enforcement fines provided by law. These



reductions result in fines that are not commensurate with the violation, do not adequately support Enforcement Division workload, do not provide an incentive to comply with the Contractors Law, and provide minimal ability for the Board to recuperate the cost of litigating an administrative citation.

This is contrary to CSLB's consumer protection mandate and confounds legislative intent that reflects the seriousness of the violations.

This bill would establish statutory minimum fines (shown in the chart below) in statute that better reflect the egregiousness of the violation, even if the fine is later reduced. This bill would also provide that minimum enforcement fine amounts be adjusted every five years in line with the CPI, to prevent needing to pursue legislation every time an increase is needed.

Code Section	Current minimum civil penalty	Current maximum civil penalty	New minimum civil penalty
BPC 7028.7 – Unlicensed activity	\$200*	\$15,000	\$1,500
BPC 7099.2 – General	None	\$8,000	\$500
BPC 7099.2 – BPC 7110 (Disregard for Building Laws), BPC 7114 (Aiding/abetting unlicensed activity), BPC 7118 (Working w/o a license) and BPC 7125.4 (Workers Comp violations)	None	\$30,000	\$1,500

*The \$200 minimum was established in 1990 by SB 1079 and has not been updated since.

PREVIOUS LEGISLATION: AB 1747 (Chapter 757, Statutes of 2022) authorizes the CSLB to assess a civil penalty up to \$30,000 for the willful or deliberate disregard of the various state building, labor and safety laws.

AB 569 (Chapter 94, Statutes of 2021) increased the maximum civil penalty for general violations of Contractors Law from \$5,000 to \$8,000 and increased the maximum civil penalty from \$15,000 to \$30,000 for violations related to aiding and abetting an unlicensed person, entering into a contract with an unlicensed person, or filing false workers' compensation materials.

SB 1079 (Chapter 774, Statutes of 1990) established a \$200 minimum civil penalty for unlicensed activity.



SUGGESTED AMENDMENT: To ensure adequate funding for future enforcement needs and to weather a possible economic downturn without compromising CSLB services, staff is asking the Board to consider an increase to the reserve fund cap from six months to 12 months. Contractors Law currently requires the Board to maintain its reserve at a level not to exceed approximately six months of authorized expenditures.

Increasing CSLB's six-month reserve cap to 12 months will provide CSLB the flexibility to responsibly manage its resources, proactively respond to emergencies, and fulfill its consumer protection mandate should license renewals decrease due to a recession or economic downturn. Increasing the cap to 12 months provides a financial cushion while ensuring CSLB does not collect more revenue than it needs to support its licensing and enforcement functions. Additionally, if CSLB exceeds its current reserve cap as is anticipated next fiscal year, an increase to the cap reduces the possibility that CSLB will be asked to make a loan to the General Fund (GF). GF loans from special-fund entities like CSLB are common during budget shortfalls.

CSLB is projected to have 6.7 months or \$50 million in reserve July 1, 2025, which is above the 6-month threshold. This is not unique to CSLB. There has been a recent effort by the Department of Consumer Affairs (DCA) and the Legislature to eliminate individual program reserve caps or increase them to 24 months. Two DCA programs undergoing sunset review this year are either having their caps increased to 24 months or eliminated altogether. It is staff's understanding that once these two programs increase or eliminate their reserve caps, CSLB will be one of only two DCA programs that have a low six-month reserve cap. Given the size of CSLB's reserve fund when compared to other, smaller DCA programs, CSLB staff felt 12 months would be a sufficient increase instead of the 24 months granted to those other DCA programs.

This request to amend SB 779 is not related to anticipated revenue from increasing citation minimum fines, which in itself would not meaningfully impact the fund reserve; rather this amendment to Contractors Law supports CSLB's effective use of resources to provide the highest level of consumer protection alongside other DCA programs also making this change. Because SB 779 is a Board-sponsored measure, it is a suitable vehicle to make this change to the law, pending the Board's approval.

It should be noted that CSLB's highest fund balance reserve was 7.8 months in fiscal year 2007-08. Increasing the reserve cap will not change how much revenue CSLB takes in. Rather, increasing the reserve cap will ensure CSLB can continue to use its resources to improve existing services in furtherance of consumer protection.

FISCAL IMPACT: The costs to implement this bill are considered minimal and absorbable within existing resources. Increasing fine minimum amounts may result in approximately \$200,000 in additional revenue to CSLB to support its enforcement efforts.



STAFF RECOMMENDATION: Staff recommend the Board take no action on its “support/sponsor” position on SB 779; however, staff recommend the Board approve a proposed amendment increasing the reserve fund cap from six to 12 months. With the Board’s approval, staff can request the author add the proposed amendment to SB 779. Should the author decline to take the amendment in SB 779, staff can secure another author to carry legislation in 2026.

AGENDA ITEM E-2

Review, Discussion and Possible Action on Other Relevant 2025 Legislation

- a. AB 476 (Gonzalez) Metal theft. (Amendments no longer require CSLB to license “junk dealers.”)
- b. AB 485 (Ortega) Labor Commissioner: unsatisfied judgments: nonpayment of wages. (Requires state agencies to deny an application or renewal to an employer with any unsatisfied final judgment for nonpayment of wages.)
- c. AB 742 (Elhawary) Department of Consumer Affairs: licensing: applicants who are descendants of slaves. (Requires prioritization of applications from descendants of American slaves.)
- d. AB 1002 (Gabriel) Contractors: failure to pay wages: discipline. (Authorizes the Attorney General to file civil action for license suspension, revocation, or denial.)
- e. AB 1327 (Aguilar-Curry) Home improvement and home solicitation: right to cancel contracts: notice. (Allows consumers to cancel a home improvement contract via email.)
- f. AB 1341 (Hoover) Contractors: discipline: building law violations. (Adds prohibitions on unlicensed practice of architecture, landscape architecture, engineering, geology or geophysics, and land surveying to Contractors State License Law)
- g. SB 61 (Cortese) Private works of improvement: retention payments. (Limits the retention payment amount for a private work of improvement to five percent.)
- h. SB 456 (Ashby) Contractors: exemptions: muralists. (Exempts murals from Contractors State License Law.)
- i. SB 517 (Niello) Home improvement contract requirements: subcontractors. (Requires home improvement contracts to disclose whether a subcontractor will be used on a project.)





CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion and Possible Action on Other Relevant 2025 Legislation

E2a. [Assembly Bill 476](#) (González) – Junk dealers and recyclers: nonferrous metals.

STATUS/LOCATION (as of May 29, 2025): Pending the Assembly Floor.

SPONSOR: League of California Cities, City of San Jose, and Los Angeles Cleantech Incubator.

SUBJECT: Junk dealers and recyclers: nonferrous metals.

CODE SECTION(S): Business and Professions Code sections 21606 and 21611 and Penal Code sections 496a and 496e.

SUMMARY: AB 476 would expand existing requirements on the purchase of nonferrous metals by junk dealers and increases penalties for junk dealers who purchase stolen property.

COMMENT/ANALYSIS: A previous version of this bill required CSLB to license scrap metal copper sellers (copper sellers). The Board voted to “oppose” AB 476 at its March 14, 2025, quarterly board meeting. The bill was subsequently amended to remove the CSLB licensing requirement for copper sellers.

FISCAL IMPACT: None. This bill no longer requires CSLB to license “copper sellers.”

STAFF RECOMMENDATION: None. This bill no longer relates to CSLB or the contracting profession.



CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion and Possible Action on Other Relevant 2025 Legislation

E2b. [Assembly Bill 485](#) (Ortega) – Labor Commissioner: unsatisfied judgments: nonpayment of wages.

STATUS/LOCATION (as of May 30, 2025): Pending the Assembly Floor.

SPONSOR: Santa Clara County Wage Theft Coalition

SUBJECT: Requires state agencies to deny a license and/or license renewal if the Labor Commissioner determines the licensee or applicant is in violation of an unsatisfied judgment related to the nonpayment of wages.

CODE SECTION(S): Labor Code section 239.7.

SUMMARY: AB 485 would require a state agency to deny a license or license renewal for an employer who has been found via a final judgment to have failed to pay wages for work performed in California. This bill also requires the Labor Commissioner, upon finding that an employer is conducting business in violation of unsatisfied judgment requirements, to notify the applicable state agency with jurisdiction over that employee's license or permit.

EXISTING LAW: Existing law authorizes the Labor Commissioner to investigate employee complaints and to take various actions against an employer with respect to unpaid wages. Existing law generally prohibits an employer with an unsatisfied final judgment for nonpayment of wages from continuing to conduct business in California, unless that employer has obtained a bond from a surety company and filed that bond with the Labor Commissioner.

Existing law authorizes CSLB's registrar to refuse to issue, reinstate, reactivate, or renew a license, or suspend a license for failure of a licensee to resolve all outstanding final liabilities, including those owed to the Labor Commissioner. Existing law also requires the Labor Commissioner to forward any finding of a contractor's violation of any provision of the Labor Code to CSLB for license discipline.

COMMENT/ANALYSIS: According to the author, "Wage theft is the most prevalent type of theft in the country, causing more economic loss than all other types of theft combined. In California, workers lose an estimated \$2 billion annually, and 30 percent of low-wage workers in the state report experiencing at least one form of wage theft. In recent years, the Legislature has equipped the Labor Commissioner with additional mechanisms to enforce unpaid wage theft judgments. While these tools have been helpful to the Labor Commissioner, the vast majority of wage theft judgments still go unpaid."



While this bill requires state agencies to deny a license or renewal for violations of unsatisfied judgment requirements, the Labor Code (section 98.9) and Contractors State License Law (Business and Professions Code 7145) already requires the Labor Commissioner to send CSLB their violations and authorizes CSLB to refuse to issue a license or license renewal, or suspend a license, for outstanding liabilities. Further, CSLB currently has a standing agreement with the Division of Labor Standards Enforcement under the direction of the Labor Commissioner to send violations to CSLB for further disciplinary action. Accordingly, this bill does not create any new processes for CSLB to implement. CSLB expects no changes to its current operations from this bill.

FISCAL IMPACT: None. CSLB currently has the authority to suspend a license for outstanding liabilities and unsatisfied final judgments. Accordingly, CSLB believes this bill presents no additional workload.

STAFF RECOMMENDATION: Staff recommend a “SUPPORT” position. While CSLB already has the authority to suspend a license for outstanding liabilities and unsatisfied final judgments, this bill would extend this same authority to other state licensing entities. This bill was discussed at a Legislative Committee meeting on April 11, 2025, and members expressed that wage theft is prevalent in the construction industry and the Board may want to take a “support” position on this bill.



CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion and Possible Action on Other Relevant 2025 Legislation

E2c. [Assembly Bill 742](#) (Elhawary) – Department of Consumer Affairs: licensing: applicants who are descendants of slaves.

STATUS/LOCATION (as of May 29, 2025): Pending the Assembly Floor.

SPONSOR: Author-sponsored.

SUBJECT: Prioritizing applications from descendants of American slaves.

CODE SECTION(S): Business and Professions Code section 115.7.

SUMMARY: AB 742 requires programs under the Department of Consumer Affairs (DCA), including the Contractors State License Board (CSLB), to prioritize applicants seeking licensure who are descendants of American slaves provided their status as a descendant of an American slave has been confirmed by a newly established Bureau for Descendants of American Slavery (Bureau).

COMMENT/ANALYSIS: Per the author, “By prioritizing descendants of slaves when applying for licenses, we hope to increase the number of applicants and recipients of licensure in various businesses and professions where descendants of slaves have often been overlooked and underrepresented. In addition, AB 742 will ensure that these applicants are not subjected to an arbitrary waiting period, allowing them to begin practicing with their license much sooner. This is one small step in righting the wrongs of the past.”

This bill would require CSLB to prioritize licensing applications from descendants of slaves once a confirmation process has been established by the Bureau. The enactment of this bill is contingent upon the passage of SB 518 (Weber Pierson, 2025) which would establish the Bureau. AB 742 delays implementation until the Bureau can establish the certification process for descendants of American slaves and sunsets these provisions on January 1, 2032, or four years after the certification process is established by the Bureau.

CSLB does not collect demographic data from applicants or licensees; however, CSLB conducted a voluntary survey in April 2023, for individuals issued a contractor’s license in the previous year. A total of 13,385 surveys were emailed and 2,362 (18%) responses were received. Of the survey respondents, 2.7% identified as Black or African American.

RELATED LEGISLATION: SB 518 (Weber Pierson) would establish the Bureau and require it to determine how to confirm an individual’s status as the descendent of slavery. The Bureau will be made up of four divisions – Genealogy, Property

Reclamation, Education and Outreach, and Legal Affairs. As of May 29, 2025, SB 518 is pending the Senate Floor.

AB 2862 (Gipson, 2024) would have required the programs under DCA to prioritize African American applicants, especially applicants descended from a person enslaved in the United States. The bill was held in the Senate Business, Professions, and Economic Development Committee.

FISCAL IMPACT: The bill does not define “prioritize” in relation to prioritizing applicants. CSLB assumes this has the same meaning as “expedite,” which is a process CSLB currently employs for specified applicants, including those with military or immigrant related backgrounds. CSLB also assumes the number of applicants under this bill would not be large, and costs to implement this legislation are minimal and can be absorbed within existing resources.

STAFF RECOMMENDATION: Staff recommend a “SUPPORT” position to this bill. CSLB supports efforts to encourage professional licensure by underrepresented populations and the workload associated with prioritizing applications under this bill is minimal.



CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion and Possible Action on Other Relevant 2025 Legislation

E2d. [Assembly Bill 1002](#) (Gabriel) – Contractors: failure to pay wages: discipline.

STATUS/LOCATION (as of May 29, 2025): Pending the Assembly Floor.

SPONSOR: California Department of Justice, Office of the Attorney General

SUBJECT: Civil Actions Against Contractors for Failure to Pay Wages.

