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## ACCOMPLISHMENTS & ACTIVITIES





DAVID DIAS, *Labor Member, Chair*

ED LANG, *Public Member, Vice Chair*

AGUSTIN "AUGIE" BELTRAN, *Public Member, Secretary*

KEVIN J. ALBANESE, *Contractor Member*

LINDA CLIFFORD, *Contractor Member*

SUSAN GRANZELLA, *Public Member*

JOAN HANCOCK, *Contractor Member*

PASTOR HERRERA JR., *Public Member*

ROBERT J. LAMB II, *Public Member*

JOHN O'ROURKE, *Public Member*

BRUCE RUST, *Public Member*

PAUL SCHIFINO, *Contractor Member*

FRANK SCHETTER, *Contractor Member*

NANCY SPRINGER, *Public Member*

EDMUND G. BROWN JR.  
*Governor*

ANNA M. CABALLERO  
*Secretary*  
*Business, Consumer Services, and Housing Agency*

AWET KIDANE  
*Director*  
*Department of Consumer Affairs*

CINDI A. CHRISTENSON  
*Registrar*  
*Contractors State License Board*

## Consumer Protection, Enhanced Programs, and Technology Advances Highlight 2014

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Welcome to the Contractors State License Board's 2014 Accomplishments and Activities Report. In this summary you'll find CSLB's many successes during the recently completed year.

In 2014, CSLB's progressive state, local, and industry partnerships continued to gain momentum and expand. These collaborative programs maximize our resources while protecting consumers and increasing restitution to the public.

A renewed effort to help protect consumers from predatory service and repair business practices was conducted following complaints about high-pressure upselling in the heating, ventilating and air-conditioning sector. In addition to alerting consumers, CSLB conducted a series of industry meetings and workshops to reeducate licensees and reinforce fair business practices.

CSLB teams also were among the first responders in the aftermath of the South Napa earthquake in August, as well as statewide wildfires and mudslides, educating consumers whose properties were damaged to watch out for unlicensed or unscrupulous contractors.

CSLB moved quickly to respond to the governor's emergency declaration for California's drought conditions. We now expedite all water well drilling and machinery and pump license applicants to help alleviate the shortage of tradespeople in the state.

A new C-22 Asbestos Abatement license classification was added in 2014. It's the first new classification since the year 2000. Detailed C-22 information is available on CSLB's new website, which was unveiled this fall after a complete redesign. The new website is more user-friendly and can easily be viewed on smart phones, tablets, and watches. CSLB added webinars to its variety of communication methods to enhance its host of publications, consumer outreach, digital, and online materials.

This also was a major transitional year for CSLB, as long-time Registrar Stephen P. Sands retired after more than 35 years of state service and about 14 years at CSLB's helm. We thank him for his dedication to consumer protection, and to the state's construction industry. We are so fortunate to have found a qualified and enthusiastic replacement for Steve in our new Registrar of Contractors Cindi A. Christenson, who served as the Chief Deputy Registrar for more than five years.

CSLB's Board members and staff will continue to improve processes that best serve our state's consumers and contractors. All who partner with or are served by CSLB can count on continued efficient, professional service.

Many thanks to all to who assisted and supported CSLB's efforts in 2014.

A handwritten signature in black ink, appearing to read 'David Dias'. The signature is stylized with large, fluid loops.

David Dias, Board Chair

# CSLB MISSION

CSLB protects consumers by regulating the construction industry through licensure, enforcement, and education.



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## CSLB V I S I O N

CSLB is a model consumer protection agency, integrating regulatory oversight of the construction industry as necessary for the protection of consumers and licensed contractors.



# LEADERSHIP

## CSLB Registrar and Board Members

CSLB's 15-member Board appoints the executive officer, or Registrar of Contractors, and directs administrative policy for CSLB operations. The Board is comprised of five contractor members and 10 public members (including one labor representative, one local building official, and one representative of a statewide senior citizen organization). Appointments are made by the governor and the state legislature.

### DAVID DIAS, Chair

**Governor Appointee**  
**Labor Member**



David Dias, of Napa, was appointed by Governor Edmund G. Brown Jr. in April 2011 and reappointed

in June 2012. Mr. Dias has been a business representative for Sheet Metal Workers' Local Union No. 104 since 2005, and previously was an apprentice instructor at Foothill Community College from 1998 to 2005, a field supervisor at Therma Inc. from 1997 to 2005, and a sheet metal worker foreman at RH Tinney from 1990 to 1997, after serving as an apprentice from 1986 to 1990. He is a trustee of the Bay Area Industry Training Fund, a member of the U.S.

Green Building Council, and a member of the Joint Committee for Energy and Environmental Policy. Mr. Dias' term continues through June 1, 2016.

### ED LANG, Vice Chair

**Governor Appointee**  
**Public Member**  
**Senior Citizen Organization**



Ed Lang, of Rancho Cordova, was appointed by Governor Arnold Schwarzenegger in January 2007, and reappointed

in July 2010 and June 2014. Mr. Lang retired as supervisor of the Corporation Collections Unit for the California Franchise Tax Board, where he worked in various positions from 1980 to 2003. Previously, he was an adult education

instructor for the Folsom-Cordova Unified School District from 1976 to 1982, and served in the U.S. Air Force from 1960 to 1980. Mr. Lang serves on the Board of Directors for the InnerCity Housing Corporation and HELPS Family Foster Agency, and is a member of the American Association of Retired Persons. Mr. Lang's term continues through June 1, 2018.

### **AGUSTIN "AUGIE" BELTRAN, Secretary**

#### **Senate Appointee Public Member**



Augie Beltran, of Oakdale, was appointed by the Senate Rules Committee in January 2014. Mr. Beltran served in the United States Marine Corps Reserve from 1985 to 1993. Since beginning his career as a carpenter apprentice, Mr. Beltran has worked in various facets of the construction industry for 25 years. Mr. Beltran has served on several government boards since 1997, including the Lathrop City Council from 2000-2004 and the Delta Protection Commission from 2002-2004. He currently serves as the President and Director of Public and Governmental Relations for the Northern California Carpenters Regional Council. Mr. Beltran's term continues through June 1, 2017.

### **KEVIN J. ALBANESE**

#### **Governor Appointee "B" Contractor Member**



Kevin J. Albanese, of San Jose, was appointed by Governor Edmund G. Brown Jr. in July 2013. Since 2004, Mr.

Albanese has served as vice president and chief operating officer at Joseph J. Albanese Inc. Prior to his current role, he served in multiple management positions throughout the organization. In addition, Mr. Albanese graduated magna cum laude from the Santa Clara University School of Law and, since 2009, has operated a solo law practice. Mr. Albanese is a longtime member and President of United Contractors, and he also serves as a management Trustee for the Operating Engineers Local 3 Trust Funds. Mr. Albanese's term continues through June 1, 2017.





**LINDA CLIFFORD****Governor Appointee  
“A” Contractor Member**

Linda Clifford, of Sacramento, was appointed by Governor Edmund G. Brown Jr. in July 2013, and reappointed in

June 2014. Ms. Clifford has been chief financial officer at C.C. Myers Inc. since 1986. She also held multiple accounting positions at Continental Heller-Tecon Pacific from 1972 to 1986. Ms. Clifford is Treasurer and a board member of the California Transportation Foundation, and Secretary and a commissioner at the California Uniform Construction Cost Accounting Commission. Ms. Clifford's term continues through June 1, 2018.

**SUSAN GRANZELLA****Governor Appointee  
Public Member**

Susan Granzella, of Sacramento, was appointed by Governor Edmund G. Brown Jr. in October 2014. Ms. Granzella held

several Visa, Inc. positions from 1996 to 2014, including senior director and vice president for technical documentation, and audit and compliance coordination

for global development. Ms. Granzella's term continues through June 1, 2016.

**JOAN HANCOCK****Governor Appointee  
“B” Contractor Member**

Joan Hancock, of Sacramento, was appointed by Governor Arnold Schwarzenegger in November 2007, and

reappointed by Governor Edmund G. Brown Jr. in July 2011. Since 1983, Ms. Hancock has owned Her Land Enterprises, a general contracting firm. From 1977 to 1983, she co-owned Hancock & Colyer Construction. Ms. Hancock earned a Juris Doctorate in 1982 and a California State Teaching Credential in 1979. She also is a member of the Sacramento Mediation Center. Ms. Hancock's term continues through June 1, 2015.

## PASTOR HERRERA JR.

### Governor Appointee Public Member



Pastor Herrera, of Los Angeles, was appointed by Governor Arnold Schwarzenegger in July 2010, and reappointed

by Governor Edmund G. Brown Jr. in June 2014. Mr. Herrera has been adjunct professor at the California State University, Northridge Department of Family and Consumer Sciences since 2011. He served in multiple positions at the Los Angeles County Department of Consumer Affairs from 1977 to 2010, including director, assistant director, head of staff services, head consumer affairs representative, and consumer affairs investigator. He is a member of the University of California, Los Angeles Latino Alumni Association, National Association of Consumer Affairs Administrators, Consumer Federation of California, Los Angeles Financial Credit Union Board of Directors, National Consumers League, and a founding member of the Los Angeles County Hispanic Managers. Mr. Herrera's term continues through June 1, 2018.

## ROBERT J. LAMB II

### Assembly Appointee Public Member



Robert Lamb, of Cypress, was appointed by Assembly Speaker Fabian Núñez in May 2006. Mr. Lamb is a certified

plumber and pipefitter. He has been a member of the United Association for more than 30 years, has held numerous positions in the construction industry, and has worked on a variety of construction projects. Mr. Lamb was the business manager and financial secretary/treasurer for the Plumbers and Steamfitters U.A. Local 582 in Santa Ana, and was also a representative for the Southern California Pipe Trades District Council 16. Mr. Lamb earned a Bachelor's degree in Union Leadership and Administration from the National Labor College in Silver Springs, MD. He serves as an international representative for the United Association of Plumbers and Steamfitters. In October 2008, Assembly Speaker Karen Bass reappointed Mr. Lamb, and in 2012 Assembly Speaker John Perez reappointed Mr. Lamb for a term that continues through June 1, 2016.



**JOHN J. O'ROURKE****Senate Appointee  
Public Member**

John O'Rourke, of Novato, was appointed by the Senate Rules Committee in June 2011. Mr. O'Rourke is International

Vice President for the International Brotherhood of Electrical Workers (IBEW) District 9 San Francisco. He previously served as the organization's Business/Financial Secretary for five terms. The three-decade IBEW member has earned his Journeyman Inside Wireman Certificate. This is the third time Mr. O'Rourke has served as a Board member; former Governor Gray Davis appointed him as a labor representative in September 2001, and Assembly Speaker Fabian Núñez appointed him as a public member in December 2004. Mr. O'Rourke also is Chairman of the San Francisco Joint Apprenticeship Committee and Training Trust, a member of the Olympic Club and the United Irish Cultural Center. Mr. O'Rourke's term continues until June 1, 2015.

**BRUCE RUST****Assembly Appointee  
Public Member**

Bruce Rust, of Clovis, was appointed by Assembly Speaker Fabian Núñez on April 2, 2008, and reappointed in

May 2012 by Assembly Speaker John Perez. Mr. Rust is the Business Manager of Laborers Local #294 in Fresno. He has worked in construction in California and Arizona, and as a tunnel miner, helping to build the Metro Subway System in Washington, D.C. Mr. Rust's term continues through June 1, 2016.

**PAUL SCHIFINO****Governor Appointee  
"C" Contractor Member**

Paul Schifino, of Los Angeles, was originally appointed by Governor Arnold Schwarzenegger in January 2010,

and reappointed by Governor Edmund G. Brown Jr. in April 2011. Mr. Schifino is owner and president of both Anvil Steel Corporation and Junior Steel Company. Mr. Schifino was a partner for the law firm of Schifino and Lindon from 1992 to 2006, associate attorney for Strook and



Strook and Lavan from 1990 to 1992, and adjunct professor at Georgetown University from 1987 to 1989. He also is a member of the American Institute of Steel Construction (AISC). Mr. Schifino and his wife are both ambassadors of the Weizmann Institute of Science, an international center of scientific research located in Israel. Mr. Schifino's term continues through June 1, 2017.

