



Nevada State Contractors Board

STRATEGIC PLAN

***EXECUTIVE OFFICER REPORT
QUARTER TWO REPORT***

October 1 to December 31, 2023



Members of the Board

Boyd Martin, *Chairman*

Margaret Cavin, *Treasurer*

Bryan Cowart

Joe Hernandez

Kent Lay

Jan B. Leggett

Louis Polish, Jr.

Executive Leadership

Margi Grein, *Executive Officer*

Susan Broili-Kamesch, *Licensing Administrator*

David Behar, *Director of Investigations*

Brian Hayashi, *Information Technology Manager*

Mission Statement

The Nevada State Contractors Board (NSCB) is committed to ensuring the integrity and professionalism of the construction industry in Nevada. The NSCB has the responsibility to promote quality construction by Nevada licensed contractors through a regulatory licensing system designed to protect the health, safety and welfare of the public.

members
and



Message from the Executive Officer

Happy New Year from the Nevada State Contractors Board! While many are focused on new resolutions and goals to embark on, January marks the half-way point in our strategic journey, and we are pleased to be advancing toward the outcomes intended.

The first two quarters included a variety of outreach initiatives, including efforts to educate industry members on new legislative changes impacting residential construction as well as media opportunities to promote consumer awareness of solar scams, unlicensed contracting, and disaster/emergency preparedness related to the monsoon season.

Our dedicated enforcement efforts and state and local partnerships with law enforcement and district attorney offices welcomed the arrest and conviction of multiple unlicensed offenders with a history of financially harming trusting homeowners.

Our licensing department has seen success in the launching of its Licensed Contractor Assistance Program and has recently implemented new customer service communications to better facilitate help-desk functions related to licensing application questions.

Information technology maintains a steady pulse on keeping our internal systems current and safeguarded to ensure all end-user experiences are as positive and efficient as possible. We are also nearing completion of the Board's new website development, which we hope to launch in the third quarter.

Public information has been working closely with each of the departments to promote media coverage and consumer awareness of significant outcomes and programs available to each of our customer groups. Our social media content continues to offer useful information for consumers and contractors alike, directing them back to the Board's website for more resources.

Lastly, the Commission on Construction Education welcomed two new members during the quarter and awarded more than \$233,000 in construction education grants. 2024 is just beginning and we already have much to be excited about and share with you in the months ahead!



MARGI A. GREIN
Nevada State Contractors Board Executive Officer

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Executive Officer - Quarter Highlights

Contractors Board Joins Industry Groups to Promote Construction Career Opportunities

The Nevada State Contractors Board participated in two Construction Career Days in northern and southern Nevada during October. The events welcomed well over 1,000 students and faculty as students had the opportunity to learn about the NSCB's mission, importance of licensed contractors, and the different career paths that are available through the NSCB. Staff also participated in senior career interviews at Central Tech Training Academy to help prepare them for what to expect following graduation.

Executive Officer Grein Stays Active in National and Industry Group Efforts

Networking and staying current on state and national trends impacting the construction industry and regulatory bodies is vital to the role carried out by Executive Officer Grein. In furtherance of this responsibility, Grein engaged in discussions with the National Association of State Contractor Licensing Agencies, the Nevada Contractors Association, and welcomed a meet and greet opportunity with the Arizona Registrar of Contractors and the California State Contractors License Board.

Engaged in Conversations on Implementation of Assembly Bill 39

Following the implementation of Assembly Bill 39 on October 1, 2023, Executive Officer Grein welcomed ongoing discussions with industry representatives, which sought to address questions and provide clarity on the expectations of contractors engaging in home repair services.

Focused Discussions Regarding Solar Complaints Held with Attorney General

Executive Officer Grein and Director of Investigations David Behar sat down with the Attorney General's office to discuss the ongoing concerns over solar construction issues being reported to the NSCB. The scope of these complaints has encompassed poor workmanship, installations with faulty or incorrect inverters, companies operating and performing work outside the scope of their license, and other noticed issues. These discussions provide for the sharing of information, collaboration on enforcement strategies, and overall understanding of the circumstances at hand.

Holidays Welcomed Festive Gatherings, Veteran Tributes, and Support of Good Causes

Being able to give back to staff and demonstrate the Board's support of their sacrifices is a welcomed occasion. During the quarter, the Board recognized each member and staff of the NSCB who have served our nation with a Veterans Day luncheon. Staff were also invited to a holiday luncheon - a fun and memorable time that is full of laughs and team building. Lastly, Executive Officer Grein attended the NCA Holiday Dinner to benefit the 2024 Michael T. Martin Memorial Scholarship Fund.

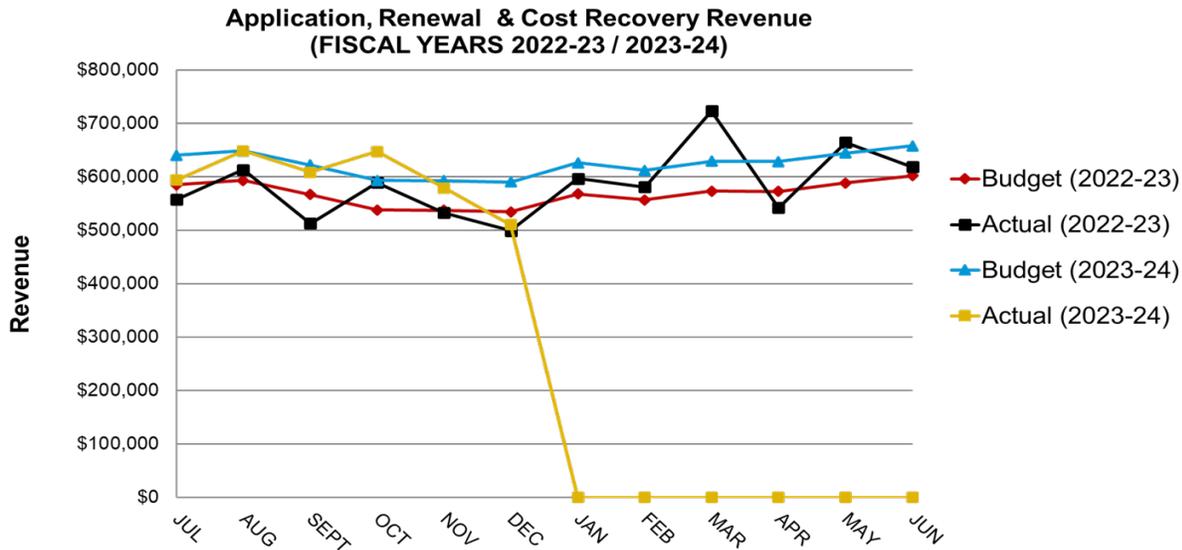
Construction Education Commission Welcomes New Members

In November, the Commission on Construction Education received quarterly reports from 13 grantees, presentations from 3 grant applicants, and aided in the distribution of \$233,649 in grant awards. Bryce Clutts and Sean Stewart were also appointed to the Commission by Governor Lombardo.