CODE SECTION(S): Business and Professions Code section 7110.6.

SUMMARY: AB 1002 authorizes the Attorney General (AG) to file a civil action to suspend, revoke, or deny licensure of a contractor for failure to pay workers or failure to comply with a wage judgment or court order. Specifically, this bill:

- 1) Authorizes the AG, in a civil action, to petition the court to temporarily suspend, permanently revoke a contractor's license, or bar or deny licensure of any contractor or other qualifying individual on a license, for failing to pay workers the full amount of wages they are entitled under the law, not fulfilling a wage judgment, or violating an order regarding payment of wages.
- 2) Requires the AG to notify CSLB before bringing such action and provides authorization for CSLB to intervene or collaborate with the AG in the proceedings, as specified.
- 3) Provides for the court to issue an order to CSLB to suspend or bar licensure or relicensure if the AG and/or CSLB action prevails, as provided.

EXISTING LAW: Existing law authorizes the AG to bring civil actions against contractors for violating applicable laws but does not explicitly provide that the AG has authority to include CSLB in the civil action. Only the registrar, through authority delegated by the board, can discipline a contractor's license. CSLB routinely requests the AG for representation to petition a criminal court for license suspension in matters pertaining to diversion of construction funds and premium insurance fraud.

COMMENT/ANALYSIS: This bill would empower the AG to petition the civil court take disciplinary action against a contractor's license with CSLB involvement; or if CSLB declines to participate after receiving notice, without CSLB involvement. According to the author, "Wage theft violations often affect some of the most vulnerable workers in our economy, who may not have the resources or knowledge to fight for their rights when an employer refuses to pay wages owed. The United States Department of Labor Data Enforcement database shows that numerous companies in California have been the subject of multiple investigations that found violations of the Labor Code, including



wage theft. Many of these have been settled through financial compensation but, for some companies, the penalty has apparently not proven to serve as a sufficient deterrent. In fact, some contractors have continued to violate the law after paying a settlement.

“While wage theft and other labor violations are already illegal, adding this authority would offer a more immediate and impactful remedy in coordination with California’s licensing board for contractors. Contractors who may otherwise repeatedly pay fines or avoid compliance will no longer be allowed to break the law and withhold wages from hardworking employees should they wish to continue doing business in California.”

This bill was motivated by a lawsuit brought by the AG against a construction subcontractor for ongoing wage and hour violations. The lawsuit alleges the company paid its employees via a piece-rate compensation system instead of paying a fixed hourly wage and failed to provide legally mandated information to employees about the number of pieces that formed the basis of their pay, making it impossible for workers to accurately calculate the wages they were owed.

The sponsors have emphasized this measure is needed because the majority of civil cases settle without any admission of liability. This means that even for serial law violators, the only consequences may be a financial settlement. Making license discipline a cause of civil action in these cases could have a deterrent effect and be influential in the resolution of cases that ensure workers are paid fairly.

CSLB does not have direct authority to enforce wage and hour violations, which are in the domain of the Department of Industrial Relations. This bill may be a tool to enhance enforcement of these requirements to the extent they are being egregiously violated by licensed contractors and not adequately enforced.

ANTICIPATED AMENDMENTS: CSLB is the only entity in state government tasked with the licensure and enforcement of the Contractors State License Law. While this bill is fairly narrow in scope, staff have expressed concerns to the author and sponsor that as currently drafted, the bill appears to relinquish some authority to suspend or revoke a license to the judiciary branch. Staff from the author and sponsor have been receptive to these concerns and plan to amend the bill to confirm CSLB’s singular authority to suspend or revoke a license.

FISCAL IMPACT: Staff anticipate minimal workload associated with this bill, making any costs to implement this legislation minor and absorbable.

STAFF RECOMMENDATION: Staff recommend a “SUPPORT if amended” position. While staff will work with the author and sponsor on amendments confirming CSLB’s enforcement authority, CSLB acknowledges and supports this bill’s intent to curb wage violations.



CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion and Possible Action on Other Relevant 2025 Legislation

E2e. [Assembly Bill 1327](#) (Aguiar-Curry) – Home improvement and home solicitation: right to cancel contracts: notice.

STATUS/LOCATION (as of May 30, 2025): Pending Senate Judiciary Committee.

SPONSOR: Author sponsored.

SUBJECT: Home improvement and home solicitation: right to cancel contracts: notice.

CODE SECTION(S): Business and Professions Code (BPC) sections 7159 and 7159.3 and 17511.5 and Civil Code sections 1689.6, 1689.7, 1689.20, and 1689.21.

SUMMARY: AB 1327 would require home improvement contracts (HIC) to include the contractor's email address and allow for cancellation of the HIC by the homeowner via email. The bill also requires the HIC to include a telephone number for the consumer to call for aid in completing the "Notice of Cancellation."

EXISTING LAW: Existing law defines a HIC as an agreement between a contractor and a homeowner or tenant for the performance of home improvement. Existing law requires HICs to contain notices regarding the consumer's right to cancel.

COMMENT/ANALYSIS: HIC requirements are a key provision of Contractors State License Law (Contractors Law) intended to protect consumers. HICs help minimize misunderstandings between consumers and contractors by detailing the scope of the project, the materials used and the costs. HICs are required for projects where labor and materials cost \$500 or more and must contain the contractor's contact information and license number, along with information on how to cancel the contract. Further, HICs must include down payment and progress payment information if applicable and information on mechanics liens. Failure to abide by these requirements is cause for discipline.

This bill would enhance consumer protection by allowing consumers to cancel an HIC via email. The bill also requires the HIC to disclose a telephone number for consumers to use for assistance in canceling the HIC, however, does not authorize cancellations via telephone.

SUGGESTED AMENDMENTS: In response to concerns raised by CSLB regarding canceling an HIC via telephone, the author removed a provision allowing for cancellation by telephone and instead included a requirement that the HIC contain a "support line" to aid consumers in completing the "Notice of Cancellation." CSLB staff recognize that consumers, particularly seniors, may be inclined to call the contractor intending to cancel, not knowing they need to cancel in writing. From discussions with

the author's office, staff anticipate the bill will be amended to specify that the HIC includes the contractor's or contractor's representative's number and that the contractor or contractor's representative is to direct the consumer to the Notice of Cancellation contained in the HIC and assist the consumer with filling it out.

FISCAL IMPACT: The costs to implement this bill are absorbable within current resources.

STAFF RECOMMENDATION: Staff recommend the Board take a "NEUTRAL" position. This bill makes canceling an HIC less onerous by allowing for cancellations by email, and staff anticipate the bill will be amended to clarify the telephone provisions.



CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion and Possible Action on Other Relevant 2025 Legislation

E2f. [Assembly Bill 1341](#) (Hoover) – Contractors: discipline: unlicensed architecture, engineering, or land surveying.

STATUS/LOCATION (as of May 29, 2025): Pending the Senate Business, Professions and Economic Development Committee.

SPONSOR: American Institute of Architects, California; American Council of Engineering Companies; California Land Surveyors Association; and California & Nevada Civil Engineers and Land Surveyors Association

SUBJECT: Provides that unlicensed practice in architecture, landscape architecture, engineering, geology or geophysics, or land surveying is cause for disciplinary action by the Contractors State License Board (CSLB).

CODE SECTION(S): Business and Professions Code (BPC) section 7110.

SUMMARY: AB 1341 adds the unlicensed practice of architecture, landscape architecture, engineering, geology or geophysics, and land surveying, as a cause for discipline by CSLB.

EXISTING LAW: Existing law provides that the willful or deliberate disregard and violation of the building laws of the state is a cause for disciplinary action against a licensee.

COMMENT/ANALYSIS: According to the author, “Unlicensed practice in the building disciplines is increasing, in part due to the advent of new technologies, such as drones and ground penetrating radar. The unlicensed practice of any of the disciplines involved in the building process can subject the public to severe harm in the design, location and construction of buildings. Effective solutions for unlicensed practice can be elusive; merely increasing penalties for unlicensed practice, for example, runs the risk that fines will simply be incorporated as a cost of doing business...Current law already subjects contractors to disciplinary action for violating the state building laws. AB 1341 merely clarifies that violating ‘the building laws of the state’ includes the unlicensed practice of architecture, engineering, and land surveying. The bill does not create or increase any fines, nor does it modify the substantive law of what constitutes unlicensed practice.”

Contractors State License Law (Contractors Law) provides that the willful or deliberate disregard of state building laws constitutes a cause for disciplinary action against a licensee. This bill would include the unlicensed practice of architecture, engineering and land surveying in the definition of “building laws of the state.”



CSLB staff are aware of concerns from other licensing programs that licensed contractors may be engaging in unlicensed architecture, engineering, and land surveying work. CSLB does not have the authority to investigate or enforce unlicensed practice related to other professions; however, CSLB can discipline a licensee for violating another practice act provided the authorizing entity [in this case, the California Architects Board (CAB) and the Board for Professional Engineers, Land Surveyors, and Geologists (BPELSG)] makes a finding that a violation has occurred.

FISCAL IMPACT: CSLB staff believe it already has the authority to discipline a licensed contractor for its failure to abide by the practice act of another agency provided the other agency makes and provides that finding to CSLB. CSLB disciplines contractors for violations of state law outside of the Contractors Law and does not anticipate this bill to change that practice. Approximately 40 or fewer referrals of unlicensed practice a year are anticipated, resulting in a negligible workload increase as a result of this bill. Any costs are likely minimal and can be absorbed by current resources.

STAFF RECOMMENDATION: Staff recommend a “SUPPORT” position to this bill. This bill will assist in preventing unlicensed practice of other licensed professions and is in line with CSLB’s efforts to combat the underground economy. This bill does not require CSLB to investigate if unlicensed practice is occurring within another licensing program. However, CSLB understands the grave harm that unlicensed practice in general causes consumers and its inclusion in Contractors Law may help draw attention to the issue.



CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion and Possible Action on Other Relevant 2025 Legislation

E2g. [Senate Bill 61](#) (Cortese) – Private works of improvement: retention payments.

STATUS/LOCATION (as of May 30, 2025): Pending Assembly Judiciary Committee.

SPONSOR: National Electrical Contractors Association

SUBJECT: Private works of improvement: retention payments

CODE SECTION(S): Civil Code section 8811.

SUMMARY: SB 61 would limit the amount of payment retention a contractor can withhold from a subcontractor to no more than 5 percent on private construction projects. Specifically, SB 61:

- 1) Provides that a retention payment withheld from a payment by an owner from the prime or direct contractor (contractor with a contract with the property owner) by the direct contractor from any subcontractor, or from any subcontractor from another subcontractor shall not exceed 5 percent of the payment received;
- 2) Provides that the total retention proceeds withheld shall not exceed 5 percent of the contract price;
- 3) Provides that in a contract between a direct contractor and a subcontractor or between a subcontractor and another subcontractor, the percentage of the retention payment withheld shall not exceed the percentage specified in the contract between the owner and the direct contractor.
- 4) Exempts these requirements if the subcontractor fails to comply with contract terms requiring a performance and payment bond issued by an admitted surety insurer.
- 5) Exempts these requirements from an owner, director, or subcontractor on a residential project if the project is not mixed-use and does not exceed four stories.
- 6) Requires a court to award reasonable attorney's fees to the prevailing party in any action to enforce these provisions.
- 7) Delays implementation until January 1, 2026.

EXISTING LAW: Existing law governs retention payments withheld by an owner from a direct contractor or by a direct contractor from a subcontractor. Existing law requires an owner to pay a retention to a direct contractor within 45 days after completion of the



work of improvement, and for a direct contractor to pay a retention to a subcontractor within 10 days after completion of the work of improvement.

COMMENT/ANALYSIS: According to the author, “Paying contractors only 90% for completed work leaves them financially strained, as they must cover 100% of their obligations such as payroll, benefits, materials, and taxes. With profit margins often below five percent, contractors frequently have to utilize lines of credit to meet their responsibilities, driving up project costs. Excessive retention has an even greater negative impact on small and emerging businesses, which face limited access to capital, reducing their bidding capacity. In the union sector of the construction industry, excessive retention withholdings can result in cash-flow issues, delaying trust fund contributions that may disrupt union employee health benefits.”

SB 61 establishes a 5 percent retention cap for private construction projects bringing it in line with the existing 5 percent retention cap for public works projects. Currently, 10 percent is commonly withheld in private works, which according to industry makes it difficult to cover financial obligations including payroll, benefits, materials and taxes. This proposal has no discernable negative effect on consumer protection.

FISCAL IMPACT: None. The costs to implement this legislation do not impose any additional workload or costs on CSLB.

STAFF RECOMMENDATION: Staff recommend a “SUPPORT” position to this bill. This bill does not compromise consumer protection or present any additional workload requirements to CSLB. Standardizing the allowable retention on private and public works will provide clarity to the construction industry and enhanced subcontractor solvency and may benefit consumers by reducing mechanics liens and related foreclosure actions.



CONTRACTORS STATE LICENSE BOARD

REVIEW OF 2025-26 PENDING LEGISLATION

Review, Discussion and Possible Action on Other Relevant 2025 Legislation

E2h. [Senate Bill 456](#) (Ashby) – Contractors: exemptions: muralists.

STATUS/LOCATION (as of May 29, 2025): Pending the Senate Floor.

SPONSOR: California Arts Advocates and League of California Cities

SUBJECT: Contractors: exemptions: muralists.

CODE SECTION(S): Business and Professions Code (BPC) section 7044.

SUMMARY: SB 456 exempts artists who draw, paint, apply, execute, restore or conserve a mural pursuant to an agreement with a person who can legally authorize the work from licensure. This bill also defines a “mural” 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 upon an interior or exterior wall or ceiling, fixture, or other appurtenances of a building or structure. Lastly, this bill provides that a mural does not include painted wall signs.