### FRANK SCHETTER

**Governor Appointee**  
**"C" Contractor Member**



Frank Schetter, of Sacramento, was appointed by Governor Edmund G. Brown Jr. in August 2011. Mr. Schetter has

been the CEO of Schetter Electric since 2006 and was president from 1983 to 2005. He is currently a governor of the National Electrical Contractors Association and a member of the National Joint Apprenticeship and Training Committee. Mr. Schetter's term continues through June 1, 2015.

### NANCY SPRINGER

**Governor Appointee**  
**Public Member**  
**Building Official**



Nancy Springer, of Browns Valley, was appointed by Governor Edmund G. Brown Jr. in September 2013. Ms. Springer has

served in multiple positions for Butte County since 2007, including building division manager, interim building division manager, and building official assistant. She held multiple positions at Willdan Engineering from 2003 to 2007, including building safety services supervisor, office manager, and senior plans examiner. Prior, Ms. Springer was a plans examiner at Linhart Peterson Powers and Associates from 1998 to 2003 and a building inspector for the Sutter County Community Services Department from 1992 to 1998. She was a building inspector for the City of Colusa from 1991 to 1992 and for the City of Palmdale from 1989 to 1991. Ms. Springer was an electrician apprentice at the National Electrical Contractors Association from 1984 to 1987 and an aircraft electrical systems specialist for the U.S. Air Force from 1980 to 1985. Ms. Springer's term continues through June 1, 2017.





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## STEPHEN P. SANDS

### Registrar of Contractors

Stephen P. Sands has served as Registrar of Contractors since January 1, 2001. He serves as the CSLB executive officer and oversees a \$60 million budget and more than 400 employees at CSLB headquarters in Sacramento and 10 other offices around the state.

Under Mr. Sands' leadership, CSLB has been recognized as a leader in proactive enforcement programs and partnerships with state and local agencies that help curb the underground economy. CSLB's Licensing, Examination, Enforcement, and Public Affairs programs have been used as models for the National Association of State Contractors Licensing Agencies (NASCLA) and other agencies within the Department of Consumer Affairs.

From 1986 to 2000, Mr. Sands was Executive Officer of the California Architects Board. From 1978 to 1986, he



*Board Chair David Dias (R) thanks retiring Registrar of Contractors Stephen P. Sands for his leadership and contributions to CSLB.*

worked in the Department of Consumer Affairs Executive and Legislative Offices.

Mr. Sands earned a Bachelor of Science degree in International Affairs from the United States Air Force Academy, and a Master's degree in Public Administration from Golden Gate University.



*December 11, 2014 Board meeting in Berkeley.*



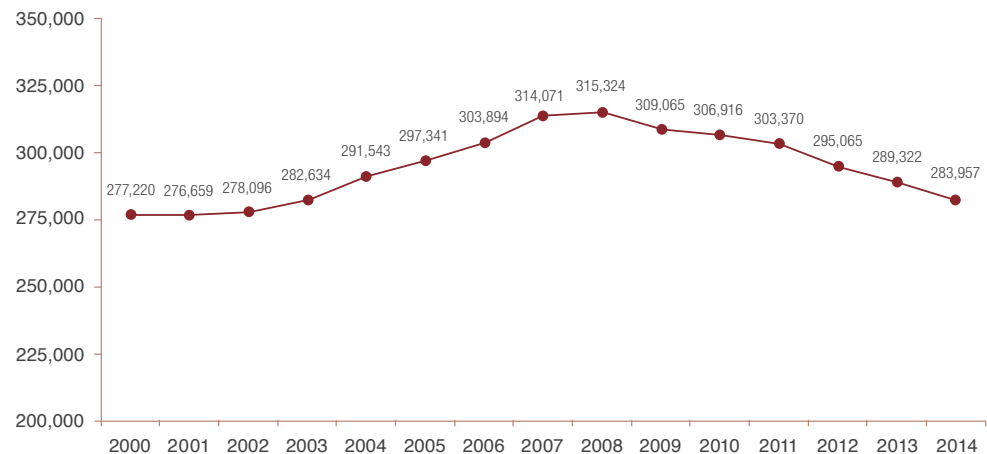
State of California  
Department of Consumer Affairs  
Contractors State License Board

# LICENSING

## Number of Licenses

As of December 31, 2014, there were 283,957 licenses, a decrease of about 2 percent from 2013. Of these 221,540 were active licenses; 62,417 were inactive.

NUMBER OF LICENSES



*CSLB call center and front counter staff assist well over one hundred thousand licensees, applicants, and consumers each year.*

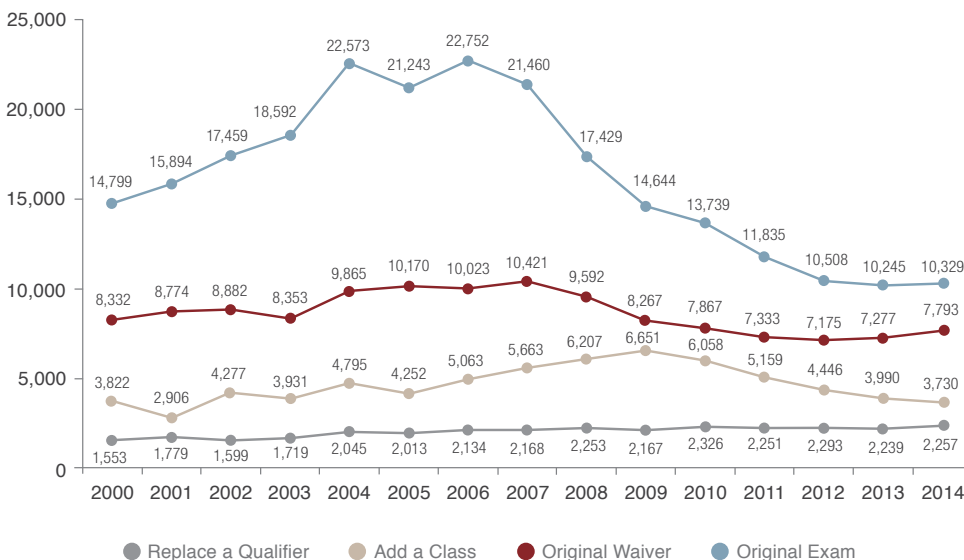
### 2014 TOP TEN LICENSE CATEGORIES

CLASSIFICATION	TOTAL
"B" General Building	136,848
C-10 Electrical	31,819
"A" General Engineering	20,050
C-36 Plumbing	18,571
C-33 Painting and Decorating	18,174
C-20 Warm-Air Heating, Ventilating and Air-Conditioning	13,978
C-27 Landscaping	13,501
C-15 Flooring and Floor Covering	8,220
C-8 Concrete	7,598
C-54 Tile	7,166

## Workload

The chart below displays the number of license applications received for calendar years 2000 through 2014. In 2013, 23,751 applications were received; 24,109 were received in 2014, an increase of nearly 2 percent. Original license applications (exams and waivers) increased 3 percent. Applications to add a classification to an existing license decreased by about 7 percent and applications to replace the qualifying individual on an existing license increased by less than 1 percent.

### APPLICATIONS RECEIVED BY CALENDAR YEAR





## Processing Timelines

Throughout 2014, the CSLB Licensing division maintained acceptable processing times for applications for licensure and renewal applications, and other documents. Acceptable processing times can be partly attributed to the decreased number of applications, as indicated in this chart.

WEEKS BEFORE BEING PULLED FOR PROCESSING		
TYPE OF APPLICATION / DOCUMENT	2013 AVERAGE	2014 AVERAGE
Original Exam	1.8	2.1
Original Waiver	2.9	2.5
Add a Class	5.1	2.7
Replace the Qualifier	4.5	2.9
Home Improvement Salesperson	4.6	3.6
Renewal	1.5	1.3
Contractor Bond / Bond of Qualifying Individual	0.5	0.2
Workers' Compensation Certificates and Exemptions	0.9	0.3

## Statistical Reporting and Analysis Project

An Application Disposition Report was established in November 2005 to identify the number of applications received within a fiscal year and the final disposition of these applications, regardless of the year they were processed. This report allows staff to monitor the disposition of applications and to identify any applications that require special attention.

The chart shown below illustrates the number of applications received in fiscal year 2013-14 and their disposition. Among the reasons an application may be classified as "pending" include:

- The applicant does not pass the exam, but is still within the 18-month window during which he or she must pass the examination;
- The application is in the investigative process or not yet cleared by CSLB's Criminal Background Unit; or
- Final documents (proof of bond or workers' compensation insurance) or fees have not been submitted.

Licensing and Information Technology division staff continue to work closely to develop reports that analyze and determine necessary application processing improvements.



## FISCAL YEAR 2013 - 2014

TYPE OF APPLICATION	RECEIVED	ISSUED	VOID	PENDING
Original Exam	10,152	4,912	3,248	1,992
Original Waiver	7,840	6,438	1,242	160
Add a Class	3,862	2,223	1,428	211
Replace the Qualifier	2,274	1,719	495	60
Home Improvement Salesperson	9,522	4,810	4,360	352
Change of Officers	1,771	1,309	448	14

## Veterans Application Assistance Program

CSLB offers a Veterans Application Assistance Program for those transitioning from military service to civilian employment. In many cases, veterans possess transferable skills that help meet minimum experience and training requirements for state contractor licensure. This program offers priority services to veteran applicants by evaluating transferable military experience and training, as well as education.

### CSLB assists veterans by providing:

- Program technicians specially trained to evaluate transferable military training and experience from all branches of the military that meet minimum licensure requirements;
- Automatic priority application processing;
- College transcript evaluation to help verify acceptable educational credit (in addition to military experience and training);
- Direct telephone and email contact with CSLB staff; and
- Live Scan fingerprinting requirements.

## Experience Verification and Investigation

CSLB is required by law to investigate a minimum of 3 percent of applications received to review applicants' claims of experience. Until 2005, application experience investigations were performed by the Licensing division. However, when the fingerprinting requirements were implemented in early 2005, Licensing requested that the application experience investigation workload be transferred to

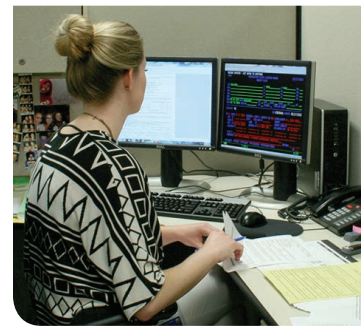


the Enforcement division since Licensing staff was redirected to review criminal histories. Effective June 1, 2014, the Licensing division resumed the formal application investigation process, following the same procedures as Enforcement.

The experience verification process reduces the time and expense of formal investigation. The program aims to assist qualified applicants to become licensed and ensure that all licensed contractors meet minimum qualifications by verifying the work experience claimed by the applicant. Applicants are provided with a number of options to confirm their experience. In instances when CSLB is unable to verify the experience, the applicant has three options:

- Identify a new license qualifier who possesses the required experience;
- Withdraw the application and reapply when the necessary experience has been gained; or
- Request a formal experience investigation.

An application experience verification training seminar was provided to Licensing staff and contractor licensing schools in California to improve understanding of the acceptable forms of documentation that should be submitted to support an applicant's claimed journey-level experience. A webcast of this highly informative seminar can be viewed on the CSLB website under "What's New" at [www.cslb.ca.gov](http://www.cslb.ca.gov). Better understanding of the experience verification process enables CSLB staff and the licensing schools to work together to help streamline the application process.



*On average, Licensing division staff process about 3,000 applications of various types each month.*

## New Laws

### Incomplete License Renewal

Effective January 1, 2014, Senate Bill 822 amended Business and Professions Code section 7141 and stipulates that CSLB shall return to the licensee an incomplete renewal application originally submitted with the appropriate fee on or before the expiration date with an explanation for correction, allowing the licensee to return an acceptable and completed renewal within 30 days after the license expiration date without incurring the delinquency fee.