Licensing & Cost Recovery - Data Dashboard

Budget (2022-2023)	JULY-22	AUG-22	SEPT-22	OCT-22	NOV-22	DEC-22	JAN-23	FEB-23	MAR-23	APR-23	MAY-23	JUN-23	TOTALS
License Renewals	\$390,000	\$398,000	\$374,000	\$345,000	\$345,000	\$342,100	\$375,000	\$365,000	\$381,000	\$380,000	\$395,000	\$409,900	\$4,500,000
New License Fee	\$67,916	\$67,917	\$67,917	\$67,916	\$67,917	\$67,917	\$67,916	\$67,917	\$67,917	\$67,916	\$67,917	\$67,917	\$815,000
Application Fee	\$56,250	\$56,250	\$56,250	\$56,250	\$56,250	\$56,250	\$56,250	\$56,250	\$56,250	\$56,250	\$56,250	\$56,250	\$675,000
License Changes	\$39,583	\$39,583	\$39,584	\$39,583	\$39,583	\$39,584	\$39,583	\$39,583	\$39,584	\$39,583	\$39,583	\$39,584	\$475,000
Investigative Recovery Costs	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$225,000
Renewal Late Fees	\$6,750	\$6,750	\$6,750	\$6,750	\$6,750	\$6,750	\$6,750	\$6,750	\$6,750	\$6,750	\$6,750	\$6,750	\$81,000
Renewal Inactive Fee	\$5,725	\$5,875	\$3,325	\$3,525	\$3,075	\$3,225	\$3,625	\$2,425	\$3,325	\$3,625	\$4,225	\$3,025	\$45,000
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$584,974	\$593,125	\$566,576	\$537,774	\$537,325	\$534,576	\$567,874	\$556,675	\$573,576	\$572,874	\$588,475	\$602,176	\$6,816,000
Actual (2022-2023)	JULY-22	AUG-22	SEPT-22	OCT-22	NOV-22	DEC-22	JAN-23	FEB-23	MAR-23	APR-23	MAY-23	JUN-23	TOTALS
License Renewals	\$381,340	\$380,850	\$346,650	\$416,425	\$354,625	\$326,278	\$407,097	\$393,000	\$477,188	\$342,750	\$438,225	\$386,325	\$4,650,753
New License Fee	\$55,500	\$69,200	\$52,000	\$50,700	\$62,600	\$55,000	\$66,750	\$62,850	\$72,600	\$63,750	\$72,300	\$75,600	\$758,850
Application Fee	\$48,000	\$60,000	\$52,000	\$45,100	\$55,200	\$50,100	\$59,400	\$56,700	\$73,500	\$60,600	\$72,300	\$75,900	\$709,000
License Changes	\$35,955	\$44,620	\$38,425	\$41,050	\$40,225	\$43,525	\$40,200	\$45,500	\$53,375	\$36,975	\$46,025	\$44,000	\$509,875
Investigative Recovery Costs	\$22,938	\$40,796	\$12,279	\$18,271	\$9,032	\$12,289	\$11,172	\$11,690	\$33,207	\$26,478	\$23,071	\$22,941	\$244,162
Renewal Late Fees	\$8,025	\$11,888	\$8,363	\$13,863	\$7,373	\$8,288	\$8,362	\$8,213	\$8,475	\$8,250	\$8,138	\$9,713	\$108,947
Renewal Inactive Fee	\$5,700	\$5,700	\$2,700	\$3,750	\$3,450	\$3,600	\$4,050	\$3,000	\$4,800	\$3,600	\$4,650	\$4,200	\$49,200
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$557,458	\$613,053	\$512,617	\$589,158	\$532,504	\$499,079	\$597,031	\$580,952	\$723,145	\$542,403	\$664,708	\$618,678	\$7,030,787
Variance (2022-2023)	JULY-22	AUG-22	SEPT-22	OCT-22	NOV-22	DEC-22	JAN-23	FEB-23	MAR-23	APR-23	MAY-23	JUN-23	TOTALS
License Renewals	(\$8,660)	(\$17,150)	(\$27,350)	\$71,425	\$9,625	(\$15,822)	\$32,097	\$28,000	\$96,188	(\$37,250)	\$43,225	(\$23,575)	\$150,753
New License Fee	(\$12,416)	\$1,283	(\$15,917)	(\$17,216)	(\$5,317)	(\$12,917)	(\$1,166)	(\$5,067)	\$4,683	(\$4,166)	\$4,383	\$7,683	(\$56,150)
Application Fee	(\$8,250)	\$3,750	(\$4,050)	(\$11,150)	(\$1,050)	(\$6,150)	\$3,150	\$450	\$17,250	\$4,350	\$16,050	\$19,650	\$34,000
License Changes	(\$3,628)	\$5,037	(\$1,159)	\$1,467	\$642	\$3,941	\$617	\$5,917	\$13,791	(\$2,608)	\$6,442	\$4,416	\$34,875
Investigative Recovery Costs	\$4,188	\$22,046	(\$6,471)	(\$479)	(\$9,718)	(\$6,461)	(\$7,578)	(\$7,060)	\$14,457	\$7,728	\$4,321	\$4,191	\$19,162
Renewal Late Fees	\$1,275	\$5,138	\$1,613	\$7,113	\$623	\$1,538	\$1,612	\$1,463	\$1,725	\$1,500	\$1,388	\$2,963	\$27,947
Renewal Inactive Fee	(\$25)	(\$175)	(\$625)	\$225	\$375	\$375	\$425	\$575	\$1,475	(\$25)	\$425	\$1,175	\$4,200
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	(\$27,516)	\$19,928	(\$53,959)	\$51,384	(\$4,821)	(\$35,497)	\$29,157	\$24,277	\$149,569	(\$30,471)	\$76,233	\$16,502	\$214,787
Budget (2023-2024)	JULY-23	AUG-23	SEPT-23	OCT-23	NOV-23	DEC-23	JAN-24	FEB-24	MAR-24	APR-24	MAY-24	JUN-24	TOTALS
License Renewals	\$423,000	\$431,000	\$407,000	\$378,000	\$378,100	\$375,100	\$411,000	\$398,000	\$414,300	\$413,000	\$428,300	\$443,200	\$4,900,000
New License Fee	\$65,833	\$65,836	\$65,836	\$65,832	\$65,832	\$65,832	\$65,832	\$65,833	\$65,832	\$65,835	\$65,832	\$65,835	\$790,000
Application Fee	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$750,000
License Changes	\$47,917	\$47,916	\$47,917	\$47,917	\$47,916	\$47,917	\$47,917	\$47,916	\$47,917	\$47,916	\$47,917	\$47,917	\$575,000
Investigative Recovery Costs	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$300,000
Renewal Late Fees	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$120,000
Renewal Inactive Fee	\$6,225	\$6,375	\$3,825	\$4,025	\$3,575	\$3,725	\$4,125	\$2,925	\$3,825	\$4,125	\$4,725	\$3,525	\$51,000
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$640,475	\$648,627	\$622,078	\$593,274	\$592,923	\$590,074	\$626,374	\$612,174	\$629,374	\$628,376	\$644,274	\$657,977	\$7,486,000
Actual (2023-2024)	JULY-23	AUG-23	SEPT-23	OCT-23	NOV-23	DEC-23	JAN-24	FEB-24	MAR-24	APR-24	MAY-24	JUN-24	TOTALS
License Renewals	\$409,500	\$410,590	\$419,615	\$434,200	\$385,080	\$321,968							\$2,380,953
New License Fee	\$54,900	\$61,800	\$55,800	\$54,000	\$62,600	\$61,150							\$350,250
Application Fee	\$56,700	\$75,900	\$60,300	\$65,700	\$66,300	\$63,300							\$388,200
License Changes	\$45,025	\$51,100	\$39,950	\$43,650	\$35,550	\$38,575							\$253,850
Investigative Recovery Costs	\$14,396	\$30,111	\$14,709	\$30,734	\$17,437	\$14,983							\$122,370
Renewal Late Fees	\$9,075	\$12,225	\$14,875	\$14,950	\$9,688	\$7,725							\$68,538
Renewal Inactive Fee	\$4,200	\$7,050	\$3,450	\$4,350	\$2,570	\$2,550							\$24,170
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$593,796	\$648,776	\$608,699	\$647,584	\$579,225	\$510,251	\$0	\$0	\$0	\$0	\$0	\$0	\$3,588,330
Variance (2023-2024)	JULY-23	AUG-23	SEPT-23	OCT-23	NOV-23	DEC-23	JAN-24	FEB-24	MAR-24	APR-24	MAY-24	JUN-24	TOTALS
License Renewals	(\$13,500)	(\$20,410)	\$12,615	\$56,200	\$6,980	(\$53,132)	(\$411,000)	(\$398,000)	(\$414,300)	(\$413,000)	(\$428,300)	(\$443,200)	(\$2,519,047)
New License Fee	(\$10,933)	(\$4,036)	(\$10,036)	(\$11,832)	(\$3,232)	(\$4,682)	(\$65,832)	(\$65,833)	(\$65,832)	(\$65,835)	(\$65,832)	(\$65,835)	(\$439,750)
Application Fee	(\$5,800)	\$13,400	(\$2,200)	\$3,200	\$3,800	\$800	(\$62,500)	(\$62,500)	(\$62,500)	(\$62,500)	(\$62,500)	(\$62,500)	(\$361,800)
License Changes	(\$2,892)	\$3,184	(\$7,967)	(\$4,267)	(\$12,366)	(\$9,342)	(\$47,917)	(\$47,916)	(\$47,917)	(\$47,916)	(\$47,917)	(\$47,917)	(\$321,150)
Investigative Recovery Costs	(\$10,604)	\$5,111	(\$10,291)	\$5,734	(\$7,563)	(\$10,017)	(\$25,000)	(\$25,000)	(\$25,000)	(\$25,000)	(\$25,000)	(\$25,000)	(\$177,630)
Renewal Late Fees	(\$925)	\$2,225	\$4,875	\$4,950	(\$313)	(\$2,275)	(\$10,000)	(\$10,000)	(\$10,000)	(\$10,000)	(\$10,000)	(\$10,000)	(\$51,463)
Renewal Inactive Fee	(\$2,025)	\$675	(\$375)	\$325	(\$1,005)	(\$1,175)	(\$4,125)	(\$2,925)	(\$3,825)	(\$4,125)	(\$4,725)	(\$3,525)	(\$26,830)
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	(\$46,679)	\$149	(\$13,379)	\$54,310	(\$13,698)	(\$79,823)	(\$626,374)	(\$612,174)	(\$629,374)	(\$628,376)	(\$644,274)	(\$657,977)	(\$3,897,670)