EXISTING LAW: Existing law provides certain exemptions from licensure requirements including exemptions for owner-builders and for work valued at \$1,000 or less for materials and labor. California Code of Regulations (CCR) 832.33 defines a Painting and Decorating contractor, as a Contractor that applies paints, papers, textures and other materials for the purpose of decorating, protecting, fireproofing and waterproofing

COMMENT/ANALYSIS: Under current law, a contract for mural exceeding \$1,000 in value requires a contractor’s license. This bill would exempt muralists from requiring a contractor’s license.

According to the author, “SB 456 creates a licensing exemption for muralists, which will allow them to continue to engage in commissioned work for public and private art without obtaining a contractor’s license, as has been standard practice... Public art and murals are proven drivers of enhancing community and economic health, attracting tourists, supporting jobs, generating revenue, and improving public safety and well-being... Requiring muralists to obtain a contractor’s license imposes significant challenges. To qualify for these commercial licenses, muralists must accumulate four years of specialized experience under a licensed contractor, pass the Law and Business examination, and pay annual licensing fees.”

If the cost of a mural installation is \$1,000 or more, including labor and materials, a contractor’s license is required, and the appropriate classification to perform this work is the C-33 - Painting and Decorating classification. To secure a C-33 license classification, an applicant must be 18 years old or older, submit a completed



application, demonstrate four years of documented experience, pass a background check, take and pass a licensing examination, complete an asbestos open book exam, secure workers' compensation (WC) insurance or submit a WC exemption, and pay licensing fees. Licensees are also required to secure a contractor's bond and renew their license every two years.

This bill would exempt artists who paint murals from licensure requirements, provided they are producing a unique work of fine art. Copyright protects original works of authorship, including visual artwork. In general, works that have been copyrighted cannot be used without the permission of the author.

FISCAL IMPACT: There are no costs associated with the implementation of this legislation.

STAFF RECOMMENDATION: Staff recognize the cultural benefits murals impart on local communities. Staff also recognize how requiring licensure for muralists presents a financial and experience qualification requirement to artists and may reduce muralists available to provide public works of art. Staff also believe in the importance of contractor licensure for consumer, worker and public protection and that any exemption from the Contractors State License Law should be clearly articulated and easy for the public to understand. Because consumer or public harm caused by muralists has not been established by study or otherwise, and a muralist license exemption does not create additional workload for CSLB, staff recommend the Board take a "NEUTRAL" position.



Review, Discussion and Possible Action on Other Relevant 2025 Legislation

E2i. [Senate Bill 517](#) (Niello) – Home improvement contract requirements: subcontractors.

STATUS/LOCATION (as of May 29, 2025): Pending referral to a policy committee by the Assembly Rules Committee.

SPONSOR: Author-sponsored.

SUBJECT: Home improvement contract requirements: subcontractors.

CODE SECTION(S): Business and Professions Code (BPC) section 7159.

SUMMARY: SB 517 updates home improvement contract (HIC) law as follows:

- 1) Requires an HIC, and any subsequent change orders, to include a “yes” or “no” checkbox indicating whether a subcontractor will be used on the project;
- 2) Provides that if “yes” is checked, the HIC or change order will contain the following disclaimer:

“One or more subcontractors will be used on this project, and the contractor is aware that a list of subcontractors is required to be provided, upon request, along with the names, contact information, license number, and classification of those subcontractors.”

- 3) Provides that the prime or direct contractor is responsible for the construction project, however, clarifies that responsibility does not preclude administrative discipline against any subcontractor or home improvement salesperson for violations of Contractors State License Law (Contractors Law).

EXISTING LAW: Existing law identifies the projects for which an HIC is required, outlines the contract requirements, and lists the items to be included in the contract. It currently does not include requirements about identifying subcontractors in the contract or information about who is responsible for completion of the project.

COMMENT/ANALYSIS: According to the author, “There have been instances in which companies don’t do construction work themselves; instead, after they sign a contract they try to find subcontractors who will do most or all of the project for them. This is done without the consumer’s knowledge. Bad actors utilizing some of these practices have left both customers with an unfinished product and subcontractors without payment for completed work. SB 517 empowers customers to make an informed decision on the improvement of their home.”



HIC requirements are a key provision of Contractors Law intended to protect consumers. HICs help minimize misunderstandings between consumers and contractors by detailing the scope of the project, the materials used, and the costs. HICs are required for projects where labor and materials cost \$500 or more and must contain the contractor's contact information and license number, along with information on how to cancel the contract. HICs must also include down payment and progress payment information if applicable, and information on mechanics liens. Failure to abide by these requirements is cause for discipline.

Currently the HIC requires the contractor to provide a "mechanics lien warning," advising the consumer that subcontractors who are not paid for their work have the right to place a mechanics lien on the homeowner's property. A mechanics lien is a "hold" against a property, filed by an unpaid contractor, subcontractor, laborer, or material supplier, and is recorded with the county recorder's office. A lien may result in the homeowner having to pay twice for the project or face the forced sale of their home to pay what is owed to the subcontractor. Legally, the homeowner is ultimately responsible for payment — even if they already have paid the contractor.

This bill improves transparency in HICs by ensuring homeowners will know who is performing the work. Homeowners will also be able to more easily determine whether a subcontractor is actively licensed and potentially lessen the possibility that a mechanics lien will be placed on their property. Importantly, this bill also ensures that a homeowner is aware that the prime contractor is responsible for completion of a home improvement project whose scope and cost are outlined in an HIC.

FISCAL IMPACT: The costs to implement this proposal are minimal and can be absorbed within current resources.

STAFF RECOMMENDATION: Staff recommend the Board take a SUPPORT position. This bill provides greater transparency between the prime contractor and consumer and may reduce the number of mechanics liens placed on homeowners.

AGENDA ITEM F

Enforcement



AGENDA ITEM F-1

Enforcement Program Update





CONTRACTORS STATE LICENSE BOARD

ENFORCEMENT PROGRAM UPDATE & STATISTICAL REVIEW

Enforcement Program Update and Statistical Review

Staff Vacancy Update

There are currently 13 vacancies in the Enforcement Division, an approximately 5 percent vacancy rate. The division's management team is working hard to fill these vacancies. A candidate was selected and is pending approval for one position. The other 12 positions are under review prior to public posting. The current vacancies are listed below by position classification.

<i>Position Classification</i>	<i>Vacant</i>
Supervising Special Investigator II	2
Supervising Special Investigator I	1
Special Investigator	5
Special Investigator (Peace Officer)	2
Staff Services Analyst	2
Office Technician (Typing)	1
TOTAL	13

Intake and Mediation Center Highlights

Sample Demand Letters

The IMC began sending sample demand letters to consumers whose complaints are transferred for further investigation. They are sent with a cover letter explaining that CSLB recommends consumers formally notify their contractor of the complaint items by sending them a letter of demand. The letter can be customized to their needs and sent to their contractor to resolve the complaint without further action from CSLB. A copy of the sample demand letter can be found on CSLB's website and is available in English and Spanish.

Skillful Mediation Results in More than \$100,000 Reimbursement to Consumer

A Staff Service Analyst (SSA) mediated a complaint involving an Oakland homeowner who entered a contract to have a solar system installed on their home. During the installation the contractor damaged the roof causing a leak. While attempting to fix the leaky roof, the contractor caused additional damage to the home. The SSA was able to mediate a settlement where the contractor agreed to reimburse \$106,200 to the homeowner. The consumer was very happy with this resolution and thanked the Analyst for their assistance in resolving the complaint.

Cracked Pavers Didn't Shatter Consumer Confidence in Los Angeles

A Los Angeles property owner entered into a written contract with a local contractor to



construct a new swimming pool and surrounding hardscape for \$230,663. The consumer complained that the pavers cracked and shattered within a week of installation. Additionally, there were issues with the drainage lines. After unsuccessful attempts to get the contractor to return to correct the work, the consumer filed a complaint. A CSLB Staff Services Analyst was able to mediate the complaint, and the contractor agreed to refund \$32,000 to the consumer to cover the cost to replace the pavers.

Investigation Center Highlights

Multiple Licenses Revoked & Restitution Paid Due to Shady Business Practices

In July 2021, MEMGC LLC contracted to remodel a San Francisco home, including an addition, for \$712,721. A month later, before starting work or delivering materials, they requested and received a deposit of \$58,144. Work began in October 2021 with roof removal, but inadequate precautions led to water damage from multiple rainstorms. When the homeowner tried to file a claim against MEMGC LLC's general liability insurance, they learned the policy was canceled shortly after they entered into the contract. Around the same time, the homeowner also discovered that MEMGC LLC had improperly removed a wall that had a historic designation.

After terminating MEMGC LLC, the homeowner hired O'Kane Construction LLC to assess and correct the issues, having already paid MEMGC LLC \$179,894.49. A complaint was filed with CSLB, leading to an investigation that found multiple Business and Professions Code violations, including diversion of construction funds, departure from trade standards, fraudulent conduct, lack of due diligence, and receiving an excessive down payment. The financial injury was determined to be \$129,776, prompting an accusation against MEMGC LLC's license.

A hearing scheduled for May 2024 was continued at the licensee's request; however before the hearing, a stipulated agreement was reached. MEMGC LLC's license and an affiliated license were revoked for two years (effective January 3, 2025). The company was ordered to reimburse \$13,887 in investigative costs and pay \$129,776 in restitution to the homeowner.

Industry Expert Concludes Costly Mistake Costs Almost Half a Million Dollars

In July 2020, a consumer entered into a written home improvement contract with Grace Home Builders to raise his existing home and add an accessory dwelling unit (ADU) for a total contract price of \$450,518. Work began in October 2020 and was abandoned without legal excuse in July 2022, nearly two years later. At this time, the contractor informed the consumer his company was shutting down its operations. Despite the consumer having already paid \$412,190 toward the contracted work, much of the work was either substandard or incomplete.

A CSLB Industry Expert (IE) inspected the project and estimated the corrective costs to be \$329,900, and the completion cost would be an additional \$157,500; for a total cost to correct and complete of \$487,400. In addition to the substandard workmanship and the abandonment, the contractor also received an excessive down payment of \$40,000, employed workers without having workers' compensation insurance coverage in place,



and received payment in excess of the value of work performed or materials delivered. After completing his investigation, the CSLB Special Investigator referred the case to accusation.

The accusation was filed and in February 2025, and Grace Home Builders entered into a stipulated settlement agreement under which the license would be revoked and the contractor would pay \$8,937.68 in investigative costs to CSLB and \$434,072 in restitution to the injured consumer. Grace Home Builders cannot apply for reissuance or reinstatement of the license for three years.

ADU Contractor Revoked and Facing Criminal Charges

CSLB investigated multiple complaints involving the construction of ADUs in San Diego County. The first project included the construction of an ADU for \$399,187. Shortly after signing the contract, the contractor was paid in full through the financing company and received an additional cash wire transfer payment in the amount of \$104,868 without performing any construction services or providing any materials to the homeowner. A total of \$424,953.75 was paid on a project that never started.

An additional homeowner contracted for a 2-story detached ADU for \$475,582.73. The contractor convinced the homeowner to apply for five separate loans to finance the construction project. Once financing was approved, the contract requested and received \$190,233.32 as a down payment. Unbeknownst to the homeowner, all construction funds obtained through the various financing loans had been released to the contractor, totaling \$350,000. The project was never started.

At the conclusion of the investigation, the case was referred to accusation for abandonment, diversion of construction funds, failure to cooperate in an investigation, fraudulent acts resulting in a financial injury, misrepresentation, contracting out of name style, requesting an excessive deposit, and requesting or receiving payment in excess of the value of work performed or materials delivered. The license was revoked on May 16, 2025, effective June 16, 2025.

A referral to the San Diego County District Attorney's Office for criminal charges is in progress.

Multi-Complaint Investigation Leads to Revocation and Conviction

CSLB received multiple consumer complaints against licensed contractor, Cory Michael Lacey DBA The Lacey Construction Company.

In December 2022, homeowners entered into a written contract with Lacey to perform a master bathroom remodel at their home in Santa Rosa for \$46,475. Subsequent change orders increased the contract price to \$87,858.59. Lacey received a total of \$99,757.14 but failed to complete the project. A CSLB IE inspected and determined some of the work failed to meet accepted trade standards resulting in a cost to correct of \$2,435. Due to the homeowners overpaying the contract price, they incurred a financial injury of \$14,293.59.



Also in December 2022, homeowners entered into a written contract with Lacey to build an ADU at their property in Santa Rosa for \$240,000. Lacey received \$253,500 before abandoning the project. The homeowners had to hire another contractor to correct and complete the project which cost an additional \$97,244. Due to Lacey's actions, the homeowners were left with a financial injury of \$110,744.

In May 2023, homeowners entered into a written contract with Lacey to do a kitchen remodel at their home in Geyserville for \$62,050. Additional design and structural changes increased the contract amount to \$67,000. Lacey received \$57,000 before abandoning the project and forcing the homeowners to secure the services of another contractor to complete the project for \$55,498.17, resulting in an injury of \$45,498.17.

Also in May 2023, a homeowner entered into a written contract with Lacey to install a patio door and build a deck at his property in Santa Rosa for \$35,514.36. A subsequent verbal change order reduced the contract to \$30,594.36. Lacey completed the project and received a total of \$30,794.36. During the course of the investigation, evidence was obtained proving Lacey diverted \$21,342.99.

CSLB found evidence of numerous administrative and criminal violations, including substandard workmanship, failure to cooperate in an investigation, diversion of construction funds, exceeding the contract price, fraudulent activities, contracting on a suspended license, failure to pay material supplier, utilizing employee labor without workers compensation insurance, receiving payments in excess of the value of work performed or material delivered and various contract language violations.

On February 3, 2025, an accusation was filed seeking revocation of Lacey's contractor's license. Lacey failed to file a Notice of Defense contesting the accusation and on April 15, 2025, the Registrar signed an order adopting the decision to revoke the license with an effective date of May 15, 2025.