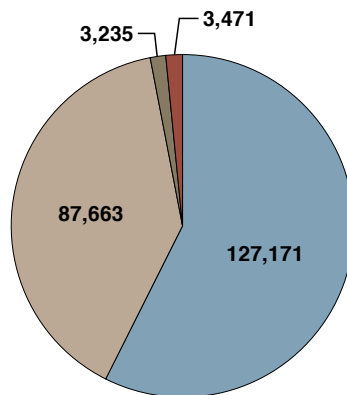


## Workers' Compensation Recertification

Business & Professions Code §7125.5 (Assembly Bill 397) took effect on January 1, 2012, which requires that, at the time of renewal, an active contractor with an exemption for workers' compensation insurance on file with CSLB either recertify the exemption or provide a current and valid Certificate of Workers' Compensation Insurance or Certificate of Self-Insurance. If the licensee fails to comply at the time of renewal, the law allows for the retroactive renewal of the license if the licensee submits the required documentation within 30 days after notification by CSLB of the renewal rejection.

### 2014 WORKERS' COMP COVERAGE FOR ACTIVE LICENSES

Workers' Comp Exemption Current (57%)    Workers' Comp Coverage Current (40%)    Under Workers' Comp Suspension (2%)    Pending Workers' Comp Suspension (1%)



**Total Number of Active Licenses: 221,540**





## Fingerprinting

License applicants (since January 2005) are required to submit fingerprints if they are listed as personnel on an original application, an application to add a classification to an existing license, an application to replace the qualifier, an application to report new officers, or an application for registration as a home improvement salesperson. CSLB fully implemented the program in April 2005. Fingerprints are compared to California Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) records to determine if a criminal history exists.

CSLB staff review all criminal convictions to determine whether the crime substantially relates to the duties, qualifications, or functions of a contractor, and to evaluate if the applicant has demonstrated his or her sufficient rehabilitation. Throughout 2014, the timeline for pulling conviction records for review averaged just over three weeks.

### 2014 FINGERPRINT STATISTICS

27,940	Total number of applicants with fingerprint responses from DOJ and FBI
4,672	Number of applicants identified with a criminal history
36	Number of applicants denied licensure due to criminal convictions
98	Probationary licenses issued

## Licensing Information Center

CSLB's Licensing Information Center (LIC), or call center and front counter, are primary resources for public information provided to contractors, applicants, and consumers.

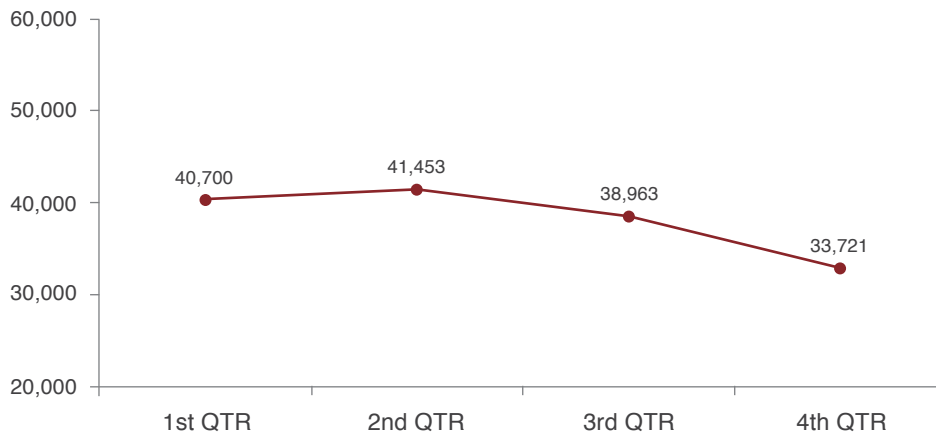
Among the LIC's 2014 successes were continued in-depth, on-the-job training for agents, including phone shadowing and staffing the public counter; and regular meetings between the Board's Classification Deputy and LIC staff to help educate agents about license classification scope of work issues. As a result, new call center agents can respond to the most complex licensing questions. This increased training meant that, despite four staff vacancies, LIC call wait times and abandoned call statistics were the lowest in over six years and have met or exceeded the Board goal, answering **94** percent of all calls in four minutes or less.



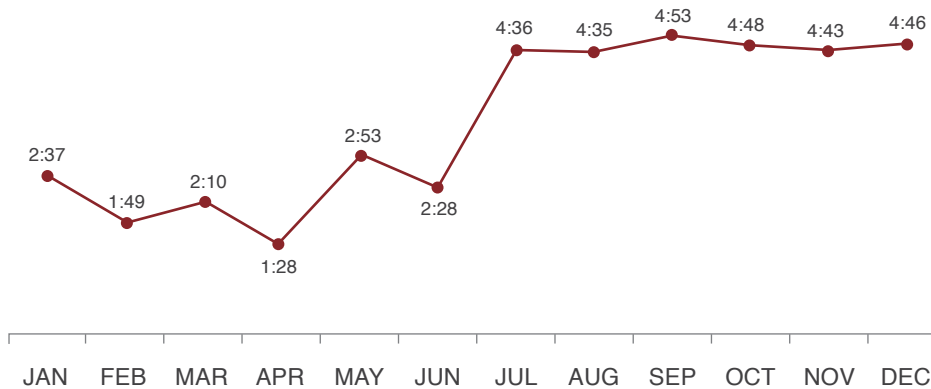
In 2013, LIC staff answered 145,792 calls; in 2014, staff answered 154,837 calls, a 6 percent increase, as indicated by quarter:

#### CALLS ANSWERED CALENDAR YEAR 2014

The average call wait time in 2014 was 3:11, an increase of approximately 1 minute from 2013.



#### AVERAGE WAIT TIME- CALENDAR YEAR 2014



# TESTING

## Examination Development

The Testing division is responsible for ensuring that CSLB examinations are current and relevant. In accordance with legal requirements and professional testing standards, an occupational analysis of each licensing classification is conducted to collect information from licensed contractors and to identify current trade practices. Results from the occupational analyses are then used to update the licensing examinations. All examination development work relies on input from licensed contractors who serve as Subject Matter Experts (SMEs). Examination specialists conduct two- and three-day workshops with SMEs at CSLB headquarters in Sacramento to perform an occupational analysis for each classification every five years.

All of CSLB's occupational analyses currently meet this five-year goal. During 2014, the Examination Development Unit (EDU) completed nine occupational analyses and updated seven examinations.

OCCUPATIONAL ANALYSES COMPLETED	NEW EXAMINATIONS COMPLETED
"A" General Engineering	C-5 Framing and Rough Carpentry
C-6 Cabinet, Millwork and Finish Carpentry	C-13 Fencing
C-11 Elevator	C-28 Lock and Security Equipment
C-15 Flooring and Floor Covering	C-35 Lathing and Plastering
C-20 Warm-Air Heating, Ventilating and Air-Conditioning	C-45 Sign
C-23 Ornamental Metal	C-50 Reinforcing Steel
C-36 Plumbing	C-60 Welding
C-43 Sheet Metal	
C-51 Structural Steel	

Whenever possible, the Testing division uses email surveys for occupational analysis projects because they are quicker, cost less than paper surveys, and eliminate data entry. However, since CSLB does not have email addresses for all contractors, paper surveys are utilized to ensure that CSLB reaches a sufficient sample of licensees.

## Examination Administration

CSLB administers computer-based examinations on most weekdays at test centers in Berkeley, Fresno, Norwalk, Oxnard, Sacramento, San Bernardino, San Diego, and San Jose. In April, the Berkeley Test Center replaced the Oakland site. The Examination Administration Unit (EAU) filled five vacancies during 2014 and is now fully staffed. EAU also hired additional proctors who supplement test center staff as needed.

In September, the Testing division implemented an upgrade to its State Contractors Official Regulatory Exams (SCORE) development and administration software at all eight test centers. Dubbed “SCORE 1.5,” the upgrade included new touchscreen monitors for all exam stations. Candidates utilizing this new technology responded favorably and completed their examinations more quickly.

In November, all EAU staff received training on new security procedures. New signage at each test center lists the many items that candidates are prohibited from bringing into the test centers, and a newly established policy regulates the use of watches, because of the advent of watches with built-in cameras.

## Special Projects

### C-22 Asbestos Abatement Project

Because of the new C-22 Asbestos Abatement license classification, EDU, with the help of SMEs, split the current Asbestos Abatement Certification examination into two parts. The result is the C-22 Asbestos Abatement license examination and the ASB Asbestos Certification examination. Both examinations were ready for use on January 1, 2015.

### Civil Service Examinations

The Testing division has developed and administered examinations for civil service classifications that are used by CSLB since 2009. In 2014, EDU administered the Enforcement Representative I examination twice, using SCORE software. With the aid of SMEs, EDU also developed examinations for the Consumer Services Representative and Management Services Technician classifications.





## Consumer Satisfaction Survey

The Testing division conducts an ongoing survey of consumers whose complaint cases have been closed to assess overall satisfaction with the Enforcement division's complaint-handling practices. Consumers who provide CSLB with an email address receive the survey within the first or second month after their complaint has been closed. Captured data is compiled into an annual report that the Enforcement division uses to benchmark performance improvement. Survey results are summarized in the Enforcement division section of this report.

## 2014 Examination Statistics

EXAMINATION TYPES	TOTAL
Trade	42
Certification	2
Law and Business	1
Number of Examinations Scheduled	30,227
Number of Misconduct Investigations	5
Number of Confirmed Misconduct Incidents	2
Overall Percentage of Examinations Passed	55%



*CSLB's Testing division's Examination Development Unit vision statement exemplifies its strict standards.*

State of California  
Department of Consumer Affairs  
Contractors State License Board

# ENFORCEMENT

## Introduction

CSLB's Enforcement division continued its commitment to public protection by promptly resolving consumer complaints, initiating administrative disciplinary action when appropriate, and working with law enforcement and partner agencies to identify and prosecute construction-related criminal activity. In 2014, 17,532 investigations were opened and 17,678 were closed. Of the cases received, 40 percent were referred to field investigation and 1,250 were referred to a district attorney for criminal prosecution.



*Enforcement division training academies involve staff from several offices and contribute to CSLB's improving consumer satisfaction surveys.*

A comprehensive, CSLB-specific, five-day training academy for Enforcement staff was created in 2014. CSLB's aggressive training efforts are believed to be one of the key reasons for improved consumer satisfaction survey results. Nearly \$12.4 million in restitution was returned to injured parties.

CSLB strengthened relationships with other government agencies by partnering during active job site inspections, and linking to partner agencies' websites to provide complaint disclosure without the expense of initiating a CSLB legal action. CSLB also began to automatically suspend licenses for failure to secure workers' compensation insurance requirements.

In 2014, the Enforcement division established the Special Investigations Unit to consolidate staff and resources; received approval to add four new staff to the Subsequent Arrest and Conviction Unit; developed a partnership with the Better Business Bureau to identify predatory service and repair contractors; coordinated efforts with public utility companies to educate the public about license requirements and safe digging and construction practices; and worked with local building departments to target contractors who fail to secure required construction permits and inspections (416 citations were issued in 2014).

## Significant Criminal Investigations

Egregious offenders with histories of elder abuse, domestic violence, predatory business practices, and/or unsafe working conditions for employees continue to be targeted by Enforcement's consumer and industry protection task forces. Following are highlights of notable criminal convictions that resulted from CSLB investigations.

### "Guilty on All Counts"

In June 2014, a jury found Din Van Nguyen, who had been cited previously for unlicensed contracting and incarcerated for criminal threats related to domestic violence and child endangerment charges, guilty of burglary and grand theft. On August 29, 2014, the judge sentenced him to 17 years in state prison. Nguyen operated in Moreno Valley and used a valid contractor license that belonged to a former employer, requested and received excessive down payments for work, abandoned projects before they were completed, and allegedly damaged and stole the property and tools of homeowners. The combined efforts of CSLB staff and the skilled prosecutor from the Riverside County Deputy District Attorney's Office brought Nguyen to justice for his unlicensed contracting activities. Nguyen also faces a civil suit filed by one of his former clients.

### Gozlan Pleads Guilty



The final two defendants (of 20), husband and wife Avi and Lilian Gozlan, pleaded guilty on December 8, 2014, to 29 counts of

overt acts in a Ventura County case that included charges of elder abuse, money laundering, and conspiracy. The guilty plea encompassed conspiracy to contract without a license, grand theft, theft from an elder, money laundering, taking more than \$100,000 while engaging in a pattern of related felony conduct, and taking property exceeding \$200,000 arising from a common scheme. Among other activities, the Gozlans rented the licenses of other contractors for a monthly fee and filed false documents, including the grant deed to an elder's home. Victim restitution and investigation costs of \$463,736 will be distributed among former clients, the Ventura County District Attorney's office, and CSLB (\$57,761). Per the stipulated agreement, Avi Gozlan received a 10-year state



prison sentence; Lilian Gozlan was sentenced to three years of probation.