Licensing & Cost Recovery - Data Dashboard



OCTOBER TO DECEMBER 2023	
Licenses (Beginning of Quarter)	18,095
New Licenses Issued	327
Licenses Cancelled / Surrendered /Revoked	(266)
Variance in Suspended/Reinstated Licenses	25
Licenses (End of Quarter)	18,181
# of Licenses on October 1, 2023	18,095
# of Licenses on December 31, 2023	18,181
Licenses Gained / Lost	86
Renewal Revenue Gained / Lost	\$51,600
*Does not include suspended licenses	

FISCAL YTD LICENSING FEE TOTALS (FY 2023-2024)			
LICENSING FEES	Q2 BUDGET	Q2 ACTUAL	VARIANCE
License Renewals	1,131,200	1,141,248	10,048
New License Fee	197,496	177,750	(19,746)
Application Fee	187,500	195,300	7,800
License Changes	143,750	117,775	(25,975)
Invest Recovery Costs	75,000	63,154	(11,846)
Renewal Late Fees	30,000	32,363	2,363
Renewal Inactive Fee	11,325	9,470	(1,855)

90 DAY RETENTION RATE			
Projected Year-End Retention Rate	October 2023	18,095	
	Cancellations	(266)	(1.46%)
	New Licenses	327	1.80%
	Susp/Reinstated	25	0.14%
	December 2023	18,181	
	Change	86	
3 Month Rolling	% Change	0.47%	