All four cases were tandemly referred to the Sonoma County District Attorney's Office for criminal prosecution. Lacey pleaded no contest to two felony counts of diversion of construction funds and one misdemeanor count of contracting without a license. Lacey faces 120 days in jail and will serve 2 years' probation. He was also ordered to pay a total of \$210,600 in restitution to the victims. If Lacey pays the full restitution to the victims, the two felony charges will be reduced to misdemeanors.

Special Investigations Unit (SIU) Highlights

Revoked Licensee Pleads Guilty to Felony in Marin County, Convicted in Jury Trial a Month Later in San Mateo County

CSLB has referred at least 10 investigations against revoked licensee and repeat offender David Forkosh to district attorney offices across California. In March 2025, Forkosh pleaded guilty in Marin County Superior Court to a felony involving fraudulent use of an incorrect license. Forkosh falsely represented himself as a licensed contractor, using an unauthorized license number to secure a \$220,000 remodeling contract.



In April 2025, Forkosh faced a jury trial in San Mateo County, where several Special Investigations Unit Investigators testified. He was convicted on all counts, including fraudulent use of a license, unlicensed contracting, and accepting payments exceeding the value of work performed or material delivered. The judge remanded Forkosh in custody until sentencing on June 13, 2025.

In March 2025, the Alameda County District Attorney's Office filed new charges against Forkosh related to an active job site he worked on until January 2025, including fraudulent use of a license, unlicensed contracting, and false advertising. That case remains pending.

CSLB continues to receive complaints and has assigned investigators to several new cases. Forkosh has been placed on CSLB's Alert Board for monitoring, and a CSLB Supervising Special Investigator has informed his Marin County Probation Officer of ongoing investigations.

Water Remediation Gone Wrong – License Revoked

A Special Investigations Unit Investigator reviewed 15 complaints against Superior Integrated Services Inc., confirming that eight warranted accusations. The company performed dry-out services, falsely assuring consumers that insurance would cover costs. In addition, the company failed to provide estimates before work began, requiring consumers to sign an "Emergency Water Damage Service Agreement" lacking scope and pricing details. After completing the work, Superior Integrated Services Inc. issued vague invoices without project descriptions or material lists.

Insurance companies reported a lack of cooperation, failure to document damage, and unreasonable charges. In one case, Superior Integrated Services Inc. attempted to bill over \$10,000, but the insurer valued the work at nearly half of that, prompting the company to file a mechanics lien for the balance.

In another complaint, Superior Integrated Services Inc assured the homeowner they would owe nothing if insurance didn't pay yet later issued a \$6,567 invoice and pursued a mechanics lien, leading to an ongoing civil case. The administrative law judge found the company responsible managing officer's testimony "self-serving, not credible, and in many instances false," determining that they fraudulently altered contracts and filed deceptive mechanics liens.

On March 3, 2025, the proposed decision was adopted, revoking the license. Investigative cost recovery and complainant restitution totaling \$47,576 were ordered, including reimbursement of consumers' legal fees.

SWIFT Highlights

Disaster Recovery Centers (DRCs)

From mid-January to the end of April, SWIFT staffed CSLB booths at Disaster Recovery Centers (DRCs) in Los Angeles and Altadena, providing consumer protection resources to community members impacted by Southern California wildfires. Ten team members, primarily from Southern SWIFT, alternated staffing the booths. Both DRC locations



tallied over 40,000 attendees within this time, and nearly 1,500 visited the CSLB booth in Altadena while more than 1,100 visited the one in Los Angeles.

Boots on the Ground

Beginning in late January, SWIFT investigators had boots on the ground helping disaster victims avoid contractor fraud by posting “Homeowners Beware” warning signs throughout the areas impacted by the Palisades and Eaton Fires. As of April 30, 2025, SWIFT conducted 27 compliance sweeps within these declared disaster areas of Los Angeles County and worked alongside the Department of Insurance to supply homeowners with fraud prevention materials and tips on hiring licensed contractors. SWIFT Investigators will continue to maintain a very active presence in both fire areas as the rebuilding process ramps up.

Complaint Handling Statistics (For July 1, 2024, to April 30, 2025)

Investigations Initiated & Complaints Received

- CSLB opened 16,067 complaints from July 1, 2024, to April 30, 2025.
- CSLB self-initiated 670 investigations from July 1, 2024, to April 30, 2025.

Pending Investigations

- With current staffing levels, the optimum maximum Enforcement Division caseload is 4,895 pending complaints. As of April 30, 2025, the pending caseload was 5,065.

Special Investigator Production Goals

- For July 1, 2024, to April 30, 2025, the weighted monthly case-closing average per Special Investigator in CSLB Investigative Centers was 8 closures per month, two less than the closure goal of 10.

Complaint-Handling Cycle Time

- The Board’s goal is to appropriately disposition all but 100 complaints within 270 days of receipt. As of May 15, 2025, 297 complaints exceeded 270 days in age. Enforcement supervisors and managers continue to conduct monthly case reviews and help investigators resolve aged cases.

Restitution to Financially Injured Persons

- CSLB continues to assist consumers and help licensees resolve non-egregious consumer complaints. From July 1, 2024, to April 30, 2025, complaint negotiation efforts by the IMC and Investigative Centers resulted in more than \$25.1 million in restitution to financially injured parties.

Investigative Center Legal Actions

- From July 1, 2024, to April 30, 2025, the Investigative Centers referred 515 (28 percent) of the 1,859 legal action investigations for criminal prosecution.

Case Management Activities (For July 1, 2024, to April 30, 2025)

Arbitration

- 342 arbitration cases were initiated, resulting in \$2,563,407 in restitution ordered to injured parties.
- 65 licenses were revoked for non-compliance with an arbitration award.

Citations

	<i>Licensees</i>	<i>Non-Licensed</i>	<i>Total</i>
Citations Issued	720	603	1,323
Citations Appealed	360	192	552
Citations Complied With	404	304	708

Licensee Civil Penalties Collected

	<i>Total</i>
Informal Citation Conferences (ICC) Conducted	200
Citations Resolved Through ICCs	117
Civil Penalties Collected	\$1,626,103
Restitution Ordered	\$777,350

Non-Licensee Citation Civil Penalties

	<i>Total</i>
Informal Citation Conferences (ICC) Conducted	157
Citations Resolved Through ICCs	135
Civil Penalties Collected	\$545,837

Accusations

	<i>Total</i>
Accusations Filed	201
License Revocations	182
Licenses Placed on Probation	33
Restitution Paid to Injured Parties	\$130,478
Cost Recovery Collected	\$362,184

Letter of Admonishment

The Letter of Admonishment is a form of disciplinary action CSLB was authorized to use in 2018 to enhance public protection by promptly addressing less-egregious violations by licensed contractors. The letter provides for up to two years of public disclosure after issuance, offers an option for requiring corrective action by the contractor that can include taking prescribed training courses, and provides written documentation that can be used to support formal disciplinary action in the future, if warranted.



From July 1, 2024, to April 30, 2025, CSLB issued 232 Letters of Admonishment. The most common violations cited in Letters of Admonishment during that timeframe were failure to comply with permit requirements, acting as a contractor under an unlicensed name, failure to meet home improvement contract requirements, and failure to secure a workers' compensation policy.

Contractors who receive a Letter of Admonishment are given an opportunity to contest its issuance via an Office Conference CSLB administers with a CSLB hearing officer. The Office Conference procedures provide CSLB with the discretion to uphold, modify, or withdraw the Letter of Admonishment based on a second review of the case. Between July 1, 2024, to April 30, 2025, CSLB received 26 Office Conference requests, five of which were retracted. As a result of the 21 Office Conferences conducted, 15 Letters of Admonishment were upheld as issued, three were withdrawn, and three were modified.

Beginning in 2020, contractors who have violated local permit requirements have been issued a Letter of Admonishment with a corrective order to complete a video training session on building permits. Violators who do not complete the training are subject to an administrative citation. Between July 1, 2024, to April 30, 2025, 60 Letters of Admonishment were issued that included a requirement to complete permit training. Of those 60 letters, 57 contractors are currently in compliance with this requirement. The remaining three Letters of Admonishment have been escalated to citations.

Statewide Investigative Fraud Team

CSLB's Statewide Investigative Fraud Team (SWIFT) is comprised of 27 Special Investigators who enforce license and workers' compensation insurance requirements at active jobsites by responding to leads and participating in sweeps. Additionally, SWIFT Investigators conduct undercover sting operations targeting unlicensed contractors.

From July 1, 2024 to April 30, 2025, SWIFT conducted 29 sting operations, participated in 334 sweep days, and responded to 551 leads. SWIFT Investigators completed 2,744 investigations as a result of stings, sweeps, and leads.

District Attorney Referrals

From July 1, 2024 to April 30, 2025, SWIFT referred 355 cases to local district attorney offices for criminal prosecution – 308 for contracting without a license and 47 against licensees, primarily for failure to secure workers' compensation insurance.

Administrative Actions

From July 1, 2024 to April 30, 2025, SWIFT issued 407 licensee and non-licensee citations, issued 99 Letters of Admonishment, filed 10 accusations, and assessed \$586,500 in non-licensee citation civil penalties. Administrative violations include working out of classification, working under a suspended or expired license, failing to obtain permits, and other license law violations that do not warrant a criminal referral. In addition, 992 advisory notices were issued for minor violations.

Stop Orders

A Stop Order is a legal demand to cease all employee labor at any jobsite due to workers' compensation insurance violations until an appropriate policy is obtained. Failure of a contractor to comply with a stop order is a misdemeanor criminal offense, punishable by up to 60 days in county jail and/or a fine of up to \$10,000. From July 1, 2024 to April 30, 2025, SWIFT issued 250 Stop Orders to licensed and unlicensed individuals for using employee labor without having a valid workers' compensation policy.

Outstanding Tax and State Agency Liability Suspensions

CSLB can suspend a license if the licensee is delinquent in paying outstanding liabilities owed to CSLB or to other state agencies. The table below summarizes liabilities owed to state agencies that were collected or resolved to avoid a license suspension or to reinstate a suspended license.

Amounts Collected or Resolved

	2022	2023	2024	2025 (through 04/30/25)
CSLB	\$104,507	\$100,190	\$108,848	\$35,625
EDD	\$13,280,832	\$10,485,549	\$10,897,189	\$5,312,178
DIR-Cal/OSHA	\$243,066	\$493,104	\$697,638	\$242,657
DIR-DLSE	\$5,217,626	\$4,620,847	\$3,116,644	\$1,848,539
FTB	\$4,024,936	\$5,344,249	\$4,768,829	\$940,607
Totals	\$22,870,967	\$21,043,939	\$19,589,147	\$8,379,606

Labor Enforcement Task Force

The Labor Enforcement Task Force (LETF) is comprised of investigators from CSLB, the Department of Industrial Relations' (DIR) Division of Labor Standards and Enforcement (DLSE) and Division of Occupational Health and Safety (Cal/OSHA), as well as the Employment Development Department (EDD). LETF combats the underground economy in California and aims to ensure workers receive proper payment of wages and are provided a safe work environment. Below are LETF statistics for July 1, 2024 to April 30, 2025:

LETF Activity

Number of Contractors Inspected	101
Number of Contractors Out of Compliance	87
Percentage of Contractors Out of Compliance	86%
Total Initial Assessments	\$121,670

Note: The table's results reflect joint LETF inspections with Cal/OSHA, CSLB, DLSE & EDD. Total initial assessments reflect the amount assessed by Cal/OSHA and DLSE at the time of the inspection. These amounts are subject to change.

Application Experience Verification Statistics

The chart below provides the breakdown for appeals, denials, withdrawals, experience verification, and pending applications by classification. The statistics primarily relate to the work performed by the Enforcement field application investigator, and do not include application investigations by other Enforcement or Licensing staff.

Experience Verification by Classification April 30, 2023 to April 30, 2025

	Classification	Appealed	Withdrawn	Verified	Denied	Total
A	General Engineering	1	6	21	8	36
B	General Building	5	57	158	81	301
B-2	Residential Remodeling	0	4	10	6	20
C2	Insulation and Acoustical	0	1	1	2	4
C4	Boiler Hot Water	0	0	2	0	2
C5	Framing / Rough Carp	0	0	2	0	2
C6	Cabinet-Millwork	0	0	6	3	9
C7	Low Voltage Systems	0	3	4	1	8
C8	Concrete	0	5	12	7	24
C9	Drywall	0	1	2	6	9
C10	Electrical	0	11	42	9	62
C11	Elevator	0	1	0	0	1
C12	Earthwork & Paving	0	5	2	3	10
C13	Fencing	0	2	3	4	9
C15	Flooring	0	1	11	5	17
C16	Fire Protection	0	0	0	1	1
C17	Glazing	0	0	4	5	9
C20	HVAC	0	2	22	5	29
C21	Building Moving Demo	0	0	2	3	5
C22	Asbestos Abatement	0	0	0	0	0
C23	Ornamental Metal	0	0	1	0	1
C27	Landscaping	0	11	26	15	52
C28	Lock & Security Equipment	0	0	0	3	3
C29	Masonry	0	0	0	0	0
C31	Construction Zone	0	0	0	0	0
C32	Parking Highway	0	0	1	0	1
C33	Painting	0	2	19	19	40
C34	Pipeline	0	0	1	0	1
C35	Lath & Plaster	0	2	5	5	12
C36	Plumbing	0	6	26	5	37
C38	Refrigeration	0	1	1	0	2
C39	Roofing	0	7	12	13	32
C42	Sanitation	0	0	1	0	1
C43	Sheet Metal	0	1	2	1	4



	Classification	Appealed	Withdrawn	Verified	Denied	Total
C45	Sign	0	0	0	0	0
C46	Solar	0	1	0	7	8
C47	Gen Manufactured House	0	1	0	2	3
C49	Tree and Palm	0	1	3	0	4
C50	Reinforcing Steel	0	1	1	0	2
C51	Structural Steel	0	0	6	2	8
C53	Swimming Pool	0	2	2	0	4
C54	Ceramic and Mosaic Tile	0	1	6	4	11
C55	Water Conditioning	0	0	0	0	0
C57	Well Drilling	0	0	0	0	0
C60	Welding	0	0	2	0	2
C61	Limited Specialty	0	3	24	8	35
ASB	Asbestos Cert	0	0	0	0	0
HAZ	Hazardous Cert	0	0	0	0	0
	Total	6	139	443	233	821

Training Update

CSLB Enforcement Academy

The Southern California CSLB Enforcement Academy was held in Norwalk April 7-14, where 12 participants expanded their knowledge in enforcement practices. The weeklong training covered key topics such as investigation strategies, report writing, interviewing techniques, evidence handling, courtroom testimony, and code compliance. These accomplishments are a testament to the graduates' commitment, determination, and effort. The next academy will be held at CSLB Headquarters in Sacramento, September 15-19, 2025.