### **Home Returned to Elderly Victim**

Revoked licensee Simon Cohen, acting owner of Silverstar Construction, pleaded guilty on March 10, 2014, to charges of elder abuse, money laundering, and forgery. Cohen, one of 19 co-conspirators associated with the Gozlan group, will serve 12 months in state prison as part of a plea agreement, pay \$500,000 in costs, and return ownership rights to a single-family home that he snatched from a 76-year old victim and then tried to sell during his illegal construction activities. A CSLB Peace Officer worked closely with the Ventura County District Attorney's Office to perform the necessary investigation to prevent the home sale.

### **Transient Criminal Sentenced to 10-Year Prison Sentence**



On November 5, 2014, George Stanley, a transient paving scam artist who consistently demanded a higher price (for substandard work) than he originally quoted to businesses and unsuspecting property owners, including the elderly, began to serve

a 10-year prison sentence after he was discovered violating his parole. Over the previous six years, CSLB made numerous referrals to local prosecutors that resulted in Stanley paying restitution to victims in lieu of going to prison. The Butte County District Attorney's Office charged Stanley with elder abuse, grand theft, conspiracy, felony use of another's contractor license, contracting without a license, and illegal advertising. Stanley entered into a plea agreement that included a probationary order that precluded him from contracting without a license. On September 19, 2014, an investigation by a CSLB Peace Officer determined that Stanley violated his probation by continuing his scam operations in Tulare County, where he was taken into custody.

### **Persistence Results in 10-Year Sentence for Repeat Offender**

Since 2011, CSLB has received 44 complaints against Uhila Walter Avatongo and his various business entities for collecting large deposits for concrete work, performing substandard work, demanding additional payments, and abandoning jobs. During this time, CSLB referred 28 cases to Riverside and Los Angeles prosecutors that resulted in multiple misdemeanor convictions. Unfortunately, Avatongo continued to contract. In July 2012, CSLB referred three new consumer complaint investigations to a Riverside County deputy district attorney, who

filed felony charges against Avatongo. After several delays, the cases were presented to a jury on May 12, 2014, which heard compelling testimony from homeowners and a CSLB enforcement representative who painted a clear picture of a chronic, ruthless, repeat offender. The jury found Avatongo guilty of using an incorrect license number, contracting without a license, burglary, and grand theft. With a conviction that included eight felony counts and four misdemeanors, the deputy district attorney applied the three strikes law, resulting in a 10-year prison sentence.

### **CSLB's Most Wanted Alex Mitchell Sentenced to Five Years in Prison**



CSLB investigations in central and southern California resulted in felony convictions against Alex Mitchell for grand theft, theft

by false pretense, contracting without a license, and failure to secure workers' compensation insurance. On May 20, 2014, Mitchell pled guilty in a third case against him in San Diego County. He agreed to a stipulated, four-year prison term with a 50/50 sentence split (two years of custody and two years of mandatory supervision). Mitchell

also was ordered to pay \$9,300 in restitution. Mitchell often targeted elderly homeowners throughout the state, telling them that he had leftover paving material from work in the area. Once the contract was signed he would collect the down payment, often ranging from \$1,000 to \$2,500, and never return to perform the work. Facing similar charges in the Santa Cruz area, on August 26, 2014, Mitchell received an additional 40-month prison sentence, to be served consecutively with his two-year sentence. He also was ordered to pay restitution of \$17,575 to seven victims. When confronted with inconsistencies in his explanations, he told the probation officer, "I am a compulsive liar. I tell people what I think they want to hear."

### **Unlicensed Husband and Wife Sentenced to 365 Days in Jail**

Husband and wife Daniel Kenneth Furness and Coleen Ann Gsell illegally used contractor license numbers not issued to them to contract with more than 600 Monterey County homeowners for window installation and painting projects. On May 23, 2014, Furness and Gsell were sentenced to 365 days in county jail, five years' felony probation, and ordered to pay \$5 million in victim restitution, which included unpaid state income taxes.





**Justice from the Grave**

Michael Coleman misrepresented himself as a licensed contractor, fraudulently used the license of another contractor to contract to restore the fire-damaged home of a senior with Alzheimer's disease, and requested and received an unlawful deposit of \$48,750. Coleman's personal interest in the victim allegedly grew beyond a typical business relationship, as he began to take the senior to his medical appointments and assist him with banking activities, which enabled him to receive \$97,690 in payments, an

amount that far exceeded the value of the work performed. On June 2, 2014, Coleman pled guilty to the fraudulent use of an incorrect license number, as a felony, and was committed into the custody of the Riverside County Sheriff for 120 days. He also was sentenced to serve 81 days in a work release program and to formal probation for 36 months. Additionally, Coleman will be required to pay victim restitution and administrative fees, as determined by the County of Riverside Probation Department. Though the complainant has since passed away, his voice as a victim was still heard.



## Enhanced Enforcement Programs

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### Implementation of Special Investigations Unit

In June 2014, the Enforcement division submitted a proposal to the Department of Consumer Affairs to create a Special Investigations Unit (SIU) to consolidate the 11 Enforcement division peace officer positions assigned to various field offices into one unit under the leadership of a single supervisor. DCA approved the proposal and the SIU became operational in December. SIU works with local prosecutors to pursue felony criminal filings for burglary, financial elder abuse, conspiracy, insurance fraud, and the diversion of construction funds.

Several training classes specific to the development of peace officer investigative skills occurred throughout the year. Among the training was a three-day workshop on effective investigation strategies against service and repair contractors engaged in criminal behavior that was hosted by the Riverside District Attorney's Office; monthly meetings with district attorney consumer protection prosecutors who offered direction and recommendations about active CSLB investigations; and quarterly Department of Consumer Affairs' Division of Investigation defensive tactics training.

### Subsequent Arrest and Conviction Unit

The California Department of Justice and FBI submit arrest and conviction notifications to CSLB. During 2014, the Enforcement division received approval to add four new positions (three enforcement representatives and one office technician) to the Subsequent Arrest and Conviction Unit. Additional staff enabled CSLB to investigate licensees who are subject to misdemeanor conviction and to take disciplinary action when appropriate. In 2014, the Subsequent Arrest and Conviction Unit investigated 366 conviction notifications, which resulted in 104 formal accusations to suspend or revoke licenses and 133 administrative citations.

### Public Works Unit

CSLB's Public Works Unit (PWU) strengthened existing partnerships with state agencies, including the California Department of Insurance (CDI), the Department of Industrial Relations' Division of Labor Standards Enforcement (DLSE), and the State Department of Transportation (Caltrans), as well as with numerous labor-compliance organizations throughout the state. In addition, a third full-time enforcement representative was hired to investigate Southern California complaints.

The unit worked with awarding agencies to prequalify project bidders, developed complaint filing protocols with public works compliance investigators, and secured



criminal and/or administrative actions against public works contractors that committed serious violations. PWU closed 239 complaints in 2014—a 68 percent increase over 2013—with 94 complaints referred for administrative disciplinary actions and four referred to prosecutors for criminal charges.

New PWU investigative strategies developed in 2014 included:

- Initiating disciplinary action against contractors who failed to comply with prevailing wage requirements; and
- Executing a memorandum of understanding and information exchange with the Board of Equalization to identify contractors who fail to report sales and use tax, partner on enforcement actions, and suspend licenses for outstanding tax liability.

### **Service and Repair Task Force**

In response to an alarming increase in consumer complaints filed against licensed and unlicensed heating, ventilating, and air-conditioning (HVAC) contractors, the Enforcement division formed a task force to develop education and enforcement strategies to address predatory contractors engaged in hard-sell telemarketing designed to obtain grossly inflated contracts for unnecessary work, and/or requests and receipt of payment for work not performed.

Strategies in 2014 included:

- **Staff Training**  
Industry experts trained CSLB staff about HVAC maintenance, troubleshooting tips, and how to recognize industry scams.
- **Better Business Bureau**  
CSLB partnered with the Better Business Bureau (BBB) to develop enforcement strategies and obtain BBB consumer complaint information to identify victims.
- **City, State, and Federal Law Enforcement**  
CSLB conducted meetings to share information and coordinate enforcement efforts with law enforcement partners that included the Los Angeles Police Department, district attorney staff, EDD's Criminal Investigation Division, and the FBI.
- **Undercover Operations**  
CSLB video-recorded stings that were conducted throughout the state.
- **Investigation Strategies**  
CSLB streamlined criminal investigation report formats, and conducted industry expert training to more effectively support grand theft, misrepresentation, and elder abuse prosecutions.



- **Search Warrants and Criminal Referrals**

Numerous search warrants were drafted and served to obtain evidence for criminal referrals to local prosecutors.

- **Service and Repair Criminal Task Force Arrests**

On June 17, 2014, the Los Angeles County District Attorney's Office filed 42 felony counts against unlicensed operators Eldad Syton and Yair Ziberman, including charges of burglary, forgery, and grand theft from an elder or dependent adult. The pair allegedly convinced elderly victims in the San Fernando Valley to pay them thousands of dollars without providing proof of the work they claimed to have performed. If a homeowner refused to pay, they would threaten him or her with foreclosure. In one case, Syton convinced an 84-year-old man with dementia, along with his wife, to apply for a reverse mortgage, the proceeds of which were used to pay him an additional \$50,000, on top of the \$50,000 they already had paid.

Syton and Zilberman were arrested in July 2014, and bail was set at \$1.4 million and \$1.3 million respectively. Even after their arrests, task force members continued to investigate and refer additional elder abuse cases against Syton and Zilberman to the Los Angeles District Attorney.

## Permit Enforcement

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Staff worked closely with the Plumbing-Heating-Cooling Contractors Association (PHCC) and the Institute of Heating & Air Condition Industries, Inc. (IHACI) to educate licensees about the benefit to their business when they comply with energy efficiency and permit requirements. In addition to speaking at PHCC and IHACI events, staff conducted two well-attended conferences. Presenters included Santa Clara County Chief Deputy District Attorney Scott Tsui; Building Official, President of the County Building Officials Association and CSLB Board Member Nancy Springer; Sheet Metal Business Manager and Board Member David Dias; and CSLB staff.



*CSLB and partner agencies held HVAC contractor education workshops designed to help licensees present the benefits of energy efficiency to their customers, and prevent predatory business practices.*



### **Unsafe Digging Partnership**

In 2014, CSLB added Sempra Utilities to its ongoing utility company partnership with Pacific Gas & Electric Company, aimed at preventing contractors from striking gas lines and jeopardizing public safety.

PG&E recognized the successful CSLB partnership at its Gold Shovel Standard event in August. PG&E executives noted that CSLB's efforts have been "tremendously effective" and "far more effective than anything we have done" previously. Overall, there has been an increase in the number of calls to dig alert agencies and permit tickets issued, and a decrease in the number of underground utility line hits.

### **Automated License Suspension for Lack of Workers' Compensation Insurance**

During 2014, Enforcement staff effectively addressed licensees who falsely claimed to be exempt from workers' compensation (WC) requirements. Uninsured contractors that were found to have employees were notified that they must submit proof of a valid WC policy within 30 days to avoid license suspension, and that filing a second WC exemption would subject them to investigation by CSLB and partnering state agencies. In 2014, 113 WC insurance policies were obtained, and 271 WC exemptions were cancelled and "intent to suspend" letters mailed.

### **CSLB Building Permit Enforcement Program**

In 2014, CSLB continued its zero tolerance policy for contractors who fail to obtain a building permit. The ability of the public to use a specific complaint form to report stand-alone permit violations and diligence in confirming permit compliance resulted in 416 formal administrative disciplinary actions for failure to comply with permit requirements.

## **Citation Enforcement Section**

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### **Administrative Citation Appeal Efficiencies**

When a CSLB complaint investigation establishes that a serious violation has occurred, the Registrar of Contractors may issue an administrative citation against a license. The citation can include an order for the licensee to correct a project, make restitution to an injured party, and a civil penalty of up to \$5,000. Unlicensed operators can be issued a citation of up to \$15,000 in civil penalties. If the licensee complies with the citation order(s), CSLB takes no further action. If the licensee



contests the citation, he or she will be given an opportunity to defend himself or herself at a formal hearing before an administrative law judge. If the matter is not settled and the licensee does not prevail and does not comply with a final citation order, the license may be suspended and then revoked. Unlicensed operators that do not comply with the final citation order are referred to a collection agency.