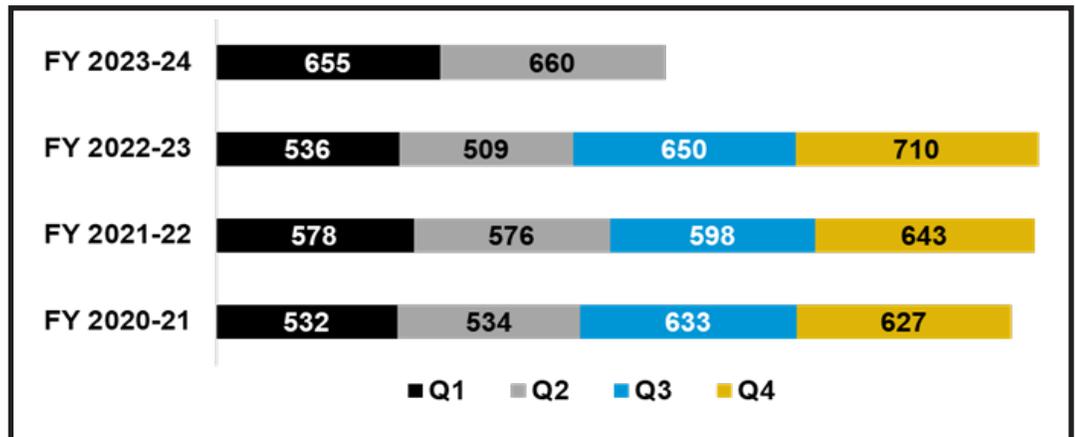
180 DAY RETENTION RATE			
Projected Year-End Retention Rate	July 2023	18,030	
	Cancellations	(517)	(2.84%)
	New Licenses	670	3.69%
	Susp/Reinstated	(2)	(0.01%)
	December 2023	18,181	
	Change	151	
6 Month Rolling	% Change	0.83%	

Licensing - Quarter Statistics

New License Apps	660	(30%)
Issued Licenses	327	(18%)
Change Apps	693	(6%)
Active Licenses	17,755	(2%)
Inactive Licenses	426	(13%)
Placed on Inactive Status	34	(31%)
Voluntary Surrender	80	(11%)
Licenses Canceled, Not Renewed	173	(47%)
Licenses Revoked	15	(200%)
License Suspensions (no bond)	231	(8%)
License Suspensions Initiated (DETR/DIR)	0	(100%)
• Compliance with DETR/DIR Received	2	(83%)
• Suspended	1	(88%)
• Pending Suspension	1	(90%)
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Active License Renewals	1,779	(13%)
Inactive License Renewals	41	(11%)
Online Renewals	1,242	(68% of all renewals)
New Online Registrations	416	(14,757 total registered)
Application Denial Hearings	4	(69%)
Financial Reviews Initiated	3	(75%)
• 8 Approved; 3 Pending		
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CMS Exams	418	(6%)
Trade Exams	506	(32%)
NASCLA Exam Transcripts	19	(6%)
• General Building Exam Waiver	14	(60%)
Licensure by Endorsement	27	(2% of all new applications)
• Trade & Experience	19	
• Experience Only	8	
Certificates of Eligibility Requests	8	(11%)
Certificates of Eligibility Renewals	72	(1%)
Single Project Limit Increases	19	(34%)
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Contractors Identified As Veterans	82	(26%)
Business Assistance Program Attendees	51	(96%)
Licensing Assistance Program Attendees	22	
Public Records Requests	24	(33%)
Total Calls Received	9,233	

Licensing - New License Application Trends

Nearly mirroring the application sectors of the previous quarter – except for the Concrete classification, which jumped two spots onto the chart ahead of Steel Reinforcing and Erection – the second quarter statistics demonstrate a consistency in the work being sought after across Nevada at this time.



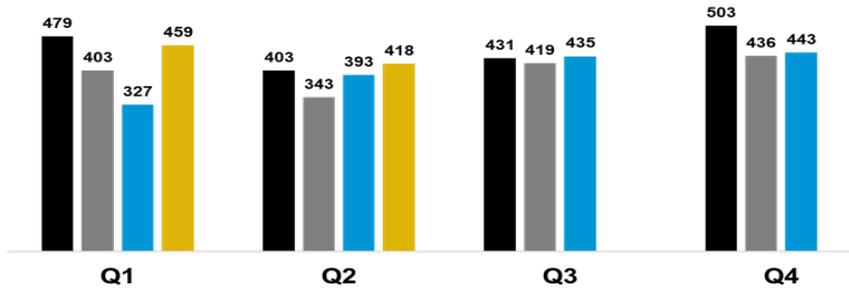
Primary Classification	Trade	2nd Quarter 2023-24		
		In State	Out of State	Total
B	General Building	87	77	164
C-2	Electrical	42	34	76
A	General Engineering	36	36	72
C-3	Carpentry	34	17	51
C-21	Refrigeration & Air Conditioning	29	12	41
C-1	Plumbing	27	13	40
C-4	Painting	34	5	39
C-15	Roofing & Siding	13	12	25
C-5	Concrete	17	7	24
C-14	Steel Reinforcing & Erection	10	13	23

A total of 61% of all applications were received in-state, with the remaining 39% of applicants coming from bordering states. New license applications continue to see significant increases over the same period in years prior. A total of 660 in the second quarter marks the highest number received in four fiscal years, apart from the 4th quarter in FY 2022-23. The upward trend is good news for Nevada and one that the NSCB will continue to monitor.

Licensing - Exam Trends

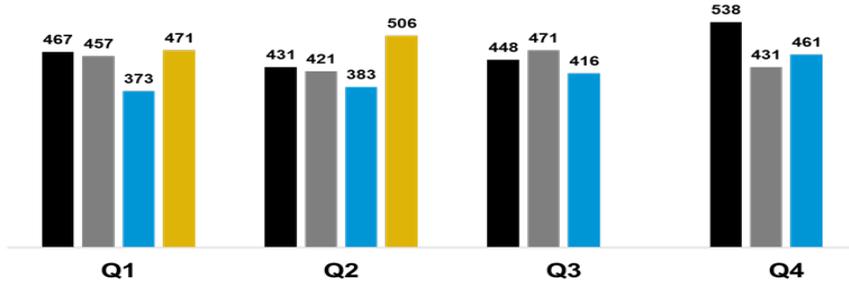


CMS EXAMS



Minimal fluctuations across CMS and Trade exams over the last 4 fiscal years continues, although trade exams did realize a 32% growth over the same period last year.