Criminal Report Writing and Arrest Affidavit Training

Two training sessions on Criminal Report Writing and Arrest Affidavits were held on February 6 and April 3. The sessions provided essential guidance on structuring reports, applying rules for identification and abbreviations, understanding jury instructions, and recognizing exculpatory evidence. Participants also reviewed case examples to enhance their comprehension of proper documentation and reporting techniques in criminal investigations. Additionally, participants received instruction on arrest affidavits, including format and submission requirements.

Terminix Case Law Training

Terminix Case Law training was held on May 7. The session provided a comprehensive analysis of *Terminix Co. v. CSLB*, 84 Cal. App. 2d 169 (1948), examining its impact on CSLB's investigative procedures as they relate to providing a licensee opportunity correct and complete a project. Participants explored key legal principles established by the case and discussed strategies for effectively addressing Terminix-related issues in modern investigations, e.g. confirming the respondent was put on notice to complaint items, if licensed and in good standing. The session emphasized how enforcement staff can apply lessons from the case to ensure compliance and enhance investigative outcomes.

AGENDA ITEM G

Licensing



AGENDA ITEM G-1

Review and Discussion Regarding Updating Hazardous Substance Removal Certification





CONTRACTORS STATE LICENSE BOARD

UPDATING HAZARDOUS SUBSTANCE REMOVAL CERTIFICATION

Review and Discussion Regarding Updating Hazardous Substance Removal Certification

If [Senate Bill 641](#) becomes law, it will add the Hazardous Substance Removal certification to the scope of four trades to reflect the work these contractors have been doing during the Los Angeles fire cleanup.

The following trades can add the Hazardous Substance Removal Certification to their license to perform debris removal, which is typically required by local governments for wildfire cleanup:

- A - General Engineering
- B - General Building
- C-12 Earthwork and Paving and C-21 Building Moving and Demolition

CSLB will update the Hazardous Substance Removal Certification examination to include the latest debris removal public health requirements and 40-Hour Hazardous Waste Operations and Emergency Response (also known as HAZWOPER) work training requirement.

Testing staff will interview contractors who have done this work to compile the specific tasks performed related to debris removal and the knowledge contractors need to safely perform the work. Those tasks will include both the procedures for cleanup and the safety protocols for contractors to follow.

Updating the examination will require two workshops and take approximately six to eight months to complete. CSLB's goal is to update the Hazardous Substance Removal Certification examination by June 1, 2026.

AGENDA ITEM G-2

Licensing Program Update





CONTRACTORS STATE LICENSE BOARD

LICENSING PROGRAM UPDATE

Application Processing Statistics

The charts below provide the total number of incoming applications received by the application units each month, quarter, and calendar year.

Total Number of Applications Received Per Month

	2024 May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2025 Jan	Feb	Mar	Apr
Original Exam	1,763	1,617	1,685	1,693	1,571	1,753	1,468	1,469	1,536	1,784	1,888	1,943
Original Waiver	808	670	772	751	750	767	602	724	842	911	855	917
Add Class	463	384	411	450	459	433	376	405	499	530	552	569
Qualifier Replacer	321	250	266	274	251	296	207	268	290	285	290	302
Home Improvement	1,122	994	1,036	863	1,020	837	755	773	899	904	1,005	987
Total Per Month	4,477	3,915	4,170	4,031	4,051	4,086	3,408	3,639	4,066	4,414	4,590	4,718

**3 – Month
Totals**

May – Jul: 12,562

Aug – Oct: 12,168

Nov – Jan: 11,113

Feb – Apr: 13,722

Total Applications Received – Prior Calendar Years

	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024
Original Exam	13,193	15,729	15,861	17,816	20,100
Original Waiver	7,456	7,558	7,970	8,737	9,205
Add Class	4,231	4,138	4,112	4,482	5,422
Qualifier Replacer	2,620	2,813	3,024	3,288	3,326
Home Improvement	9,694	12,411	12,466	12,792	11,799
Total Received	37,194	42,649	43,433	47,115	49,852

Weeks to Process

CSLB management closely monitors processing times for the various licensing units on a weekly and monthly basis.

The chart below provides the “weeks to process” for applications, license transactions, and public information unit documents (i.e., record certification) received each month. “Weeks to process” refers to the average number of weeks before an application or document is initially pulled for processing by a technician after it arrives at CSLB.

	2024 May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2025 Jan	Feb	Mar	Apr
Original Exam	2.4	2.4	2.3	2.1	2.2	2.1	2.7	2.3	1.5	2.2	2.8	2.9
Original Waiver	1.5	1.7	1.5	1.3	1.7	2.2	2.4	2.1	1.9	2.0	2.1	2.4
Add Class	1.4	1.6	1.1	1.6	2.0	1.6	1.2	1.5	2.4	2.8	2.5	2.6
Qualifier Replacer (Exams & Waiver)	1.4	1.5	1.3	1.6	2.0	2.0	1.3	1.6	2	2.8	2.5	2.6
Home Improvement	1.2	1.4	1.0	1.3	1.2	2.0	1.9	1.3	1.8	2.1	2.6	2.0
Renewal	1.0	1.0	0.9	0.8	0.9	0.8	0.8	0.8	0.9	0.8	0.8	0.7
Add New Officer	0.9	1.3	1.4	1.8	1.9	2.0	1.9	1.3	1.8	2.4	2.6	2.3
Address / Name Change	0.9	1.3	1.3	1.9	1.6	2.0	1.9	1.3	1.8	2.4	2.6	2.3
Bond / Bond Exemption	0.6	0.6	0.6	0.6	0.6	0.6	0.5	0.7	0.6	0.6	0.6	0.6
Workers' Comp / Exempt	1.0	2.0	3.4	2.5	1.9	1.2	0.6	0.9	1.7	2.7	1.1	1.2
Certified License History	0.1	0.0	0.1	0.0	0.1	0.0	0.0	0.0	0.0	0.1	0.0	0.2
Copies of Documents	0.1	0.0	0.0	0.0	0.1	0.0	0.0	0.0	0.0	0.1	0.0	0.1
Criminal Offender Record Information (CORI) Review*	2.2	2.6	2.6	2.3	2.0	2.0	2.2	2.7	2.6	2.4	2.2	2.2

*Outside CSLB Control—DOJ / FBI timeframe

The chart below illustrates the number of applications received in the previous fiscal years and the final disposition of these applications, regardless of the year they were processed. This is the combined total for all exam, waiver, add class, qualifier replacement, and home improvement salesperson applications. This report allows staff to monitor application cycle times and dispositions.

Disposition of Applications by Fiscal Year

Fiscal Year	Number of Apps Received	Processed & Issued	Voided	Pending*
2020-2021	41,864	16,176	4,098	21,590
2021-2022	43,707	19,148	4,801	19,758
2022-2023	47,042	22,301	5,197	19,544
2023-2024	49,008	25,189	4,694	19,125

* These are the total number of applications pending at the close of each fiscal year.

An application may be classified as pending because:

- The applicant does not pass the exam but is still within the 18-month window during which they may retest.
- The application is in the experience verification process.
- The application is not yet cleared by CSLB's Criminal Background Unit.
- The applicant has not submitted final issuance requirements (proof of bond, workers' compensation insurance, asbestos open book examination results, and/or fees).

Renewal Processing Statistics

The charts below provide the number of incoming renewals received by the Renewals Unit each month, quarter, and calendar year.

Total Number of Renewals Received Per Month

	2024 May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2025 Jan	Feb	Mar	Apr
Reactivation	92	105	105	117	111	106	69	91	80	110	127	118
Active	7,468	8,087	8,947	8,046	6,778	7,913	6,207	6,814	7,474	6,688	8,710	7,722
Inactive	882	847	939	853	741	874	685	745	823	688	964	762
Delinquent Active	1,100	1,047	1,319	1,163	1,191	1,200	1,082	1,094	1,288	1,193	1,040	1,142
Delinquent Inactive	151	168	155	164	141	172	146	134	176	160	164	139
Received Per Month	9,693	10,254	11,465	10,343	8,851	10,265	8,189	8,878	9,841	8,839	11,005	9,883

3 – Month Totals
 May – Jul: 31,412
 Aug – Oct: 29,459
 Nov – Jan: 26,908
 Feb – Apr: 29,727

Total Renewals Received – Prior Calendar Years

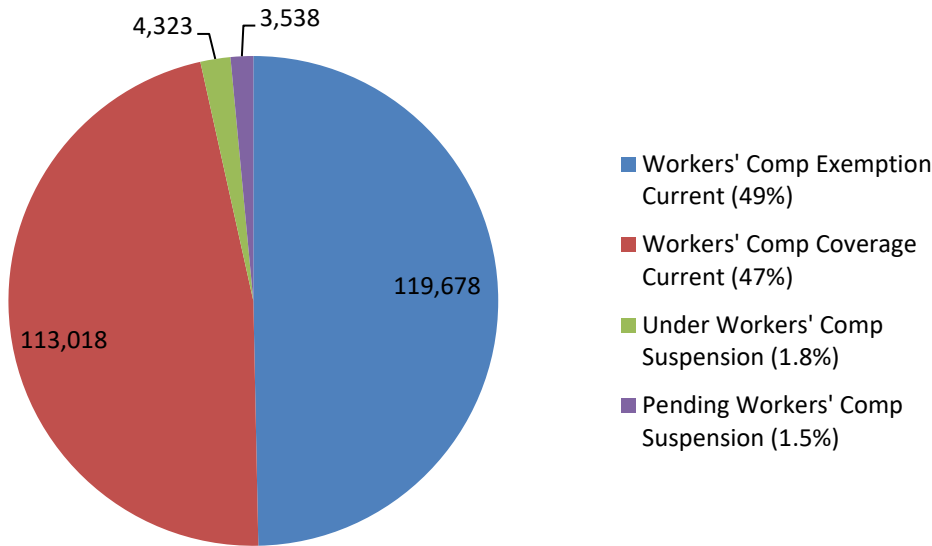
	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024
Reactivation	1,164	1,230	1,250	1,293	1,248
Active	97,037	94,480	93,180	92,088	92,458
Inactive	12,379	11,351	9,087	9,689	9,994
Delinquent Active	12,636	13,162	12,519	12,911	13,776
Delinquent Inactive	2,071	2,163	1,658	1,661	1,799
Total Received	125,287	122,386	117,694	117,642	119,275

Workers' Compensation Recertification Statistics

The law requires that at the time of renewal, an active licensee with an exemption for workers' compensation insurance on file with CSLB either recertify that exemption or provide a current and valid Certificate of Workers' Compensation Insurance or Certificate of Self-Insurance. If at the time of renewal, the licensee fails to comply, then the law allows for the retroactive renewal of the license if the licensee submits the required documentation of the missing information within 30 days after notification by CSLB.

The chart below provides a snapshot of workers' compensation coverage for active licenses.

Workers' Comp Coverage for Active Licenses - April 30, 2025



Total Number of Active Licenses: 241,763

The following chart shows the workers' compensation coverage (policies and exemptions) on file as April 30, 2025, for active licenses by classification and the percentage of exemptions per classification.



Active License Classifications Workers' Comp Status: As of April 30, 2025

	Classification	Exemptions on File	WC Policies on File	Total Policies & Exemptions	% of Total with Exemptions
A	General Engineering	5,278	9,533	14,811	36%
B	General Building	61,575	42,768	104,343	59%
B2	Residential Remodeling	896	267	1,163	77%
C2	Insulation and Acoustical	252	910	1,162	22%
C4	Boiler Hot Water	113	575	688	16%
C5	Framing / Rough Carp	524	488	1,012	52%
C6	Cabinet-Millwork	2,465	1,943	4,408	56%
C7	Low Voltage Systems	1,994	2,765	4,759	42%
C8	Concrete	10	5,217	5,227	0.2%
C9	Drywall	1,298	1,898	3,196	41%
C10	Electrical	14,433	13,216	27,649	52%
C11	Elevator	54	155	209	26%
C12	Earthwork & Paving	976	451	1,427	68%
C13	Fencing	744	1,040	1,784	42%
C15	Flooring	3,595	3,416	7,011	51%
C16	Fire Protection	737	1,465	2,202	33%
C17	Glazing	1,145	1,909	3,054	37%
C20	HVAC	6	11,259	11,265	0.05%
C21	Building Moving Demo	521	1,249	1,770	29%
C22	Asbestos Abatement	2	302	304	0.7%
C23	Ornamental Metal	448	613	1,061	42%
C27	Landscaping	4,980	6,979	11,959	42%
C28	Lock & Security Equipment	144	224	368	39%
C29	Masonry	830	1,330	2,160	38%
C31	Construction Zone	80	351	431	19%
C32	Parking Highway	183	318	501	37%
C33	Painting	8,714	6,956	15,670	56%
C34	Pipeline	133	395	528	25%
C35	Lath & Plaster	629	1,192	1,821	35%
C36	Plumbing	9,080	7,989	17,069	53%
C38	Refrigeration	418	1,216	1,634	26%
C39	Roofing	1	5,181	5,182	0.02%
C42	Sanitation	334	625	959	35%
C43	Sheet Metal	263	1,042	1,305	20%
C45	Sign	382	490	872	44%
C46	Solar	413	780	1,193	35%
C47	Gen Manufactured House	205	239	444	46%
C49	Tree and Palm	25	193	218	11%
C50	Reinforcing Steel	65	198	263	25%
C51	Structural Steel	440	1,083	1,523	29%
C53	Swimming Pool	1,265	1,565	2,830	45%
C54	Ceramic & Mosaic Tile	3,591	2,739	6,330	57%
C55	Water Conditioning	123	176	299	41%
C57	Well Drilling	275	480	755	36%
C60	Welding	561	518	1,079	52%
C61	Limited Specialty	7,407	13,268	20,675	36%

**Fingerprinting/Criminal Background Unit Statistics**

As mandated in January 2005, CSLB continues to fingerprint all license applicants. The California Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI) conduct criminal background checks and provide criminal offender record information to CSLB for in-state convictions and for out-of-state and federal convictions.