To reduce CSLB and licensee legal representation expenses, staff routinely conducts mandatory settlement conferences (MSC) to avoid the need for formal administrative hearings. In 2014, 215 citations were resolved by means of a settlement conference, saving CSLB \$1,393,000 in Attorney General administrative costs. In addition, CSLB collected \$1,421,373 in civil penalties and an additional \$744,163 was collected in restitution for the public.

- 1,476 citations issued to licensees; 936 complied
- 384 revocations resulting from non-compliance of a citation
- 901 citations issued to non-licensees; 375 complied

## Enforcement Services Section

### RMO Task Force

Responding to an increase in consumer complaints against license qualifiers who have been granted a test waiver, the Enforcement division established a task force with two enforcement representatives to investigate cases where responsible managing officers (RMOs) are suspected of acting as paid figureheads for a company, but exercising little to no control over its operations.

In a sample group investigated earlier this year, consumer complaints were filed against 40 percent of the RMOs who qualify licenses. A similar review in October 2012 identified complaints against 23 percent of the sample RMO group. By comparison, only about 3 percent of CSLB's almost 300,000 licensed contractors are the subject of a consumer complaint each year.

The task force now watches for exam waiver requests from applicants suspected of only seeking to rent their name for a fee. CSLB also aims to revoke qualifier status previously granted to anyone whose actions demonstrate they do not have an ownership stake or are not active decision-makers listed on a license.

A new law that took effect in January 2014, Business and Professions Code section 7068.1, now authorizes CSLB to discipline a qualifier, and the licensed entity they are qualifying, when the qualifier is not actively involved in the construction activities.





In addition to administrative penalties, the individual falsely serving as a qualifier on the license can be charged with a misdemeanor and sentenced to serve up to six months in jail, and required to pay a fine from \$3,000-\$5,000, or both, if convicted.

### Arbitration Program

During 2014, the Arbitration Mediation Conciliation Center (AMCC) was awarded the contract to administer CSLB's arbitration program for an additional four years. During 2013, 307 complaints were referred to the arbitration program, 228 awards were rendered, **\$1,148,375 in restitution was ordered for financially injured persons**, and 20 licenses were revoked for failure to comply with an arbitration award.

### AMCC Program Improvements

- Mandatory and Voluntary submission forms were reviewed and updated to help clarify the arbitration process and clarify participant obligations.
- An internal arbitration check list that is used by investigators was reviewed and modified to address permit and workers' compensation insurance issues.
- CSLB/AMCC conducted statewide arbitration training for CSLB staff.

#### ARBITRATION SATISFACTION SURVEY RESULTS (1-5)

AMCC Professionalism	4.85
Case Management Overall	4.84
Arbitrator Professionalism	4.86
Arbitrator Knowledge	4.86
Arbitrator Overall	4.85

### Subsequent Arrest and Conviction Unit

Subsequent Arrest and Conviction Unit (SACU) staff focuses on eliminating backlogs, and processes the subsequent arrest and conviction records for misdemeanors received by fingerprinting licensees. Three new enforcement representatives and one office technician were added to SACU in 2014. The unit's workload is a direct result of the fingerprinting requirement that was implemented by Chapter 744, Statutes of 2002 (SB 1953), and Chapter 909, Statutes of 2014 (SB136) for new licensee applicants and existing licensees that request an additional license classification. Business and Professions Code section 7123 gives CSLB authority to pursue disciplinary action.

The Department of Justice and the Federal Bureau of Investigation routinely submit arrest and conviction notifications to CSLB. Reviewing and taking administrative



action to address the most serious and egregious licensee misdemeanor arrest and conviction notifications is part of CSLB's mission of protecting the public.

SACU 2014 STATISTICS	
B&P Code §7123 Convictions Investigated	366
Cases Referred for Accusation	104
Cases Referred for Citation	133
Warning Letters Issued	129

## Disciplinary Services Section

### Accusations / Statement of Issues

For flagrant violations of law, CSLB can take administrative action by filing an accusation with the Attorney General's Office to suspend or revoke the license. CSLB's Disciplinary Services Section (DSS) investigations may result in one or more of the following remedies:

- Revocation of the license,
- Probation (stay of suspension or revocation),
- Restitution order for a financially injured homeowner,
- Recovery of an investigation and enforcement costs,
- Injunction against unlawful activities,
- Dismissal, or
- Criminal charges.

DSS 2014 ADMINISTRATIVE ACTION STATISTICS	
Accusations Filed	340
Licenses Revoked via Accusation Process	395
Cost Recovery Paid to CSLB	\$248,174



## Proactive Enforcement

### Labor Enforcement Task Force (LETF)

LETF primarily conducts sweeps with partner state agencies at active jobsites to verify employee wages and compliance with licensing, workers' compensation insurance, tax, and health and safety requirements. Partners include the Department of Industrial Relations' Division of Safety and Health (DOSH) and Division of Labor Standards Enforcement (DLSE), and the Employment Development Department (EDD).

In general, LETF partners issue administrative actions against violators. SWIFT's vetting of leads and targeted efforts paid record dividends: 85 percent of the construction businesses inspected were in violation of license, labor, tax, health and safety, or insurance requirements.

LETF 2014 RESULTS (JANUARY-DECEMBER 2014)	
CATEGORY LETF AGENCIES	CONSTRUCTION INSPECTIONS*
Number of Inspections	613
Businesses Out of Compliance	512
% of Businesses Out of Compliance	84%
<b>Total Citation Penalties and Assessments</b>	<b>\$1,547,105</b>

*\*The table above reflects results from joint LETF inspections in the construction industry by CSLB and other partner agencies including DLSE, Cal/OSHA and EDD.*



*CLSB's partner agency model helps strengthen resources to assure construction sites are operating within state licensing, health and safety, and employment laws and standards.*

## Joint Enforcement Strike Force

Joint Enforcement Strike Force (JESF) partners primarily investigate complaints, conduct criminal audits, and perform undercover sting operations. CSLB's JESF partners include EDD, DLSE, and district attorney investigators. The primary focus of CSLB investigators assigned to JESF is to pursue criminal charges against contractors who violate license, tax withholding, and/or workers' compensation insurance laws.

JESF 2014 RESULTS	
Number of Inspections	788
Referrals to EDD Audits	552
Unreported Tax Wages	\$171,542,706

## Undercover Sting Operations

Undercover stings conducted in 2014 continued to be the most effective method to identify and prosecute unlicensed individuals who act in the capacity of a contractor and commit other significant violations of Contractors License Law, including misrepresenting repair work and employing workers without carrying workers' compensation insurance. CSLB's Statewide Investigative Fraud Team (SWIFT) investigators partnered with local law enforcement to pose as property owners seeking bids for home or commercial property improvements, such as bathroom and kitchen remodels, interior and exterior painting, fencing, landscaping, flooring, etc.

During 2014, SWIFT conducted 70 stings resulting in 501 individuals being issued Notices to Appear (NTAs) in superior court for misdemeanor violations of the Business and Professions (B&P) Code that included:

- Contracting without a license (B&P §7028)
- Advertising without a license (B&P §7027.1)
- Failing to maintain workers' compensation insurance (B&P §7124.5 and Labor Code §3700.5)
- Excessive down payment (B&P §7159.5)



## Disaster Response

CSLB established and maintains a close working relationship with the California Department of Insurance (CDI) to quickly respond when natural disasters strike. CSLB educates consumers and contractors about contracting requirements, while CDI provides information about working with an insurance company and ensuring that claims adjusters are licensed. Contracting without a license in a declared disaster area is a felony.

Disaster-related stings were conducted in San Marcos, following the Cocos wildfire, and in Napa, following the 6.0 South Napa earthquake, which resulted in the apprehension of 22 unlicensed contractors. In one instance, a suspect took more than \$21,000 from an active duty member of the armed forces for home remodeling and then abandoned the job before its completion.



*CSLB investigators were among the first responders and alerted consumers about the dangers of unlicensed operators following the August 2014 South Napa earthquake.*

## California Blitzes

In addition to the weekly stings performed throughout the state, SWIFT investigators conducted three statewide coordinated blitzes in March, July, and November 2014 that resulted in 321 individuals being issued NTAs for contracting without a license.

- **Spring California Blitz**

On March 25-27, CSLB investigators conducted stings in Bass Lake, Clovis, Dana Point, Hanford, Palos Verdes Estates, Sacramento, San Jose, Vista, and Woodland.

2014 SPRING BLITZ TOTALS	
Contracting Without a License	115
Illegal Advertising	94
Excessive Down Payment	7
Stop Order Issued	19



Those caught in the spring blitz included:

- An individual who had his vehicle towed because he did not have a valid driver license and had three prior DUI convictions;
- A repeat offender with a \$35,000 arrest warrant for failing to appear in court;
- A suspect with a pending trial for assault with a deadly weapon; and
- A person who was issued an NTA in Sacramento County, only to be caught the following day in Yolo County.

• **Summer California Blitz**

On July 15 and 16, CSLB investigators conducted stings in Apple Valley, Artesia, Atascadero, Bakersfield, Corona, Los Baños, Rocklin, and South Lake Tahoe.

2014 SUMMER BLITZ TOTALS	
Contracting Without a License	94
Illegal Advertising	82
Excessive Down Payment	10
Stop Order Issued	2

Some individuals who provided bids had active arrest warrants for serious criminal violations; others were repeat offenders and some had prior criminal convictions. Those caught in the summer blitz included:

- Three suspects with outstanding arrest warrants, including one for felony possession of narcotics and paraphernalia, and making criminal threats;
- Three convicted sex offenders;
- Two individuals on probation—one for arson and one for making terrorist threats;
- Two repeat offenders, one who had been cited for unlicensed activity just three months prior; and
- Samantha Pham of Elk Grove, aka the “Sweetheart Swindler,” who was on probation after pleading guilty to felony charges of theft from an elder and facing an allegation of aggravated white collar crime.





- **Fall California Blitz**

On November 5 and 6, CSLB investigators conducted stings in Chula Vista, Alhambra, Rancho Mirage, Aptos, Montecito, Castro Valley, and West Sacramento.

2014 FALL BLITZ TOTALS	
Contracting Without a License	112
Illegal Advertising	88
Excessive Down Payment	6
Stop Order Issued	9

A number of individuals had outstanding arrest warrants and others were arrested for using license numbers that did not belong to them. Those arrested included:

- Three suspects with outstanding warrants for drugs, traffic, and/or contracting violations;
- An individual with an outstanding \$10,000 warrant for previous contracting violations; and
- Three suspects using contractor license numbers that belonged to legitimate contractors.

### **Multi-State Partnership – California-Nevada Sting**

On April 30, 2014, CSLB and the Nevada Contractors License Board conducted the third joint undercover sting operation in the South Lake Tahoe area. As part of this cooperative effort, a CSLB SWIFT investigator participated in the Nevada sting while a Nevada counterpart joined forces with CSLB staff in the South Lake Tahoe operation.

A total of 19 suspects were caught for contracting without a license; 11 in California and eight in Nevada, and 16 of these suspects also were charged with advertising without a license. This partnership is vital to protect consumers from unlicensed predatory contractors that cross state lines to victimize consumers.

### **Consumer Satisfaction Survey**

Consumer Satisfaction Survey results for 2014 evidenced the hard work and dedication of Enforcement staff. CSLB conducts an ongoing survey of consumers whose complaint cases have been closed. The survey is designed to assess overall satisfaction with the Enforcement division's handling of complaints related to eight customer service topics. The survey is emailed to all consumers with closed complaints who provide CSLB with their email address during the complaint process.



Consumers receive the survey in the first or second month after their complaint is closed.

To improve the survey's response rate, a reminder email is incorporated into the process, so that consumers who do not initially respond receive an email reminder one month later. Results show increased consumer satisfaction with the way cases are handled.