TRADE EXAMS

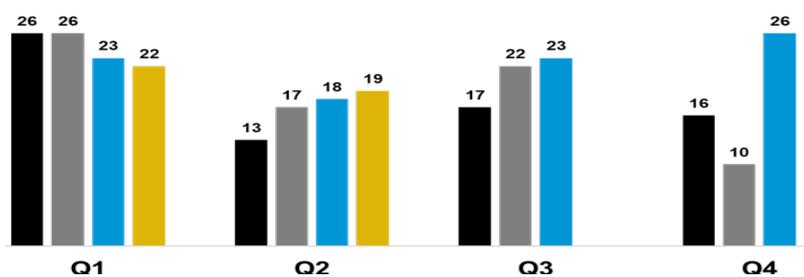


Additionally, as the Board looks to licensure by endorsement opportunities pursued during the quarter, it finds similar outcomes with only 2% of all new license applicants requesting consideration. This is a 1% decline over the same period last year; however, reflective trends are noticed as most requests are for trade and experience or experience only.

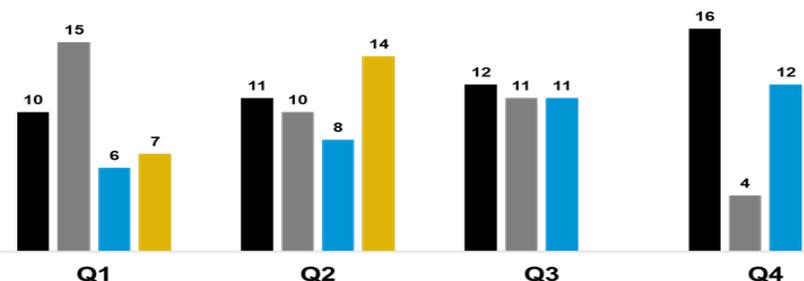
Although not required, the National Association of State Contractor Licensing Agencies offers a NASCLA Accredited Examination Program designed to reduce redundant licensing requirements and assist contractors who need to be licensed in multiple jurisdictions.

During the reporting period, there was a 6% increase in the number of applicants who requested their NASCLA transcripts to apply for licensure. The Board also saw a 60% increase over the same time last year for applicants who applied for waiver of the general building exam based on passing the NASCLA exam.

NASCLA TRANSCRIPTS REQUESTED



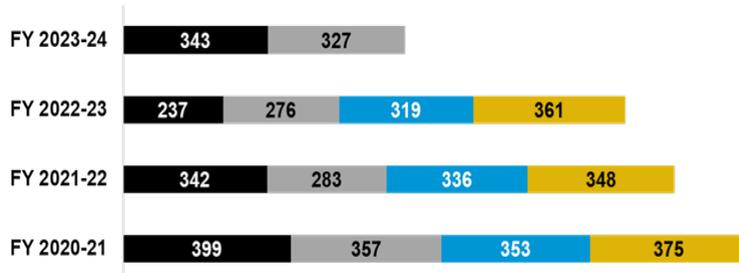
'B' EXAM WAIVER REQUESTS BASED ON NASCLA EXAM PASSAGE



Licensing - Issued License & Renewal Trends

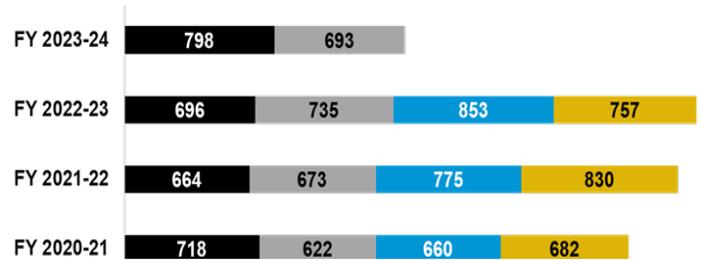


ISSUED LICENSES



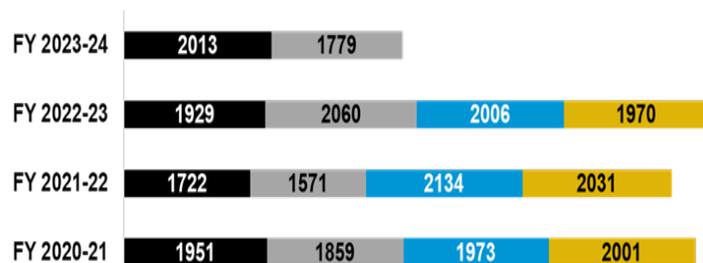
The number of issued licenses was up by 18% during the second quarter compared to the same period last year. Of the 327 new licensees, 69% come from Nevada, with 31% issued to those applying out of state.

LICENSE CHANGE APPLICATIONS

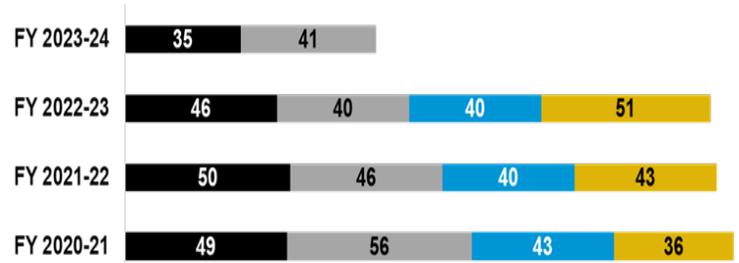


License change applications experienced a slight decline of 6% this year compared to the same period in FY 2022-23, however it is still higher than data recorded in FY 2020-21 and 2022-23. Among the applications received this quarter, 561 were approved, 33 tabled, 6 denied, with the remaining pending.

ACTIVE LICENSE RENEWALS



INACTIVE LICENSE RENEWALS



Note that current fiscal data is compared against FY 2021-22 data, as renewals are processed on a biennial cycle. This year, active license renewals show an increase of 13%, while inactive license renewals are down 11%. This data supports the noticed construction activity across the state, as we are seeing more activity in licensure and less seeking to leave or pause their trade. The Board has shown approximately 68% of licensees continue to renew their license online.