DOJ and FBI typically provide responses to CSLB within two days of an applicant being fingerprinted, but occasionally the results are delayed. This does not necessarily indicate a conviction, as sometimes the results reveal a clear record. Most delays are resolved within 30 days; however, some continue for up to 90 days or longer because DOJ and FBI may need to obtain court records. Since DOJ and FBI are independent agencies, CSLB has no control over these delays and must wait for the fingerprint results before issuing a license. Staff will follow up with DOJ regarding delayed responses to confirm the review has commenced and to make sure DOJ requires no further information.

Below is a breakdown of Criminal Background Unit statistics for the past five calendar years.

	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024	TOTALS
DOJ Records Received	27,172	35,114	37,895	39,500	40,129	179,810
CORI Information Received	5,375	6,818	7,303	5,616	5,778	30,890
Denials	16	8	13	10	7	54
Appeals	11	5	7	3	3	29
Probationary Licenses Issued (conditional license, requires periodic review)	101	177	222	185	206	891

**Judgment Unit Statistics**

Judgment Unit staff process all outstanding government liabilities, civil judgments, and payment of bond claims reported to CSLB by licensees, consumers, attorneys, credit recovery firms, bonding companies, CSLB's Enforcement Division, and other governmental agencies. The Judgment Unit also processes all documentation and correspondence related to resolving issues such as satisfactions, payment plans, bankruptcies, accords, motions to vacate, etc.

Outstanding liabilities are reported to CSLB by:

- Employment Development Department
- Department of Industrial Relations
 - Division of Occupational Safety and Health
 - Division of Labor Standards Enforcement
- Franchise Tax Board
- State Board of Equalization
- CSLB Cashiering Unit (dishonored checks)

Unsatisfied judgments are reported to CSLB by:

- Contractors
- Consumers
- Attorneys

Payment of claims are reported to CSLB by bonding (surety) companies.

The charts on the following page provide the number of notifications mailed to licensees related to outstanding liabilities, judgments, and payment of claims affecting their license status, including the savings to the public as a result of compliance.

**Judgment Unit: Number of Reimbursements to State Agencies and Public****Outstanding Liabilities (from California state agencies)**

	2024 May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2025 Jan	Feb	Mar	Apr
Notice	83	54	85	77	58	64	67	51	50	56	38	72
Suspend	53	57	62	41	69	55	38	50	52	42	32	53
Reinstate	42	43	31	56	50	57	40	42	52	54	32	46
Total	178	154	178	174	177	176	145	143	154	152	102	171

Final Judgments (from court actions)

	2024 May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2025 Jan	Feb	Mar	Apr
Notice	63	77	83	78	83	78	74	94	93	82	77	96
Suspend	18	25	19	16	25	26	15	22	15	11	16	15
Reinstate	61	59	67	69	55	55	48	64	69	87	69	85
Total	142	161	169	163	163	159	137	180	177	180	162	196

Payment of Claims (from bond surety companies)

	2024 May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2025 Jan	Feb	Mar	Apr
Notice	154	146	155	140	177	166	199	175	192	170	204	235
Suspend	172	150	168	83	101	115	79	130	100	117	114	106
Reinstate	105	105	94	108	88	94	102	98	115	145	132	136
Total	431	401	417	331	366	375	380	403	407	432	450	477

**Reimbursement Amounts to State Agencies and Public
Prior Calendar Years**

	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024
Outstanding Liabilities	\$18,342,630	\$18,765,840	\$22,921,075	\$20,951,291	\$20,371,835
Final Judgments	\$20,586,833	\$18,003,223	\$20,211,482	\$19,505,855	\$43,984,178
Payment of Claims	\$9,921,280	\$7,934,026	\$7,781,618	\$7,168,304	\$10,360,721
Total Monetary Recovery	\$48,850,913	\$44,703,089	\$50,914,175	\$47,625,450	\$74,716,734



CONTRACTORS STATE LICENSE BOARD

LICENSING PROGRAM UPDATE

State Agency Outstanding Liabilities Collected

	Employment Dev. Department (EDD)	Franchise Tax Board (FTB)	Department of Industrial Relations (DIR) Division of Labor Standards Enforcement (DLSE) Division of Occupational Safety & Health (DOSH) Office of the Director – Legal Unit (ODL)	Total Liabilities Collected
May 2024	\$1,049,737	\$161,812	\$636,950	\$1,848,499
June	\$460,493	\$184,670	\$362,235	\$1,007,398
July	\$790,943	\$181,418	\$155,975	\$1,128,336
August	\$940,908	\$782,441	\$1,027,847	\$2,751,196
September	\$1,342,215	\$412,037	\$131,257	\$1,885,509
October	\$889,575	\$266,776	\$488,283	\$1,644,634
November	\$668,277	\$375,939	\$136,113	\$1,180,329
December	\$1,453,620	\$772,571	\$108,337	\$2,334,528
January 2025	\$1,094,815	\$306,998	\$884,975	\$2,286,788
February	\$1,189,173	\$265,422	\$960,254	\$2,414,849
March	\$487,033	-	\$82,124	\$569,157
April	\$2,541,157	\$368,187	\$163,842	\$3,073,186
TOTALS	\$12,907,946	\$4,078,271	\$5,138,192	\$22,124,409

Examination Administration Unit
 The Testing Division’s Examination Administration Unit (EAU) utilizes PSI Exams to administer CSLB’s 48 examinations at 22 computer-based test centers. CSLB and PSI mail applicants instructions on how to schedule exams.

EAU reviews and approves reasonable accommodations and translator requests for candidates.

Number of Examinations Scheduled Per Month Nov 2024 – Jan 2025

May 2024	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 2025	Feb	Mar	Apr	Total
4765	4527	4356	4531	4487	4945	4433	4630	4546	4633	5283	5046	56,182

CSLB currently utilizes PSI test centers in the following locations:

- Agoura Hills
 Atascadero
 Bakersfield
 Carson
 Diamond Bar
 El Monte/Santa Fe Springs
 Fresno
 Irvine
 Las Vegas*
 Lawndale
 Redding

Riverside
 Sacramento
 San Diego
 San Francisco
 Santa Clara
 Santa Rosa
 Union City
 Ventura
 Visalia
 Walnut Creek
 Wilsonville

Examination administration was expanded to two additional test centers outside of California in August 2023. The additional PSI test centers are in Las Vegas, Nevada* and Wilsonville, Oregon. In April 2024, the Law and Business exam was released to the other 20 DCA-approved PSI test centers nationwide.

* The Las Vegas test center permanently closed on May 31, 2024

**Number of Examinations Administered by Test Center**

From May 2024 to April 2025, PSI test centers administered a total of 56,090 exams. The details about each test center are described below.

Test Center	Number of Examinations Administered
Agoura Hills – PSI	4,496
Atascadero – PSI	804
Bakersfield – PSI	1,162
Carson – PSI	1,670
Diamond Bar – PSI	2,663
El Monte/Santa Fe – PSI	4,149
Fresno – PSI	1,585
Irvine – PSI	3,961
Lawndale – PSI	1,975
Redding – PSI	752
Riverside/Mission Grove – PSI	4,692
Sacramento – PSI	6,346
San Diego – PSI	5,719
San Francisco – PSI	2,544
Santa Clara – PSI	3,143
Santa Rosa – PSI	2,086
Union City – PSI	2,027
Various - PSI*	119
Ventura – PSI	2,341
Visalia - PSI	929
Walnut Creek – PSI	2,848
Wilsonville - PSI	79
Total	56,090

* 20 PSI nationwide test centers – Law and Business exam only

**Examination Development Unit**

The Testing Division's Examination Development Unit (EDU) ensures that CSLB's 48 examinations are written, maintained, and updated in accordance with testing standards and guidelines, Department of Consumer Affairs policies, and CSLB regulations, as well as federal and California state law.

Examination Development

State law requires that all license examinations be updated at least every five to seven years. All CSLB examinations meet this standard. The revision process takes approximately one year and is conducted in two phases: 1) occupational analysis and 2) item bank development.

The occupational analysis determines what topics are relevant to each contractor classification and in what proportion they should be tested. This process starts with interviews of a statewide sample of active California licensees in each specific classification. The interviews result in a draft list of the job tasks performed by contractors in that trade and the knowledge needed to work safely and competently. EDU staff then conduct a workshop with licensees who act as subject matter experts to finalize the task and knowledge statements. A large-scale online survey is conducted with a greater number of subject matter experts. A second workshop is then conducted to develop a validation report, which includes an examination outline that serves as a blueprint for constructing examination versions/forms.

The item bank development phase involves numerous workshops with subject matter experts to review and revise existing test questions, write, and review new test questions, and determine the passing score for examinations.

The following new examinations were released between February 1, 2025, and April 30, 2025:

- A General Engineering
- B General Building
- C-36 Plumbing
- C-51 Structural Steel

The following item banks are ready for new releases:

- C-5 Framing & Rough Carpentry
- C-23 Ornamental Metal
- S-B-01 General Building – Spanish
- S-36 Plumbing - Spanish

Examination Programs in Progress as of November 2024

Occupational Analysis	Item Bank Development
ASB Asbestos Certification	C-5 Framing & Rough Carpentry
C-29 Mansory	C-8 Concrete
C-27 Landscaping	C-9 Drywall
C-53 Swimming Pool	C-15 Flooring & Floor Covering
	C-20 Warm-Air Hearing, Ventilating & AC
	C-22 Asbestos Abatement
	C-32 Parking & Highway Improvement
	C-35 Lathing & Plastering
	C-43 Sheet Metal

Spanish-Translated Examinations

Candidates who request a translator for Spanish are now able to take their Law and Business exam and nine additional trade exams in Spanish instead of waiting for a translator to be approved. These 10 exams represent those that receive the most requests for a Spanish translator. Candidates will still have the option of utilizing a translator for their trade exam if it has not been translated.

The Spanish exams have been revised to improve word clarity and comprehension. Between February 1, 2025, and April 30, 2025, the following Spanish exams were updated and ready to be released:

- S B-01: General Building – Spanish
- S-36: Plumbing – Spanish

Starting on November 1, 2024, EDU introduced a toggle option for Spanish exams, allowing candidates to view the original English versions alongside their Spanish translations. This creative approach addressed a key challenge faced by candidates, resulting in a statistically significant improvement in pass rates across all Spanish exams. As of April 30, 2025, all 10 Spanish exams have been published at the test centers with this toggle option. All the exams experienced a significant increase in passing rates. Detailed passing rates for each exam are provided below.

**Passing rate before and after toggle option introduced**

Exam	Before Toggle	After Toggle
S L/B Spanish Law & Business	26%	32%
S-B-01 Spanish General Building	16%	37%
S-08 Spanish Concrete	18%	26%
S-09 Spanish Drywall	14%	31%
S-15 Spanish Flooring & Floor Covering	20%	34%
S-27 Spanish Landscaping	26%	40%
S-33 Spanish Painting & Decorating	32%	61%
S-36 Spanish Plumbing	11%	31%
S-39 Spanish Roofing	10%	25%
S-54 Spanish Ceramic & Mosaic Tile	19%	25%

From May 2024 to April 2025, PSI test centers administered a total of 11,139 Spanish version exams. The exam counts for each trade are described below.

Trade Exam	Number of Examinations Administered
S L/B Spanish Law & Business	6,558
S-B-01 Spanish General Building	1,579
S-08 Spanish Concrete	360
S-09 Spanish Drywall	222
S-15 Spanish Flooring & Floor Covering	213
S-27 Spanish Landscaping	519
S-33 Spanish Painting & Decorating	655
S-36 Spanish Plumbing	320
S-39 Spanish Roofing	496
S-54 Spanish Ceramic & Mosaic Tile	217
Total	11,139

AGENDA ITEM H

Public Affairs



AGENDA ITEM H-1

Review and Discussion of Accessory Dwelling Unit Video with Board Member Steve Panelli



AGENDA ITEM H-2

Public Affairs Program Update





CONTRACTORS STATE LICENSE BOARD

PUBLIC AFFAIRS PROGRAM UPDATE

Public Affairs Program Update

CSLB's Public Affairs Office (PAO) is responsible for media, industry, licensee, and consumer communications, as well as outreach. PAO provides proactive public relations, response to media inquiries, publication and newsletter development and distribution, and contractor education and outreach.

PAO creates and posts content on CSLB's social media channels to educate and inform consumers, licensees, the construction industry, the news media, and government officials. Staff also produce content for the CSLB website that includes webcasts and videos. Staff conduct Senior Scam StopperSM and Consumer Scam StopperSM seminars and present speeches to service groups and organizations. Internally, staff also produce content for the employee intranet.

Disaster Response

CSLB works to educate property and business owners, so they are not harmed by unlicensed and other unscrupulous contractors after a disaster. Many individuals try to take advantage of disaster survivors during the rebuilding process.

Following wildfires around the state, CSLB staffed and participated in 13 local assistance centers (LACs)/disaster recovery centers (DRCs) throughout California from July 1, 2024, through April 30, 2025. These included three DRCs in Los Angeles County following the Palisades and Eaton fires in January.