QUESTIONNAIRE STATEMENTS	PERCENT AGREEMENT BY CALENDAR YEAR					
	JAN-AUG 2014	2013	2012	2011	2010	2009
1. CSLB contacted me promptly after I filed my complaint.	81%	77%	81%	80%	78%	75%
2. Procedures for investigating my complaint were clearly explained to me.	74%	72%	75%	73%	69%	69%
3. CSLB kept me informed of my case's progress during the investigation.	66%	62%	68%	65%	61%	60%
4. I was treated courteously by the CSLB's representative(s).	83%	82%	84%	82%	79%	80%
5. My complaint was processed in a timely manner.	66%	60%	66%	67%	61%	58%
6. I understand the outcome of the investigation (whether or not I agree with the action taken).	68%	66%	68%	65%	62%	61%
7. The action taken in my case was appropriate.	59%	53%	56%	50%	46%	50%
8. I am satisfied with the service provided by CSLB.	63%	57%	60%	57%	51%	53%



# LEGISLATIVE



## **Development and Coordination of Sponsored Legislation**

CSLB operates within California Business and Professions Code. These legislative bills, introduced into the Assembly and Senate, and signed into law (chaptered) in 2014 by Governor Brown, impact CSLB operations.

### **Senate Bill 315 (Lieu) Chapter 392, Statutes of 2014**

CSLB sponsored SB 315 during the second half of the 2013-14 legislative session, which resulted in several changes to Contractors License Law.

First, it provided CSLB clear statutory authority, when participating in activities of the Joint Enforcement Task Force, to access business locations where labor is present. This is necessary because the Department of Industrial Relations' Division of Labor Standards Enforcement (DLSE) staff is not always available to participate in joint efforts to combat the underground economy.

The bill further established that unlicensed individuals can only advertise for construction work they can legally perform without a license (projects with a total labor and material cost under \$500). In addition, SB 315 stipulated that contractors with suspended licenses for failure to pay an outstanding civil judgment or outstanding tax liability, yet continue to contract, are considered to be unlicensed contractors for the purposes of potential CSLB disciplinary action.

Finally, the bill extended the existing requirement that CSLB act on certain Labor Code violations from within 30 days to within 180 days, which will allow CSLB to respond to more referrals.

## **Other Legislation Impacting CSLB Operations**

CSLB screens all bills introduced by the Legislature to determine whether they will have a relevant impact on the board, consumers, or the construction industry. The Legislative division engages continuously in the legislative process to influence legislation that impacts Board operations and/or relevant stakeholders. The following chaptered legislation, although not sponsored by CSLB, directly impacts or involves the board.

**Assembly Bill 26 (Bonilla) Chapter 64, Statutes of 2014**

This bill revised the definition for construction to include post-construction phases and cleanup work at the jobsite, to meet the existing legal requirements to pay prevailing wages on public works construction, alteration, demolition, installation, or repair work done under contract and paid in whole, or in part, from public funds.

**Assembly Bill 1705 (Williams) Chapter 670, Statutes of 2014**

This bill amended existing law that authorizes withholding more than 5 percent of total payment for time and materials on substantially complex public works projects by an awarding entity from the original contractor, or by the original contractor from any subcontractor, or by a subcontractor from any subcontractor. It further required that bid documents explain the basis for the finding, in addition to the retention amount.

**Assembly Bill 1870 (Alejo) Chapter 890, Statutes of 2014**

This prevailing wage bill modified existing law relating to the distribution of training funds by the California Apprenticeship Council to Council-approved apprenticeship programs.

**Assembly Bill 1939 (Daly) Chapter 161, Statutes of 2014**

This bill related to public works and the prevailing wage, and authorized a contractor to bring an action to recover from the hiring party, with whom he or she directly contracts, any increased costs, including labor costs, penalties, and legal fees, incurred as a result of any decision by the Department of Industrial Relations, the Labor and Workforce Development Agency, or a court that classifies the work on the project as a public work.

**Assembly Bill 2396 (Bonta) Chapter 737, Statutes of 2014**

This bill prohibited a licensing board within the Department of Consumer Affairs, including the Contractors State License Board, from denying a license based solely on a criminal conviction that has been expunged or dismissed pursuant to certain Penal Code provisions.

**Senate Bill 1159 (Lara) Chapter 752, Statutes of 2014**

This bill required licensing boards within the Department of Consumer Affairs, including the Contractors State License Board, to accept from an applicant either an individual tax identification number (ITIN) or a Social Security number (SSN), if the applicant is an individual. Additionally, the bill prohibited denial of licensure based on citizenship or immigration status.



# PUBLIC AFFAIRS

CSLB's Public Affairs Office (PAO) manages news media, industry, licensee, consumer, and employee relations. PAO provides a wide range of services, including proactive public relations; media relations; community outreach, including Senior Scam Stopper<sup>SM</sup> and Consumer Scam Stopper<sup>SM</sup> seminars, special events, and speeches to service groups and organizations; development and distribution of multiple publications; video services; website support; contractor education and outreach; and support for employee events.

During 2014, CSLB's Public Affairs Office:

- Distributed 35 news releases, including four joint news releases with other agencies
- Distributed four industry bulletins
- Organized and conducted eight media events
- Fielded more than 220 media inquiries and requests for interviews
- Organized and conducted 86 Senior Scam Stopper<sup>SM</sup> and Consumer Scam Stopper<sup>SM</sup> seminars, speeches, and presentations
- Produced three *California Licensed Contractor* newsletters
- Produced 35 publications, including 11 meeting packets, three reports that included the CSLB Sunset Review report, and the 1,000+ page 2015 *California Contractors License Law & Reference Book*



*Public Affairs staff alerts consumers to the dangers of hiring unlicensed people throughout the year, including during this news conference in Palos Verdes Estates on March 28, 2014.*

## CSLB Media Events

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- **March 28, 2014 – Palos Verdes Estates**

PAO coordinated a media event to publicize the results of the annual spring California Blitz, which included simultaneous undercover sting operations that targeted unlicensed activity. For the first time, visual highlights PAO provided to the media included broadcast-quality video from stings in five different media markets. PAO also made video of the press event available to reporters who were unable to attend or were located in a different media market.

- **May 2, 2014 – Lake Tahoe Area**

PAO teamed with counterparts from the Nevada State Contractors Board to coordinate media outreach during the third “Border Blitz.” Simultaneous sting operations were conducted in South Lake Tahoe, California, and Stateline, Nevada. PAO provided the media with broadcast-quality video and still photos of the California operation.

- **June 5, 2014 – San Marcos**

PAO coordinated a media event to publicize the results of a sting operation held in the wake of the previous month’s Cocos wildfire, which destroyed three dozen dwellings. Broadcast-quality video and still photos were distributed to the media.

- **July 18, 2014 – Sacramento**

PAO coordinated a media event to publicize the results of the annual summer California Blitz, which included simultaneous undercover sting operations that targeted unlicensed activity. The press event was held at CSLB Headquarters and featured James Goldstene, Undersecretary of the Business, Consumer Services and Housing Agency.

- **July 31, 2014 – El Dorado/Amador Counties**

PAO conducted media outreach in the aftermath of the Sand Fire that burned more than 4,000 acres and destroyed dozen of structures. Media accompanied CSLB and an investigator from the El Dorado County District Attorney’s Office as they traveled through the fire area, meeting with fire victims and posting warning signs.

- **August 26, 2014 – Napa**

PAO worked with the Department of Insurance to conduct a press event in an area affected by the 6.0 South Napa earthquake on August 24, 2014. Media accompanied investigators from both agencies as educational outreach was conducted in a Napa mobile home park severely damaged by the quake.





- **October 9, 2014 – Napa**

PAO coordinated a press event in Napa to publicize the results of an undercover sting operation that took place at a home damaged by the 6.0 South Napa earthquake on August 24, 2014.

- **November 10, 2014 – Chula Vista**

PAO coordinated a media event to publicize the results of the annual fall California Blitz, which included simultaneous undercover sting operations that targeted unlicensed activity.

## Drought Preparations

PAO helped CSLB lead a multi-agency campaign to alleviate the shortage of California water well drillers as a measure to support the governor's drought-related State of Emergency, declared in January 2014. To support the Licensing division's decision to expedite C-57 Well Drilling and C-61/D-21 Limited Specialty/Machinery and Pumps contractor licenses, PAO distributed industry bulletins, and coordinated and hosted two live webinars—one for in-state and one for out-of-state contractors. Discussed during the webinars was California's water well drilling needs, what work contractors were allowed to perform, and how to obtain necessary licenses and drilling permits. PAO coordinated with the Governor's Office of Emergency Services, the Department of Water Resources, the Air Resources Board, the National Association of State Contractors Licensing Agencies, and the Governor's Office of Planning and Research.

## "Catch a Contractor" TV Show

In November, CSLB's Chief of Public Affairs and a CSLB investigator appeared on the Spike TV show, "Catch a Contractor." The show highlights sub-standard work done by unlicensed or unscrupulous contractors, as well as abandoned jobs. CSLB staff participated in an episode of the show to explain CSLB's investigative process and possible outcomes related to a home improvement project profiled on the show. CSLB currently is investigating a complaint filed on the profiled project. Just under one million (998,000) people viewed the original airing of the show.



*Public Affairs staff provides factual support to Hollywood's myriad contractor reality shows.*



CSLB's Public Affairs staff has consulted with producers on a number of cases profiled during the show's first two seasons. Third season production takes place in early 2015.

## CSLB Web Events

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- **May 7, 2014 – San Jose**

PAO provided a live webcast of a conference that CSLB held in San Jose for C-20 Warm-Air Heating, Ventilating and Air-Conditioning (HVAC) contractors and industry representatives.

- **July 10, 2014 – San Leandro**

PAO produced a webcast of a town hall meeting regarding service and repair scams. Staff also produced two videos used during the meeting.

- **September 19, 2014 – Sacramento**

PAO produced a live webinar focusing on HVAC permits, Title 24 energy efficiency regulations, and other industry-related topics. The webinar featured CSLB Board Member Nancy Springer, Enforcement Chief David Fogt, and Public Affairs Chief Rick Lopes.

- **Live Board/Committee Meetings Produced**

- |                      |                                  |
|----------------------|----------------------------------|
| • February 19, 2014  | Board Meeting – Burlingame       |
| • April 1, 2014      | Enforcement Committee Meeting    |
| • April 16, 2014     | Legislative Committee Meeting    |
| • June 6, 2014       | Board Meeting – San Diego        |
| • August 18, 2014    | Licensing Committee Meeting      |
| • August 18, 2014    | Enforcement Committee Meeting    |
| • August 18, 2014    | Public Affairs Committee Meeting |
| • September 11, 2014 | Legislative Committee Meeting    |
| • September 23, 2014 | Board Meeting – Monterey         |
| • November 6, 2014   | Legislative Committee Meeting    |
| • December 11, 2014  | Board Meeting – Berkeley         |
| • December 16, 2014  | Board Meeting – Sacramento       |

*Committee meetings are held at Sacramento Headquarters.*



*CSLB's first webinar was a discussion of best practices for the HVAC industry.*



## Senior Scam Stopper<sup>SM</sup> Seminars

In 1999, PAO created CSLB's Senior Scam Stopper<sup>SM</sup> (SSS) program to inform, empower, and educate senior consumers at the local level about unlicensed or unscrupulous contractors, and to bring government to the people.

Seminars are coordinated with legislative offices and feature presentations by a panel of experts from local, state, and federal agencies, and community-based organizations; distribution of consumer publications; and spirited question-and-answer sessions.

In 2014, Public Affairs Office staff worked with legislators, state and local agencies, and community-based organizations to coordinate and facilitate 86 Senior Scam Stopper<sup>SM</sup> (SSS) seminars. Average attendance was 58; and the 300th SSS presentation occurred on January 17, 2014, in Woodland, with Assembly Member Mariko Yamada.