Licensing - Quarter Highlights



RULEMAKING ONGOING

Rulemaking efforts made progress during the second quarter. The Board received draft regulation language from the Legislative Counsel Bureau, which permits the Board to begin scheduling rulemaking workshops and hearings. The proposed regulatory changes stem from Executive Orders 2023-003 and 2023-004, in addition to changes to financial statement requirements, wrecking classifications, and grant submissions to the Commission on Construction Education.



LICENSE RENEWAL NOTIFICATIONS

To promote enhanced service and awareness of upcoming license renewal deadlines, the Board implemented electronic notification by e-mail to all licensees, when available. Staff anticipates the enhanced form of outreach, which is in addition to notifications by US Mail, will result in an increase in license renewal applications being received and accessed as well as increase registration for online renewals.



EXAM REVIEW & PUBLIC INFORMATION

During the quarter, the Licensing Department began its exam review of the A (General Engineering) Classification with exam provider PSI. Staff also added a prominent link on the Board's homepage for the permanent and single raise in limit applications to better facilitate licensee needs. Lastly, by direction of the Strategic Plan, the Board's outgoing phone message was updated to provide clarity to callers seeking application assistance.

Investigations - Background Check Trends

The Nevada State Contractors Board is authorized under NRS 624.265 to request fingerprints from all applicants for licensure for the purposes of conducting criminal background checks, which are used to assess the character of an applicant and verify accuracy and/or omission of information provided on the license application. The Board's use of criminal justice databases is monitored and audited by the State of Nevada and the FBI for compliance with applicable rules, regulations, policies and procedures.



BACKGROUND CHECK STATISTICS

76 Investigations Initiated

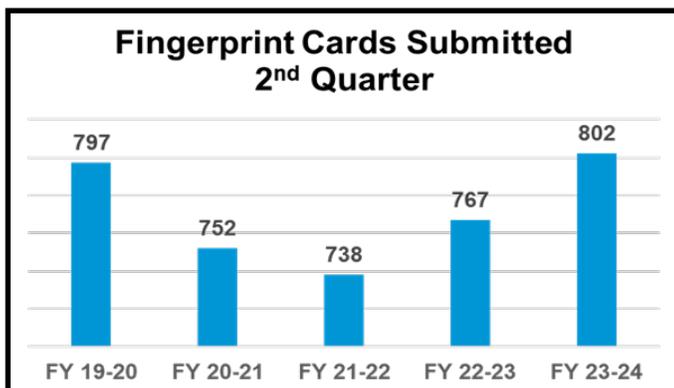
- 80 Investigations pending
- 75 Investigations closed
- 17 Administrative Citations issued for misrepresentation

Fingerprint Cards Submitted	802
Applicants with criminal histories	235
Applicants without criminal histories	567
Criminal Histories	29%

BACKGROUND INTERVIEWS AID APPLICATION PROCESS

Interviews with applicants whose history reveals criminal activities of concern afford an opportunity for a more in-depth analysis and evaluation before deciding if the conviction would disqualify the applicant.

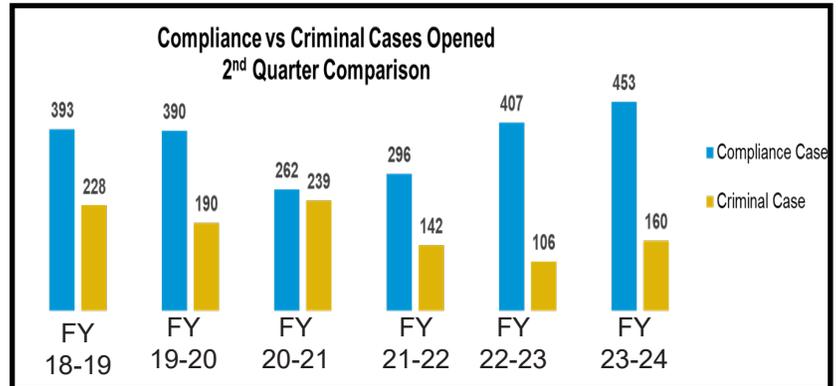
Of the 24 applicants interviewed for this purpose during the reporting period, 20 were recommended for approval and 4 were recommended for denial of licensure.



Investigations - Quarter Statistics

613 COMPLAINTS OPENED

- 305 Workmanship (50%)
- 111 Contracting w/o License (18%)
- 88 Industrial Regulation (14%)
- 60 Money Owing (10%)
- 40 Unlawful Advertising (7%)
- 9 Criminal Fraud (1%)



118 ADMIN. CITATIONS ISSUED

- *Licensed Contractors:* 65
 - \$135,950 in Fines
 - \$28,611 in Costs
- *Unlicensed Contractors:* 53
 - \$119,300 in Fines
 - \$39,850 in Costs

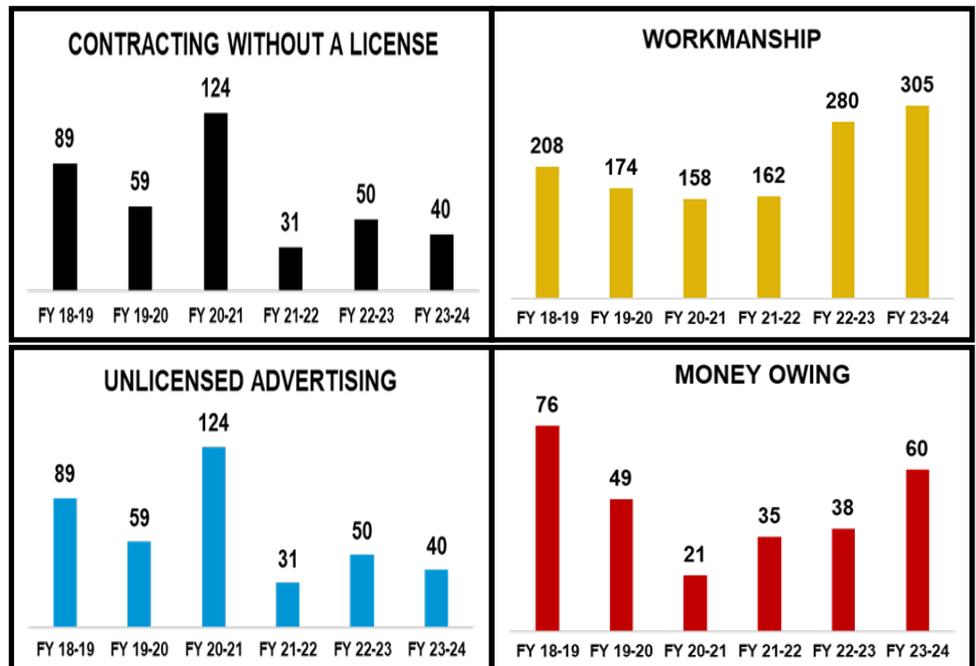
Second Quarter Comparison of Complaints by Fiscal Year