Disaster	LAC/DRC Location	Resources
1. Park Fire	Chico (Butte County)	In-Person Staffing
2. Park Fire	Red Bluff (Tehama County)	In-Person Staffing
3. Borel Fire	Lake Isabella (Kern County)	In-Person Staffing
4. Nixon Fire	Anza (Riverside County)	Materials Only
5. Boyles Fire	Clearlake (Lake County)	In-Person Staffing
6. Airport Fire	Lake Elsinore (Riverside County)	In-Person Staffing
7. Airport Fire	Mission Viejo (Orange County)	In-Person Staffing
8. Bridge Fire	San Bernardino (San Bernardino County)	In-Person Staffing
9. Bridge Fire	Los Angeles (Los Angeles County)	In-Person Staffing



Disaster	LAC/DRC Location	Resources
10. Mountain Fire	Camarillo (Ventura County)	In-Person Staffing
11. Palisades Fire	Los Angeles (Los Angeles County)	In-Person Staffing
12. Eaton Fire	Pasadena (Los Angeles County)	In-Person Staffing
13. Eaton Fire	Altadena (Los Angeles County)	In-Person Staffing

CSLB maintains a toll-free disaster hotline, serviced by Public Information staff Monday through Friday from 8 a.m. to 5 p.m. The hotline is promoted in various publications and through CSLB's social media channels, as well as on disaster signs posted in disaster zones and provided at the LACs/DRCs. CSLB's disaster response includes immediate and longer-term outreach, enforcement efforts, participation in multi-agency task forces, and assistance for affected licensees. CSLB also makes regular disaster-related posts through its social media channels, including Facebook, X, Instagram, and LinkedIn, and has published dozens of posts specific to survivors and contractors in response to the January fires in Los Angeles County.

Assistance for Licensees/Applicants

PAO communicates that CSLB continues its practice of waiving fees for licensees to replace their wall certificate and/or plastic pocket license in disaster zones. PAO also shares that CSLB waives delinquent fees for failure to renew a license before it expires for disaster survivors and works to expedite license applications for those planning to work in disaster areas.

The governor issued an executive order on January 30, related to the Palisades and Eaton fires, that postponed for one year the license renewal fees for all CSLB licenses that expire between January 1, 2025, and June 30, 2025, and whose residential or business address is within the impacted zip codes outlined in the order.

Video/Digital Services

Consumer, Licensee and Applicant Tips Videos

Public Affairs staff continue to produce and translate consumer, applicant, and licensee videos for promotion on CSLB's website and social media platforms. Topics include tips for rebuilding after a disaster, tips for hiring an HVAC contractor and videos promoting women in construction and construction inclusion.

Staff continue to produce English and Spanish versions of the monthly *Get Licensed to Build* workshop for those interested in obtaining a contractor's license. The workshop



covers each step required to obtain a contractor license and includes a live question and answer session for participants. These workshops have been well attended via WebEx and are archived on CSLB's website and YouTube channel.

Livestreams/Videos Produced July 1, 2024 – April 30, 2025

Date Published	Video Title
7/12/2024	Get Licensed to Build Workshop
7/21/2024	CSLB Board Meeting
7/26/2024	Workshop para que obtenga licencia de construir
8/1/2024	CSLB Executive Committee Meeting
8/2/2024	Get Licensed to Build Workshop
8/16/2024	Workshop para que obtenga licencia de construir
9/5/2024	Get Licensed to Build Workshop
9/18/2024	CSLB Legislative Committee Meeting
9/19/2024	CSLB Board Meeting
9/20/2024	Workshop para que obtenga licencia de construir
10/4/2024	Get Licensed to Build Workshop
10/14/2024	Construction Inclusion Week 2024
10/18/2024	Workshop para que obtenga licencia de construir
11/1/2024	Get Licensed to Build Workshop
11/15/2024	Workshop para que obtenga licencia de construir
12/2/2024	Tips for Hiring an HVAC Contractor
12/6/2024	Get Licensed to Build Workshop
12/12/2024	CSLB Board Meeting
12/13/2024	Workshop para que obtenga licencia de construir
1/3/2025	Get Licensed to Build Workshop



Date Published	Video Title
1/17/2025	Workshop para que obtenga licencia de construir
2/7/2025	Get Licensed to Build Workshop
2/14/2025	Workshop para que obtenga licencia de construir
3/4/2025	Women in Construction Week
3/7/2025	Get Licensed to Build Workshop
3/14/2025	CSLB Board Meeting
3/21/2025	Workshop para que obtenga licencia de construir
4/4/2025	Get Licensed to Build Workshop
4/18/2025	Workshop para que obtenga licencia de construir
4/24/2025	Rebuilding After a Disaster

Social Media

PAO continues to use social media as an outreach tool to better interact with applicants, licensees, the news media, and other stakeholders. CSLB currently utilizes Facebook, Instagram, X, YouTube, and LinkedIn.

Social Media Highlights

- **Facebook:** 6,900 followers, a 5% increase since last year.
- **Instagram:** 2,700 followers, a 15% increase since last year.
- **X:** 3,072 followers, a 1% increase since last year.
- **YouTube:** 30 videos produced; 80,109 video views; 5,922 hours watched since July 2024.
- **LinkedIn:** 1,241 followers, a 21% increase since last year.

Facebook Growth

Between July 1, 2024, to April 30, 2025, CSLB reached 40,160 people.

Follower Statistics

Of CSLB's Facebook followers, 67 percent of CSLB Facebook followers are male; 33 percent are female. Of these followers, 1 percent of CSLB's Facebook followers are ages 18 to 24, 12 percent are ages 25-34, 31 percent are ages 35-44, 26 percent are ages 45-54, 19 percent are ages 55-64, and 11 percent are ages 65 and up.



Top Facebook Post

CSLB's top post by views (see below) was published Thursday, March 13, at 12:56 p.m. with a reach of 4,291 accounts, 6,985 views, 42 interactions, 18 reactions, 9 comments, and 14 shares.



Published post:

Reminder: Unlicensed contracting in a declared disaster area is a felony.

If you see someone offering contracting services, please ask for their license number and verify it on CSLB's website using our License Check feature.

If they cannot provide a license number or you cannot verify its legitimacy, please contact SWIFT to report unlicensed activity:

https://cslb.ca.gov/Consumers/Report_Unlicensed_Activity/ You can also call: (562) 345-7600

For resources on selecting a licensed contractor, please visit CSLB's Disaster Help Center: cslb.ca.gov/disaster

[#EatonFire](#) [#PalisadesFire](#) [#DisasterRecovery](#) [#Rebuilding](#)

Instagram Growth

Between July 1, 2024, and April 30, 2025, CSLB reached 18,500 accounts on its Instagram page.

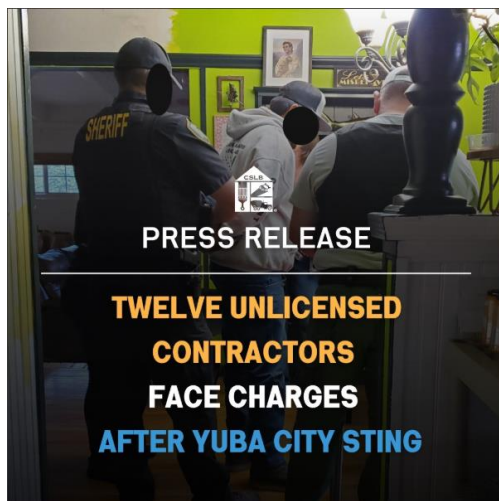
Follower statistics

Of CSLB's Instagram followers, 74 percent of CSLB's Instagram followers are male; 26 percent are female. Of these followers, 3 percent of CSLB's Instagram followers are ages 18 to 24, 23 percent are ages 25-34, 39 percent are ages 35-44, 19 percent are ages 45-54, 7 percent are ages 55-64, and 3 percent are ages 65 and over.



Top Instagram Post

CSLB's top post was published on Wednesday, October 30, with a reach of 4,068 accounts, 68 likes, 6 comments, and 69 shares.



Published post:

CSLB press release: Twelve Unlicensed Contractors Face Charges After Yuba City Sting.

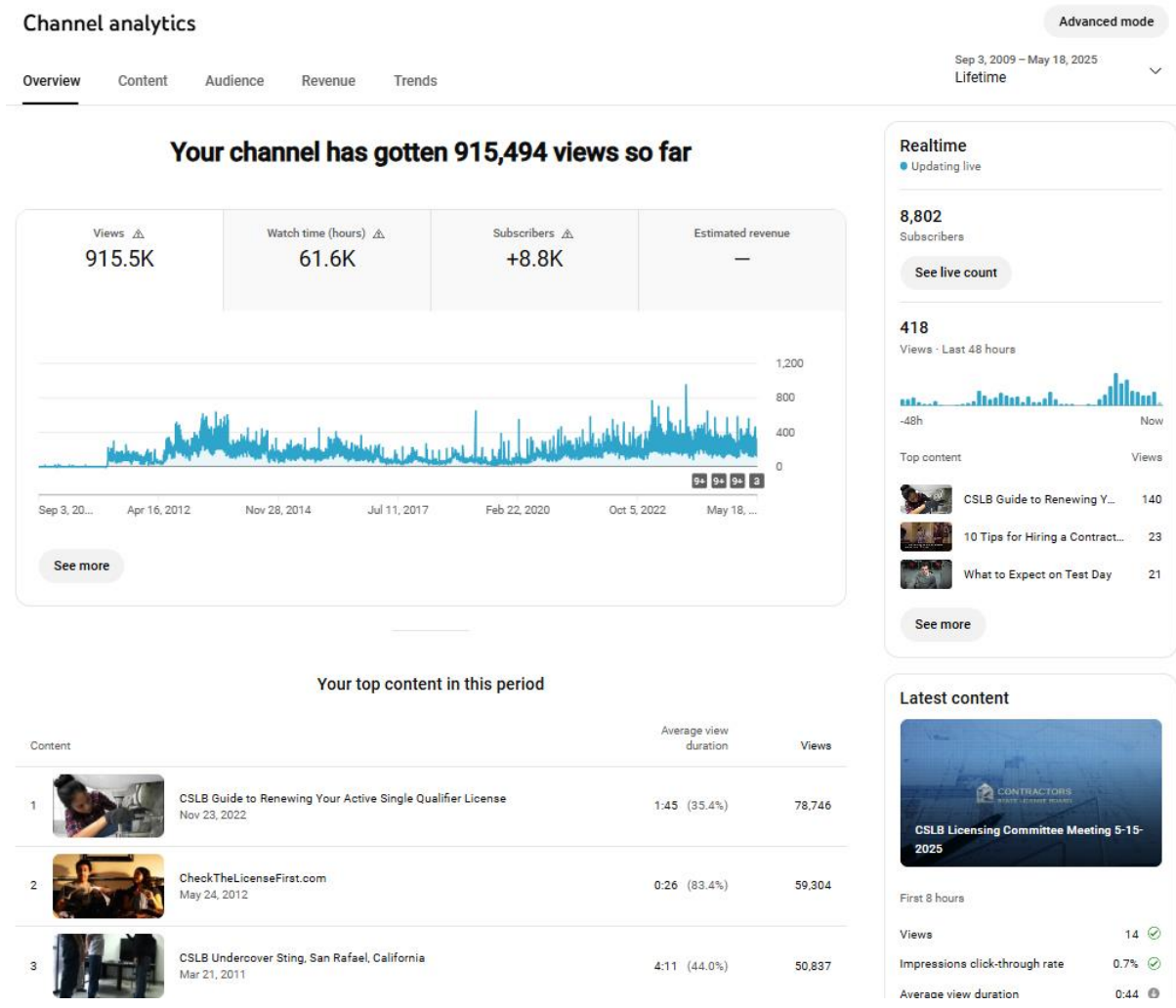
Read more: <https://ow.ly/HZi150TWKOQ>

X Growth

This platform requires payment to collect analytics. CSLB continues to post content to 3,072 followers.

YouTube Channel Growth

CSLB's YouTube channel continues to grow, with an increase of approximately 1,230 subscribers, 5,923 hours of watch time, and 80,109 more views since July 2024. The channel has a total of 915,494 views (61,577 hours watched) and 8,795 subscribers since the page was created in 2009.



LinkedIn Growth

PAO actively posts current job vacancies to LinkedIn, a business-oriented social networking site primarily used for professional networking. LinkedIn can increase exposure and act as an effective recruiting tool to attract quality employees for CSLB positions. CSLB has CSLB has 1,241 followers. It received 19,732 impressions, 520 reactions, 50 comments, and 11 reposts from July 1, 2024, through April 30, 2025.

Email Alert Feature

CSLB has a website feature that allows people to subscribe to various email alerts. The total subscriber database currently is 192,223, which includes the Licensee Information database.



These include:

- Industry Bulletins
- CSLB Job Openings
- Public Meeting Notices/Agendas
- *California Licensed Contractor* Newsletters
- News Releases/Consumer Alerts
- Webcasts
- Licensee Information

Industry Bulletins

Important CSLB updates are issued in Industry Bulletins, which are emailed to those who signed up via CSLB's email alerts and are also posted on CSLB's website. Between July 1, 2024, and April 30, 2025, CSLB issued seven Industry Bulletin related to resources available for contractors who manage treated wood waste, a new law that changes how contractors with workers' compensation insurance renew their licenses, CSLB's 2025 California License Law & Reference Book publication, new law changes in 2025 affecting licensees, applicants and stakeholders, and CSLB opening reciprocity to general contractors who pass a national examination and meet other requirements.

Media Relations

Media Calls

Between July 1, 2024, and April 30, 2025, PAO responded to 93 media inquiries, providing information and/or interviews to a variety of media outlets.