Historically, most SSS seminars have been held in Southern California. However, 2014 marked the first year that more seminars were held in Northern California:

- Northern – 40
- Central – 9
- Southern – 37



*Public Affairs staff educates thousands of older adults each year through Senior Scam Stopper<sup>SM</sup> seminars that team with legislative offices and other government agencies.*

### 2014 Senior Scam Stopper<sup>SM</sup> Seminars:

DATE	LOCATION	LEGISLATOR(S)
January 17, 2014	Woodland	Asm. Mariko Yamada
January 24, 2014	La Jolla	Rep. Scott Peters Asm. Toni Atkins
January 31, 2014	Torrance	Asm. Al Muratsuchi
February 20, 2014 AM	Manhattan Beach	Sen. Ted Lieu
February 20, 2014 PM	Burbank	Asm. Mike Gatto
February 21, 2014	Salinas	Sen. Anthony Cannella
February 28, 2014	Lemoore	Asm. Rudy Salas
March 14, 2014	Los Gatos	Sen. Jim Beall



DATE	LOCATION	LEGISLATOR(S)
March 21, 2014	Delano	Asm. Rudy Salas
March 28, 2014	Wasco	Asm. Rudy Salas
April 1, 2014	Folsom	Pinebrook Village Mobile Home Park
April 4, 2014	Millbrae	Asm. Kevin Mullin
April 10, 2014	Sacramento	Asm. Roger Dickinson
April 14, 2014	Napa	Asm. Mariko Yamada
April 15, 2014	Fullerton	Asm. Sharon Quirk-Silva
April 16, 2014	Escondido	Asm. Marie Waldron
April 17, 2014	Anaheim	Asm. Sharon Quirk-Silva
April 18, 2014	Campbell	Asm. Paul Fong
April 25, 2014	Malibu	Asm. Richard Bloom
May 9, 2014	Bethel Island	Asm. Jim Frazier
May 12, 2014	Hayward	Rep. Eric Swalwell
May 16, 2014	Wilmington	Asm. Isadore Hall
May 20, 2014	St. Helena	Asm. Mariko Yamada
May 21, 2014 AM	Paradise	Rep. Doug LaMalfa
May 21, 2014 PM	Chico	Rep. Doug LaMalfa
May 23, 2014	Fremont	Asm. Bill Quirk
June 5, 2014	Glendale	Asm. Mike Gatto
June 6, 2014	San Leandro	Rep. Eric Swalwell
June 11, 2014	San Jose	Wesley United Methodist Church
June 12, 2014	Union City	Asm. Bill Quirk
June 13, 2014	San Lorenzo	Asm. Bill Quirk
June 20, 2014	Hayward	Asm. Bill Quirk
June 27, 2014	Castro Valley	Asm. Bill Quirk
June 30, 2014	Coronado	Rep. Scott Peters
July 7, 2014	Coronado	Sen. Marty Block
July 9, 2014	Oceano	Sen. Bill Monning Asm. Katcho Achadjian
July 10, 2014	Fontana	Sen. Norma Torres
July 15, 2014	Perris	Sen. Richard Roth
July 18, 2014	Danville	Sen. Mark DeSaulnier
July 24, 2014 AM	Buena Park	Asm. Sharon Quirk-Silva
July 24, 2014 PM	Burbank	Asm. Mike Gatto
July 29, 2014	Scotts Valley	Sen. Bill Monning Asm. Mark Stone
July 30, 2014	Jurupa Valley	Sen. Richard Roth



DATE	LOCATION	LEGISLATOR(S)
July 31, 2014	Montclair	Sen. Norma Torres
August 1, 2014	Goleta	Asm. Das Williams
August 7, 2014 AM	Stockton	Rep. Jerry McNerney
August 7, 2014 PM	Pittsburg	Rep. Jerry McNerney
August 8, 2014 AM	Suisun City	Asm. Jim Frazier
August 8, 2014 PM	Orangevale	Asm. Beth Gaines
August 12, 2014	Lincoln	Asm. Beth Gaines
August 15, 2014 PM	Pittsburg	Sen. Mark DeSaulnier
August 15, 2014 PM	San Jose	Asm. Paul Fong
August 21, 2014 AM	Redondo Beach	Asm. Al Muratsuchi
August 21, 2014 PM	Chino	Sen. Norma Torres Asm. Curt Hagman
August 22, 2014	La Cañada Flintridge	Asm. Mike Gatto
August 25, 2014	Roseville	Asm. Beth Gaines
August 26, 2014 AM	Citrus Heights	Lakeview Village Mobile Home Park
August 26, 2014 PM	San Jose	Rep. Mike Honda
August 28, 2014	Norwalk	Rep. Linda Sanchez
September 4, 2014	Menifee	Asm. Melissa Melendez
September 8, 2014	San Marino	Sen. Carol Liu
September 9, 2014	Sacramento	Asm. Roger Dickinson
September 10, 2014	Tulare	Asm. Connie Conway
September 11, 2014	South Orcutt	Asm. Katcho Achadjian
September 12, 2014 AM	South Pasadena	Asm. Chris Holden
September 12, 2014 PM	Los Angeles	Asm. Jimmy Gomez
September 15, 2014	National City	Asm. Shirley Weber
September 16, 2014	Moreno Valley	Asm. Jose Medina
September 26, 2014	Sacramento	Asm. Roger Dickinson
September 29, 2014	South San Francisco	Asm. Kevin Mullin
October 1, 2014	Palo Alto	Asm. Rich Gordon
October 3, 2014	San Carlos	Asm. Kevin Mullin
October 15, 2014	Sacramento	Neil Orchard Sr. Activity Center
October 21, 2014	Glendora	Sen. Carol Liu
October 24, 2014	Cerritos	Rep. Linda Sanchez
October 27, 2014	San Diego	San Diego Co. DA's Office
October 28, 2014	Coachella	Asm. V. Manuel Perez
October 29, 2014	Manteca	Sen. Cathleen Galgiani
November 5, 2014	Cerritos	Asm. Cristina Garcia



DATE	LOCATION	LEGISLATOR(S)
November 6, 2014	Santa Monica	Asm. Richard Bloom
November 12, 2014	Tracy	Sen. Cathleen Galgiani
November 14, 2014	Rio Vista	Asm. Jim Frazier
November 19, 2014	Upland	Sen. Carol Liu Asm. Chris Holden
November 20, 2014	San Jose	Asm. Nora Campos
December 4, 2014	Corona	Sen. Richard Roth
December 9, 2014	Simi Valley	Sen. Fran Pavley

## Consumer Scam Stopper<sup>SM</sup> Seminars

The Consumer Scam Stopper<sup>SM</sup> (CSS) program was launched in September 2012 and targets audiences of all ages. Five CSS seminars were held during 2014:

DATE	LOCATION	GROUP
March 25, 2014	Granada Hills	TUGNET
June 3, 2014	Berkeley	Dorothy C. Wong Senior Center
August 25, 2014	Walnut Creek	National Active & Retired Federal Employees Association (NARFE)
November 5, 2014	Long Beach	Children's Benefit League
November 18, 2014	Menifee	Royal American Financial Advisors



## Social Media

Social media continued to be an important outreach tool for CSLB in 2014. Social media expansion efforts allowed CSLB to better interact with licensees, the news media, and other stakeholders. In addition to Facebook, Twitter, and YouTube, CSLB distributes photos through Flickr.com.

As of January 1, 2015, CSLB had:

- Facebook – 1,826 followers
- Twitter – 1,639 followers
- YouTube – 24 videos produced in 2014; 69 total videos produced; 26,288 video views in 2014; 233,056 total views
- Flickr – 73 photos posted since account created in May 2014

### CSLB's Top 5 YouTube Videos – Based on Views

1. CSLB TV Commercial	55,523
2. Filling Out a CSLB License Application – Introduction	38,395
3. Spring 2013 California Blitz Sting	17,903
4. Filling Out a CSLB License Application – Section #6	11,243
5. Filling Out a CSLB License Application – Section #1	11,056

## Email Alerts

In 2014, PAO continued to build its database of email addresses, allowing subscribers to receive up to four different Email Alerts from CSLB:

- *California Licensed Contractor* newsletters
- Press Releases/Consumer Alerts
- Industry Bulletins
- Public Meeting Notices/Agendas

As of December 31, 2014, 23,478 subscriptions were activated—an increase of 1,484 since the first of the year. Each of the four lists is growing at about the same rate, with the greatest number of subscribers requesting newsletters, followed by industry bulletins, press releases, and meeting notices.



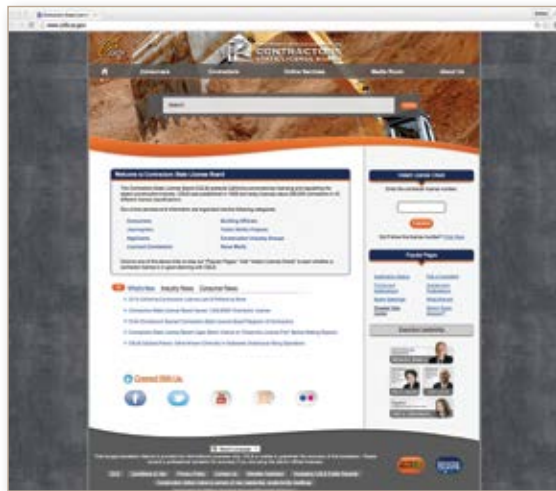


PAO also utilizes a database consisting of email addresses voluntarily submitted on license applications and renewal forms. This list currently consists of 78,412 active email addresses, which brings the combined email database to just under 102,000 addresses.

## Website Redesign Project

On September 5, 2014, CSLB successfully launched its new website. PAO and Information Technology (IT) staff began design and content work in 2013. The website utilizes the latest state templates and makes content management more efficient. The new site also is adaptable for viewing on the smaller screens of smart phones and tablets.

Analytics show that within the first three months of the launch, users visited more pages per visit and spent more time on the website. The site's bounce rate also dropped dramatically, likely reflecting a better organized and coded website, with easier and more efficient navigation for the user.



STATISTIC	OLD WEBSITE (JAN. – SEPT. 2014)	NEW WEBSITE (SEPT. – NOV. 2014)
Pages Visited Per Session	4.85	8.09
Avg. Session Duration	4:50	6:33
Bounce Rate*	29.22%	17.66%

\*This is the percentage of single-page visits to the site; a user left the site from the entrance page without seeking more information.



# ADMINISTRATION

## BUSINESS/SUPPORT SERVICES

### **CSLB Purchasing Unit Receives State Recognition**

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Building on its success from last year, CSLB again was nominated by the Department of Consumer Affairs to receive the State Agency Recognition Award (SARA) from the Department of General Services for its distinguished efforts in FY 2013-14 to buy from certified small businesses and disabled veteran business enterprises (SB/DVBE).

An impressive 6.7 percent of CSLB procurement went to DVBEs, more than double the Governor's goal of 3 percent. CSLB also exceeded the Governor's goal to purchase at least 25 percent of goods from small businesses, by spending 52 percent of its procurement budget with certified small businesses. Award recipients were to be announced in early 2015.

### **Facilities Projects**

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- The West Covina office lease was renewed through November 30, 2022, which includes an additional 524 square feet to accommodate two new workstations and one new office. The reception area also is being reconfigured to access the hearing room through a public door, rather than through the office space.
- CSLB's Oakland office moved to a space in Berkeley in April 2014, sub-leased from the Department of Toxic Substance Control, for a significant cost savings.

## Contracts and Procurement

Contracts and purchases were negotiated and executed for the following:

- Department of Human Resources—psychological screening services for Peace Officer applicants
- California Highway Patrol—security services
- Publishing—annual *California Contractors License Law & Reference Book*
- Copier machine purchases, including five-year maintenance agreements for Headquarters and field offices
- Contract renewal—online survey company for annual consumer satisfaction survey
- Electronic information library services
- Maintenance contracts—CSLB office equipment
- Ergonomic evaluations—evaluations and recommended equipment purchase for CSLB employees

## Travel

The state-mandated transition to company Concur/CalTravelStore for comprehensive travel services was successfully completed in October 2014. Business Services staff provided personal assistance and training to affected CSLB staff.

## Vehicles

CSLB surveyed two vehicles in FY 2013-2014, and they were replaced with new, fuel-efficient hybrid models approved by the Department of General Services.

## Records Management

CSLB's California Records Information Management (CalRIM) report and Records Retention Schedule both were approved following governing department and agency review.



# PERSONNEL SERVICES

## 2014 Staffing Activity

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CSLB had 424.5 authorized staff or personnel years (PYs) during the 2014 calendar year.