25 DISCIPLINARY HEARINGS

- 8 Licenses Revoked

16 CRIMINAL AFFIDAVITS FILED WITH DA OFFICES

61 CEASE & DESIST ORDERS ISSUED TO UNLICENSED CONTRACTORS



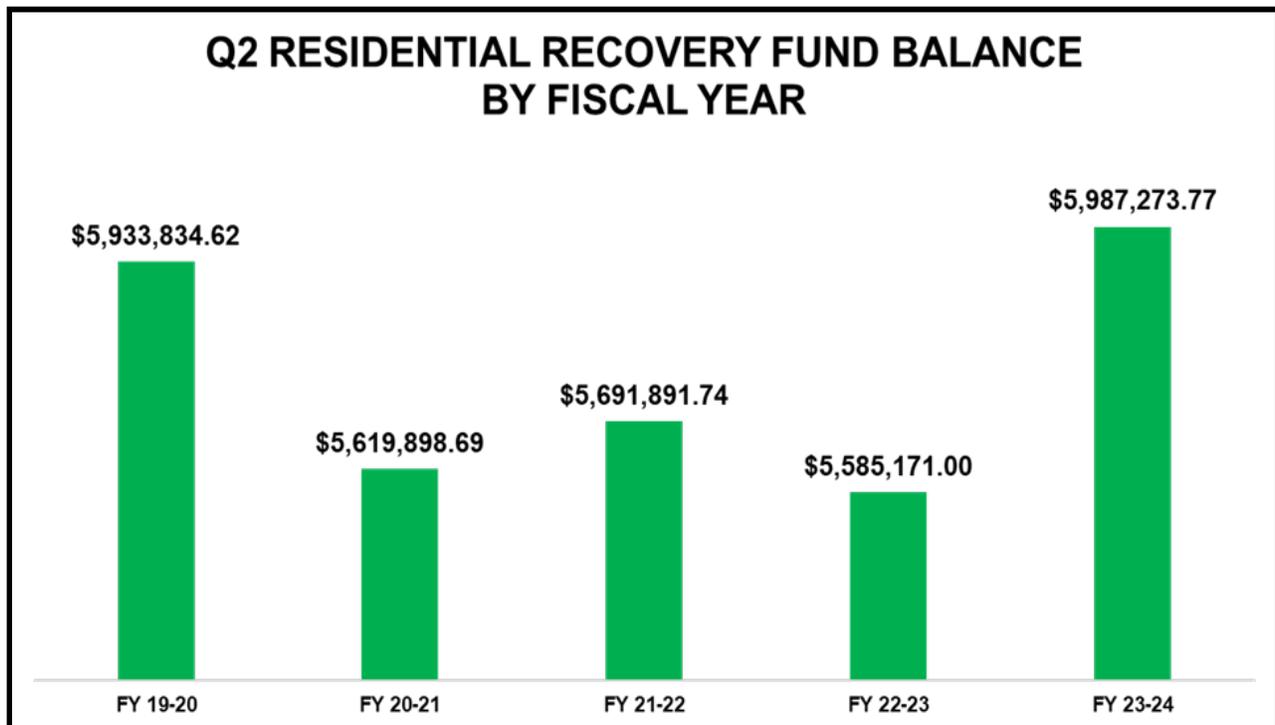
Investigations - Quarter Statistics

RESIDENTIAL RECOVERY FUND

During the reporting period, the Board opened 31 Recovery Fund cases following receipt of claims from consumers.

One Recovery Fund meeting was held where 5 claims were considered by the Committee. A total of \$60,793.40 was awarded to five claimants for an average award amount of approximately \$12,159.

As of December 31, 2023, the Recovery Fund maintains a balance of approximately \$6 million.



Investigations - Case Highlights

NSCB EFFORTS RESULT IN FELONY CONVICTION; RESTITUTION TO HOMEOWNERS

During the quarter, an investigation into unlicensed contractor Trina Marie Frederico of So. Nevada revealed that Frederico was obtaining up to 50% downpayments from contracts ranging from \$4,500 to \$30,000 and subsequently abandoning each project and all communications with victims. Upon receipt of numerous complaints, the NSCB uncovered Frederico owed a significant amount of money to creditors after admitting the money she had taken from homeowners had already been spent. Investigators submitted seven criminal filings to the Clark County District Attorney's Office for felony theft and misdemeanor contracting without a license after identifying approximately \$110,000.00 during the months of October 2022- January 2023 that Frederico took from homeowners. These investigative efforts recently led to the arrest of Frederico on a warrant that was issued for her arrest and a conviction for contracting without a license. Additionally, she was also ordered to pay restitution as a condition of her guilty plea.

REPEAT OFFENDERS ARRESTED ON NSCB-INITIATED WARRANTS FOR CRIMINAL CONTRACTING ACTIVITIES



SANDRA TYLER On November 26th, the Sparks Police Department arrested Sandra Tyler, an unlicensed contractor on multiple felony warrants involving three felony counts of obtaining money by false pretenses. The warrants stemmed from a two-year investigation involving NSCB investigators and the Nevada Attorney General's Office. Tyler was an unlicensed contractor and the owner of Re Bath Reno. The investigation involved Tyler taking money from sixteen homeowners who resided in the Reno/Sparks areas. Tyler collected a total of \$159,792.07 on contracts valued at \$315,980.60 over the course of the investigation and abandoned the projects after diverting the funds for purposes unrelated to the remodeling contracts she promised homeowners.

JACK HARRISON On October 4th the Sparks Police Department arrested Jack Harrison on four criminal arrest warrants processed and issued by the Justice Court of Sparks Township. Harrison was an unlicensed contractor on NSCB's "Most Wanted" list and conducted illicit activity under J & H Construction & Maintenance LLC and Modern Construction LLC. Harrison was arrested by police after learning of his whereabouts by NSCB investigators. Harrison was a habitual offender in northern Nevada and was booked at the Washoe County jail on active warrants stemming from multiple counts of contracting without a license. Harrison amassed 21 separate workmanship complaints, predominantly from seniors, and was known for performing inferior asphalt work and then charging seniors a higher bill to pressure them into paying more money.