News Releases

PAO issued 17 news releases between July 1, 2024, and April 30, 2025. The releases covered sting operations throughout the state, a new law raising the threshold for work requiring a contractor's license from \$500 to \$1,000, and CSLB's recommendations and warning for people rebuilding their homes after the Southern California wildfires.

Consumer/Community Outreach

Senior Scam StopperSM Seminars

CSLB's Senior Scam StopperSM seminars have been offered throughout the state since 1999, in cooperation with legislators, state and local agencies, law enforcement, district attorneys, and community-based organizations. Seminars provide information about construction-related scams and how seniors, who are often preyed upon by unlicensed or unscrupulous contractors, can protect themselves when hiring a contractor. Sessions feature expert speakers from local, state, and federal agencies, who present broader topics on consumer and financial scams. CSLB remains committed to consumer protection by offering Senior Scam StopperSM seminars virtually and in-person.



The following outreach events were conducted from July 1, 2024, through April 30, 2025:

Date	Location	Legislative/Community Partner(s)
July 17, 2024	San Diego	Assemblymember Brian Maienschein
July 26, 2024	San Mateo	Senator Josh Becker
August 2, 2024	San Jose	Assemblymember Alex Lee
August 8, 2024	Fremont	East Bay Senior Roundtable
February 16-18, 2024	Roseville	Tri County Home and Garden Show
August 28-29, 2024	Los Angeles	LA Build Expo
September 4, 2024	Fort Irwin	Fort Irwin Education Fair
September 5, 2024	Riverside	Assemblymember Sabrina Cervantes
September 5, 2024	Corona	Assemblymember Sabrina Cervantes
September 6, 2024	Folsom	Assemblymember Josh Hoover
September 12, 2024	Tustin	Assemblymember Cottie Petrie-Norris
September 19, 2024	Irvine	Assemblymember Cottie Petrie-Norris
September 28, 2024	Fresno	Assemblymember Dr. Joaquin Arambula
October 1, 2024	Costa Mesa	Assemblymember Cottie Petrie-Norris
October 10, 2024	Santa Clarita	Assemblymember Pilar Schiavo
October 10, 2024	Virtual	Assemblymember Marc Berman
October 18, 2024	Sunnyvale	Assemblymember Evan Low
October 24, 2024	Lakewood	Assemblymember Anthony Rendon
October 25, 2024	Westminster	Assemblymember Tri Ta
October 29, 2024	Desert Hot Springs	Assemblymember Greg Wallis
January 6, 2025	Vallejo	Florence Douglas Senior Center
January 16, 2025	San Jose	Councilmember Domingo Candelas
January 31, 2025	Montclair	Senator Susan Rubio
February 4, 2025	Laguna Woods	Laguna Woods Village 55+ Community
February 21, 2025	Virtual	Assemblymember Christopher Ward
March 6, 2025	Citrus Heights	Senator Roger Niello
March 7-9, 2025	Fresno	Fresno County Home and Garden Show



Date	Location	Legislative/Community Partner(s)
March 22-23, 2025	Dixon	Solano County Home and Garden Show
April 10, 2025	Fresno	Assemblymember Dr. Joaquin Arambula
April 23, 2025	San Jose	On Lok PACE Elder Care
April 25, 2025	Stockton	El Concilio California
May 21, 2025	Roseville	Sun City 55+ Community
May 22, 2025	Sacramento	Wright Street Neighborhood Watch
May 30, 2025	Ventura	Assemblymember Steve Bennett
June 9, 2025	Vallejo	Florence Douglas Senio Center
June 10	Virtual	CA Municipal Revenue & Taxation Association
June 12, 2025	Corona	Assemblymember Leticia Castillo
June 13, 2025	San Jose	Councilmember Domingo Candelas
June 25, 2025	San Diego	Senator Brian Jones

Publication/Graphic Design Services

Between July 1, 2024, through April 30, 2025, PAO's Graphic Design Unit completed the following publications and reports.

Publications & Reports

March 14, 2025, Quarterly Board Meeting Packet
December 12, 2024, Quarterly Board Meeting Packet
September 19, 2024, Quarterly Board Meeting Packet
2024 CSLB Accomplishments and Activities Report
2025-27 CSLB Strategic Plan
2025-2027 CSLB Action Plan
California Contractors License Law and Reference Book (2025 Edition)
Consumer Guide to Filing Construction Complaints (English & Spanish)
California Licensed Contractor Newsletter (Fall 2024)
What You Should Know Before Hiring A Contractor brochure (English & Spanish)
What Seniors Should Know Before Hiring A Contractor brochure (English & Spanish)
Get Licensed to Build: A Guide to Becoming a California Licensed Contractor (English & Spanish)

**Publications & Reports**

Description of Classifications Guide (English & Spanish)

Terms of Agreement: A Consumer Guide to Home Improvement Contracts (English & Spanish)

10 Tips for Hiring a Contractor brochure (English & Spanish)

Caught for Illegal Contacting—What Happens Now brochure (English & Spanish)

Unhappy With Your Contractor on a Home Improvement Project publication (English)

Debris Removal Fast Facts (English, Spanish, Armenian, Mandarin, Tagalog, Vietnamese)

Intranet/Employee Relations

CSLBin is the employee-only intranet site. Stories and photos highlight employee and organizational accomplishments. The site also contains the latest forms, policies, reports, and other information used by CSLB staff around the state. Between July 1, 2024, and April 30, 2025, PAO published 35 employee intranet articles.

Date Published	Title
4/30/2025	RTO Update: All-Staff Meeting Scheduled for May 2
4/23/2025	Celebrating the Success of Southern California Enforcement Academy Graduates
4/17/2025	Return to Office Executive Order Meeting - UPDATE
4/8/2025	Share Your Questions About Returning to the Office
4/7/2025	Tune In! CSLB's Committee Meetings – April 11
4/2/2025	Licensing Division Brings Style and Sustainability with Clothing Exchange
3/24/2025	CSLB's 2024 Accomplishments & Activities Report
3/18/2025	Honoring Dedication and Innovation of Southern California CSLB Staff
3/12/2025	Tune In! CSLB's Board Meeting – March 14
3/4/2025	Recognizing Women in Construction Week at CSLB
2/18/2025	Winter 2025 California Licensed Contractor Newsletter Now Available
2/6/2025	CSLB Staff Support Disaster Recovery Efforts



Date Published	Title
1/28/2025	2025 California Contractors License Law & Reference Book Now Available
1/21/2025	CSLB All Staff Town Hall: Your Feedback Matters
1/13/2025	CSLB Hosting First Virtual Town Hall Meeting
1/6/2025	Employee Spotlight: Special Investigator Delphine Tran Recognized for Excellence
1/3/2025	Greeting CSLB Colleagues!
1/2/2025	Happy New Year, DCA Team!
12/23/2024	Support the State Employees Food Drive
12/9/2024	CSLB Holiday Luncheon Celebrates Staff Dedication
12/6/2024	CSLB Board Meeting Scheduled for December 12
11/22/2024	Enhance Your Interview Skills with CSLB's Career Consulting Class
11/15/2024	CSLB Celebrates Chili Cook-Off Champs
11/1/2024	Halloween Contest Winners Announced!
10/22/2024	CSLB Chili Cook-Off: Calling All Chefs!
10/15/2024	CSLB Recognizes Disability Employment Awareness Month
10/8/2024	Licensing Division Hosts Clothing Exchange
9/23/2024	Celebrating the Success of Northern California CSLB Enforcement Academy Graduates
9/13/2024	Tune In! Upcoming CSLB Meetings
8/29/2024	CSLB Wins Big at DCA Cornhole Tournament!
8/16/2024	CSLB's Cornhole Tournament: A Day of Fun and Competition
8/1/2024	Get Ready for the Ultimate Cornhole Showdown!



Date Published	Title
7/29/2024	Tune In! CSLB's Executive Committee Meeting – August 1
7/10/2024	CSLB Team Steps Up to Renew 700 Licenses Before Deadline

Public Information Center Statistics

The Public Information Center includes both the Call Center and Public Counter. The two tables below show the statistical updates for the Call Center through April 30, 2025 and call data compared to prior years.

	July 2024	Aug. 2024	Sep. 2024	Oct. 2024	Nov. 2024
Calls Received	13,245	13,598	12,524	13,419	10,178
Calls Answered	11,707	12,253	11,530	12,449	9,670
Calls Abandoned	1,538	1,345	994	970	508
Longest Wait Time	0:24:37	0:19:16	0:12:35	0:08:18	0:04:10
Shortest Wait Time	0:01:14	0:00:47	0:01:13	0:03:28	0:02:10
Avg. Wait Time	0:05:31	0:04:51	0:04:04	0:03:32	0:02:24

	Dec. 2024	Jan. 2025	Feb. 2025	Mar. 2025	Apr. 2025
Calls Received	10,981	18,487	13,934	14,712	15,495
Calls Answered	10,012	13,815	11,917	12,504	13,168
Calls Abandoned	969	4,672	2,017	2,208	2,327
Longest Wait Time	0:13:41	0:22:10	0:17:47	0:14:44	0:36:21
Shortest Wait Time	0:00:22	0:02:19	0:01:32	0:01:24	0:02:12
Avg. Wait Time	0:04:02	0:10:53	0:07:29	0:07:56	0:07:35

Public Information Center Call Data – Prior Calendar Years

Inbound Activity	CY 2017	CY 2018	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	CY 2024
Calls Received	166,918	152,845	149,462	149,462	140,589	140,409	129,601	143,634
Calls Answered	147,074	137,270	136,776	98,044	116,304	119,693	99,706	132,253
Caller Abandoned	16,527	9,426	7,859	35,865	23,983	20,496	27,590	10,881
Avg. Longest Wait Time	0:01:36	0:10:48	0:08:33	0:46:23	0:33:56	0:34:45	0:37:13	0:27:25
Avg. Shortest Wait Time	0:00:12	0:01:04	0:00:48	0:04:23	0:03:11	0:01:24	0:06:49	0:02:11
Avg. Wait Time	0:06:46	0:04:21	0:03:34	0:25:27	0:14:38	0:11:06	0:18:26	0:07:26

AGENDA ITEM H-3

Review, Discussion and Possible Action Regarding “Find My Licensed Contractor” Branding





Review, Discussion, and Possible Action Regarding “Find My Licensed Contractor” Branding

The item was discussed at the Public Affairs Committee’s meeting on May 15, 2025. Committee Members discussed renaming the “Find My Licensed Contractor” feature on the CSLB website. Committee Chair Diana Love has recommended it be renamed “Find A Licensed Contractor.”

The “Find My Licensed Contractor” feature was first launched in January 2018 to make it easier for consumers to find a licensed contractor for their home improvement projects. The feature was also to help contractors search for possible subcontractors and awarding agencies look for bidders for public works contracts.

The feature continues to be regularly used by the public to locate a contractor. In 2024, the Find My Licensed Contractor page was viewed nearly 2 million times and is among the top 10 pages viewed on the website.

As a result, it is noted in different locations around the website, including the Disaster Help Center and Public Data Portal, along with press releases about sting operations.

If the Board chooses to move forward with changing it to “Find A Licensed Contractor,” staff will need to update the various locations on the website with this branding. The updates will take one week of staff time to complete.

Staff recommendation: Neutral. Staff understand the intent behind changing the name of “Find My Licensed Contractor” and will follow the Board’s direction regarding it.

AGENDA ITEM H-4

Review and Discussion Regarding Career Opportunities for Justice-Involved Individuals





Review and Discussion Regarding Career Opportunities for Justice-Involved Individuals

The item was discussed at the Public Affairs Committee's meeting on May 15, 2025. Per DCA Legal, justice-involved individuals refers to people who have had interactions with the criminal justice system as a defendant. This item looks at how CSLB can assist these individuals seeking employment once their sentence has been completed.

CSLB has a specific process for applicants with criminal convictions, which are described on the [Fingerprinting page on CSLB's website](#). All applicants have to be fingerprinted ahead of being licensed, which then leads to a criminal background check. Each license applicant is evaluated on a case-by-case basis to determine license eligibility. A criminal conviction or formal license discipline does not automatically preclude an applicant from CSLB licensure.

The below information is included on the Fingerprinting page.

Types of Criminal Convictions Used in Licensing Decisions

Conviction of a crime that is substantially related to the qualifications, functions, or duties of the business or profession for which the application is made may be grounds for license denial if:

- The conviction occurred within seven years from the date of the license application; or
- The applicant was released from incarceration within seven years from the date of the license application; or
- The applicant is presently incarcerated for the crime. (BPC, § [480](#), subd. (a)(1).)

A criminal conviction that is older than seven years from the date of the license application may also be grounds for license denial if:

- The applicant was convicted of a serious felony, as defined in Penal Code section [1192.7](#); or
- The applicant was convicted of a crime for which registration is required pursuant to Penal Code section [290](#), subdivision (d)(2) or (3); or
- The applicant was convicted of a financial crime currently classified as a felony that is directly and adversely related to the fiduciary qualifications, functions, or



duties of the business or profession for which the application is made, pursuant to regulations adopted by the CSLB, and for which the applicant is seeking licensure. (BPC, § [480](#), subd. (a)(1).)

- Crimes that are directly and adversely related to the fiduciary qualifications, functions, or duties are identified in the CSLB's regulations, at [Section 868.1 of Title 16, Division 8, Article 7 of the California Code of Regulations \(CCR\)](#)

If justice-involved individuals want to get construction industry experience, they may be able to work within the [California Prison Authority's Career Technical Program](#), which partners individuals with trade unions, nonprofits, and construction companies to get pre-apprenticeship skills and experience. This can help with placement into apprenticeships once they have been released.

Board Chair Michael Mark also previously noted a comprehensive pre-apprenticeship curriculum developed and approved by the Building Trades National Apprenticeship and Training Committee, known as the MC3 Readiness Apprenticeship Program .

CSLB will work on creating a flyer with the resources available for justice-involved individuals who may be considering a career in the construction industry.

The item is informational only.

AGENDA ITEM I

Adjournment