- 20 Promotions
- 23 Internal Transfers
- 29 Interdepartmental Transfers
- 24 New Hires
- 3 Reinstatements
- 1 Training & Development Appointment
- 11 Temporary/Seasonal Appointments
- 19 Retirements
- 33 Separations

## Exams Administered by DCA/CSLB:

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- Enforcement Representative I (continuous)
- Enforcement Representative II (promotional)
- Enforcement Supervisor I and II (promotional)
- Personnel Selection Consultant I & II (promotional)
- Testing Validation and Development Specialist I & II (continuous)
- Staff Services Analyst Transfer (continuous, quarterly)
- Consumer Services Representative (promotional)



## Exams Administered by CalHR

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- Staff Services Analyst (general)
- Associate Governmental Program Analyst
- Staff Services Manager (series)
- Information Systems Analyst (series)
- Systems Software Specialist (series)
- Staff Information Systems Analyst (series)
- Data Processing Manager (series)
- Staff Programmer Analyst
- Information Officer (series)
- Office Assistant (general & typing)
- Office Technician (general & typing)
- Program Technician (series)
- Supervising Program Technician (series)
- Warehouse Worker

## Special Investigations Unit (SIU)

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The Personnel office was instrumental in implementing an element of CSLB's 2014-15 Strategic Plan: establishment of the Board-approved Special Investigations Unit (SIU) within the Enforcement division. SIU will help ensure that criminal investigations, especially those related to elder abuse, are managed consistently. An SIU Enforcement Supervisor I took the lead for this unit on December 1, 2014. The Personnel office also is to reclassify an existing Enforcement position to provide the unit with clerical support.



## Experience Verification Unit

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In May 2014, CSLB received approval from DCA to permanently redirect the Applications Investigations Unit from the Enforcement division to the Licensing division, and to rename it the Experience Verification Unit (EVU). This reorganization improves audit procedures for professional experience that is listed in license applications; CSLB is mandated to review 3 percent of license applications received, as well as to conduct thorough investigations of previously denied applications. EVU staff recruitment concluded in December 2014 and includes three Staff Services Analysts and a student assistant.

## Staff Expectations and Workplace Guidelines

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For the second consecutive year, Personnel staff streamlined and distributed the Staff Expectations and Workplace Guidelines to all CSLB staff. Guidelines were reviewed and signed by all staff, and copies are retained in employee files.

## Hiring Documents Retention Schedule

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The personnel office now retains and stores all hiring document packets, including applications, in an effort to safeguard all confidential documents and to ensure their timely destruction in accordance with the Records Retention Schedule.

## Subsequent Arrest Unit

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As a result of the Budget Change Proposal (BCP) process, four additional positions were established in the Subsequent Arrest Unit (SAU), effective July 1, 2014. Personnel worked closely with the Enforcement division to create duty statements for three Enforcement Representative I's and one Office Technician.



## INFORMATION TECHNOLOGY

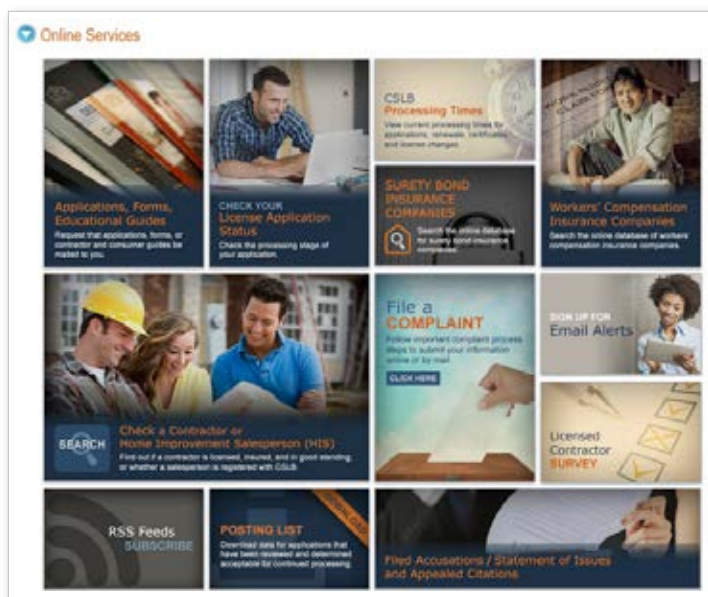
### Windows 7 Deployment

In April 2014, twelve years and nine months after its initial release of Windows XP Operating System (OS), Microsoft ended OS support. In compliance with directives from the California Department of Technology, CSLB Information Technology (IT) staff replaced all 453 Windows XP OS systems with Windows 7 prior to April 2014.

### CSLB Website Update

CSLB's Public Affairs and IT staff redesigned the CSLB website, which was successfully launched on September 5, 2014. Along with significant technology updates, the organization of content was significantly modified to allow users to quickly and efficiently identify and navigate to desired information. This revision also brings CSLB's online presence up to the latest version of state website standards.

Users now can access more information on the website while using a multitude of electronic devices, such as tablets and smartphones. CSLB's Instant License Check has become truly "instant" with the ability to search a license number directly from the home page. A Google Translate feature was added to the website so users can quickly translate text into their language of choice.



*IT and Public Affairs staff teamed to develop and roll out CSLB's streamlined and updated website.*





## SCORE 1.5 (Contractors Examination Application Upgrade)

CSLB's IT Client Server Application Team completed its successful launch of SCORE 1.5 in all CSLB Test Centers in September 2014. SCORE (State Contractors Official Regulatory Exams) is CSLB's software program for contractor examinations that was custom-designed in-house.

Candidate examinations now are administered using touchscreen monitors. Upgrades to the infrastructure have allowed CSLB to capture higher resolution candidate images for security purposes. With larger monitors, a larger font can be used and other visual indicators were made more accessible, while still preventing neighboring candidates from copying answers from another candidate. Examinations are taking about 15 minutes less to complete with the new equipment and software program, and have received very positive comments from individuals who take the tests.

Key features of SCORE 1.5 include:

1. Windows 7-compliant software—this application was developed in C#.Net with operating system upgrades in mind; the newest version is also Windows 8.1-ready, and ready for the next Microsoft operating system;
2. A complete overhaul of the examination station hardware—every exam station was replaced with an “all-in-one” touchscreen computer, each with a five-year warranty;
3. Use of an internal camera (replacing USB webcams)—the candidate signs on-screen, using either his/her finger or a touchscreen stylus (replacing USB signature pads);
4. Progress bars and other on-screen indicators that provide candidates with visual confirmation that the application is still responding and processing information—a comprehensive procedures guide was developed, allowing proctoring staff and developers to quickly access and correct application errors;
5. Capacity to add non-CSLB examinations, such as civil service or departmental exams—most additional examinations will only require database entries to be fully functional.



*An upgraded security monitoring system in testing centers helps prevent misconduct.*

## Disclosure of a Partnering Agency's Disciplinary Action Project

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Prior to the "Disclosure of a Partnering Agency's Disciplinary Action" project, there was no centralized information source to identify licensees who may have a history of disciplinary problems with other public agencies. Easy access to this information is especially important for awarding authorities and prime contractors.

On September 6, 2013, CSLB's Board unanimously approved website disclosure of disciplinary actions taken by partnering agencies. CSLB successfully implemented this project, which flags a licensee on the CSLB website with an advisory statement and provides an electronic link to a partnering agency's website.

In January 2014, in addition to disciplinary actions taken by the Department of Labor Relations and Caltrans, IT staff linked CSLB's website to an additional 11 disclosures from the Department of Industrial Relations, related to prevailing wage violations (California Labor Code section 1742).

## Interactive Voice Response (IVR) System

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CSLB's interactive voice response system (IVR) is an interactive, self-directed telephone system that is a valuable source of information for consumers, contractors, and others. It allows callers to request forms or pamphlets that are immediately faxed to them. Callers can look up a license, and applicants can check the status of their exam application. IVR provides consumers with information on how to file complaints as well as how to become a licensed contractor. In addition, the system gives callers an option to speak to call center agents in Sacramento or Norwalk. In 2014, CSLB's IVR handled 435,475 total calls, or an average of 36,290 calls per month. The system is available 24 hours a day, seven days a week.



## Information Technology Service Desk

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In May 2014, IT staff replaced its Altiris Help Desk Ticket System with the Symantec Service Desk Ticket System for in-house technology-related service. This new system provides automated incident responses and problem resolution solutions for quick, effective remediation of end-user incidents, systemic problems, and essential managed changes. It also offers rapid installation and configuration through a user interface, and integrates directly with the IT Management Suite to reduce service interruptions, accelerate service restorations, correct systemic issues, and reduce downtime, all of which saves valuable IT resources and expenses.

## CSLB Wireless (Wi-Fi) Implementation

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Wireless Access Points (AP) have been deployed in several CSLB offices, which allow wireless access for enforcement representatives to more easily retrieve relevant information and reports when conducting interviews. These wireless AP's also will provide guest wireless access for Board members and other visitors to CSLB offices.

## Kiosk

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IT staff installed kiosk software at CSLB Sacramento headquarters to enhance security on its publicly accessible computers. Contractors use these kiosk computers to pay CSLB fees electronically through a touchscreen e-payment system. The kiosk software limits the information available to contractors and protects CSLB from potential security breaches.

## DCA Board/Bureau Relations Access Database Application

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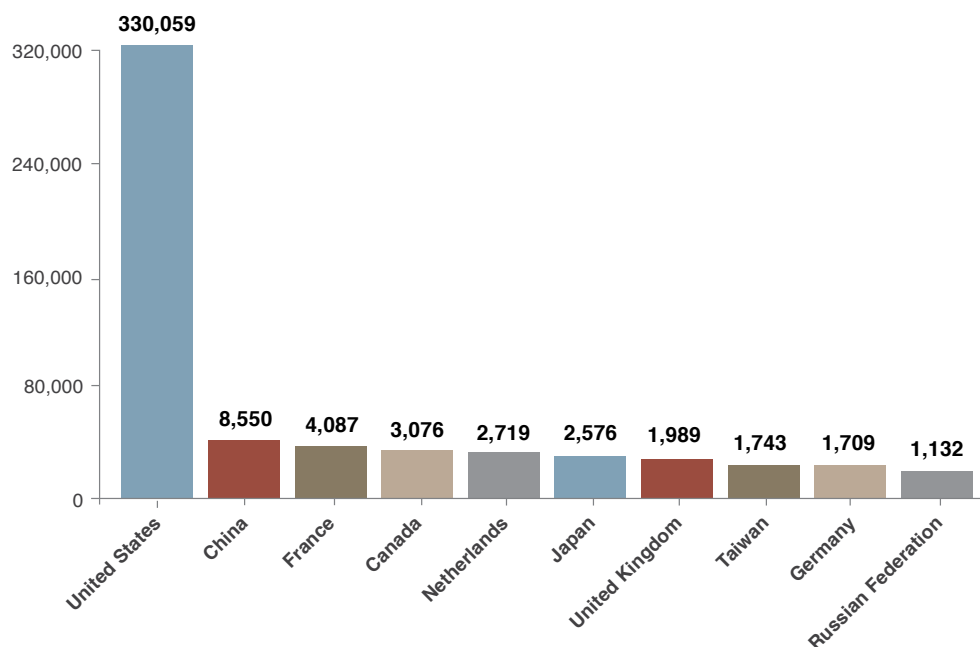
CSLB helped the Department of Consumer Affairs (DCA) update the DCA Board/Bureau Relations Access Database application to meet Bureau of State Audit recommendations, and to accurately track information about DCA boards and bureaus. All requests, including those related to data input and reports generated, were satisfactorily resolved by May 2014.



## Enterprise IT Security

IT staff maintains high security for all CSLB information technology systems and applications. Using a multi-layered defense that relies on various security products (firewall, anti-spam, anti-virus programs, event management and correlation tools), CSLB blocks/denies unauthorized attempts to access CSLB systems from all sources, including those emanating from foreign countries. The chart below represents the top 10 countries where users attempted to breach CSLB systems and applications in 2014, all of which were successfully denied. To date, utilizing security best practices, CSLB's IT security systems have successfully safeguarded CSLB information assets, and no unauthorized attempts to penetrate the system have succeeded.

TOP 10 COUNTRIES – CSLB FIREWALL HITS



**CONNECT WITH CSLB:**





## CONTRACTORS STATE LICENSE BOARD

9821 Business Park Drive, Sacramento, CA 95827

800.321.CSLB (2752)

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[www.cslb.ca.gov](http://www.cslb.ca.gov)

[CheckTheLicenseFirst.com](http://CheckTheLicenseFirst.com)

[SeniorScamStopper.com](http://SeniorScamStopper.com)