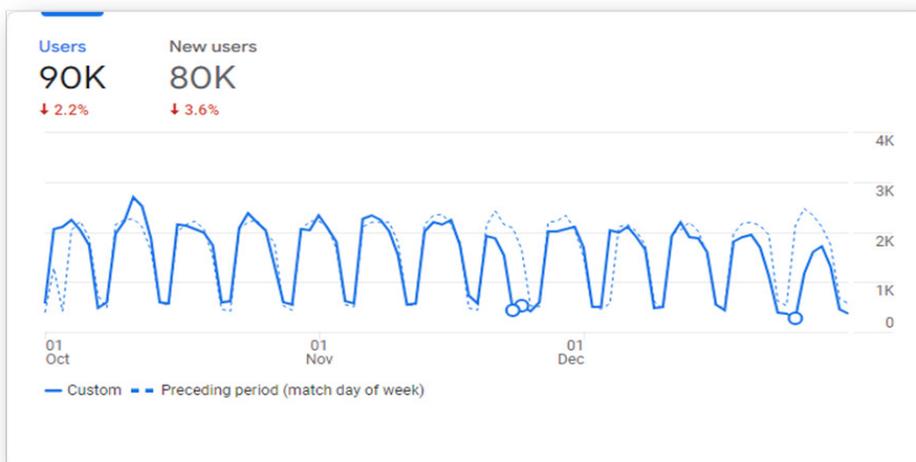
REVOKED SOLAR CONTRACTOR RECEIVES \$310,000 FINE; CRIMINAL CHARGES SOUGHT

On August 24th, the NSCB Summarily Suspended Lifetime Power, LLC, for multiple violations involving diversion of funds and abandonment. Based upon the work of NSCB investigators, it was identified that Lifetime Power charged and collected over \$400,000 from Nevada citizens who were predominantly seniors on promises they would furnish and install solar systems on their homes. In most cases, Lifetime Power took large sums of money from the homeowners and provided no work in return. For one case in particular, Lifetime Power took \$119,780.00 as a down payment and never returned to the project. On December 18, 2023, the NSCB Administrative Law Judge (ALJ) revoked Lifetime Power's contractor's license and imposed a total of \$313,000 in fines. The ALJ also ordered the case to be referred to the Attorney General's office and the District Attorney's office for criminal prosecution, which was already being pursued by Board investigators.

Information Technology

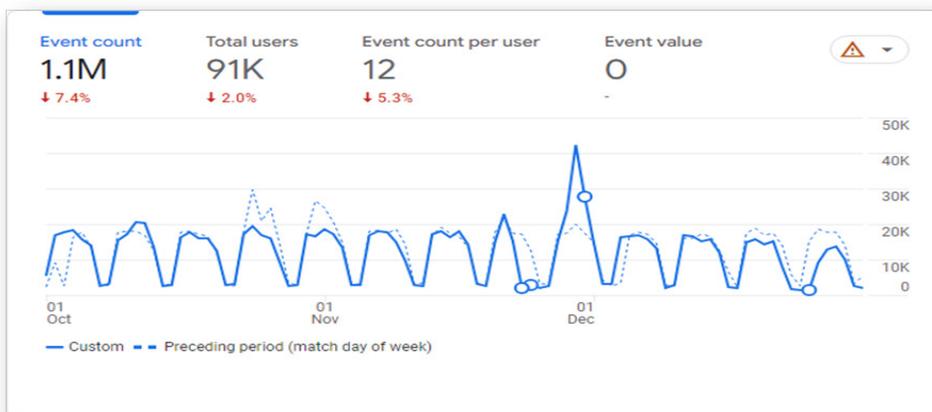
Efforts on the Board’s website and mobile application are nearing final stages. During the quarter, staff completed the final design and are combing through all content areas for any outstanding modifications that may be needed.

Old mail server accounts were successfully depreciated as features of the new server continue to be established and enhanced. Lastly, the Board’s network was upgraded to ensure operational efficiency and staff continues to run tests on the Board’s VPN.



WEBSITE DATA

- TOTAL USERS: 90,000 (2%)
- TOTAL NEW USERS: 80,000 (3.6%)
- TOTAL PAGES VISITED: 1.1M (7.4%)
- AVG. PAGES PER VISIT: 12 (5.3%)



Public Information Office

Board Launches Media Campaign Featuring PSA by Governor Lombardo

Governor Lombardo helped promote the Board’s mission in a recent public service announcement, which sought to remind consumers about the importance of hiring licensed contractors and urged seniors to be cautious when having construction work performed on their home, as they are often a vulnerable target for unlicensed predators.



The media campaign launched in October and has been running consistently across television and radio stations statewide.

Social Media Stats



- Published Posts: 28
- Published Stories: 3
- Post Engagements: 8
- Total Likes: 657



- Published Posts: 28
- Post Engagements: 18
- New Follows: 45
- Total Followers: 1,698



- Published Posts: 31
- New Followers: 140
- Page Views: 554
- Unique Visitors: 281
- Reactions: 344
- Comments: 23
- Reposts: 48
- Total Followers: 1,131

Media Coverage of Newsworthy Board Releases



In addition to the public service announcement coverage welcomed by the Board, three news releases were distributed to media during the reporting period, receiving 32 hits statewide.



In total, the news coverage reached over 326,000 people and are estimated to carry an ad value of \$6,000 and a publicity value of \$23,000.



Stories covered by the news media included new consumer protections for residential home improvement projects under Assembly Bill 39 as well as contractor requirements and the arrest of NSCB Most Wanted Unlicensed Contractor Jack Harrison.

Looking Forward - Quarter 3

As we set our sights on the goals and objectives for the next three months, the majority of our focus will be centered on enforcement operations and training opportunities. Per the Strategic Plan for 2023-24, our specific objectives will include:

- Fill vacant compliance investigator positions; increase the number of enforcement personnel with expertise in commercial buildings.
- Equip all field investigators with electronic tablets to increase efficiency of compliance reporting and tracking.
- Engage the Board in a discussion regarding the complaint process using the new complaint status report as a foundation.

Additionally, progress on the Board's website is expected to reach the implementation stage during the second quarter, which will be a welcomed milestone in the new year and one we hope the public and licensees will enjoy, too!



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