



Nevada State Contractors Board

STRATEGIC PLAN

**EXECUTIVE OFFICER REPORT
QUARTER ONE REPORT**

July 1 - September 30, 2014



Members of the Board

Guy M. Wells, *Chairman*

Margaret Cavin, *Treasurer*

Thomas “Jim” Alexander

Kevin E. Burke

Joe Hernandez

Jan Leggett

Stephen P. Quinn

Executive Leadership

Margi Grein, *Executive Officer*

Dan Hammack, *Chief of Enforcement*

Paul Rozario, *Director of Investigations*

Nancy Mathias, *Licensing Administrator*

members
and
dr



Message from the Executive Officer

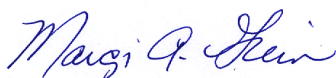
It's hard to believe we're already embarking on a new fiscal year, which means new challenges to tackle, innovative solutions to create, and continued progress toward becoming a model regulatory agency. Strategic planning is such a valuable tool for the Board because it not only sets direction, but it provides a historical record of the Board's focus and priorities from year to year.

In the last three years alone, we've seen the Board place added emphasis on its public outreach and awareness efforts, creating tailored and targeted programs for various audiences, launching three public service announcements, and developing new collateral materials for distribution to the public.

Efforts have also focused on enhancing external services, including online resources, automated forms and applications, and the development of a mobile application to allow for more expedited license search functions and filing of unlicensed complaints. Several objectives have aimed to improve internal operations, enhance Board resources, and ensure staff have the necessary tools to effectively and efficiently meet the needs of our customers.

Additionally, the Board has actively engaged itself in a number of partnering opportunities with government, industry, and private sector representatives; each of which have generated stronger communication, increased collaboration, and renewed expectations for ongoing initiatives.

It is a great feeling to know we've come this far in such a short period of time. Even more exciting, however, is looking forward at what's next on our agenda. As you will see in this and future reports, our efforts are predominantly centered on making enhancements to our technological infrastructure -- a welcomed initiative and one we believe will result in positive outcomes for Board staff and customers alike.

A handwritten signature in blue ink that reads "Margi A. Grein".

MARGI A. GREIN
Nevada State Contractors Board Executive Officer

Contents

Executive Officer Highlights	1
Licensing - Data Dashboard.....	2
Licensing - Quarter One Snapshot.....	3
Licensing Overview	4
Licensing Highlights	5
Enforcement - Applicant Backgrounds.....	6
Enforcement Overview - Compliance	7
Enforcement - Compliance Highlights	8
Enforcement Overview - Criminal	9
Enforcement - Criminal Highlights	10
Information Technology Highlights	11
Public Information Office Highlights	12
Customer Service Survey Report	13
Looking Forward: Quarter Two.....	18

Executive Officer Highlights

Board Participates in National Conference; Receives Award (Goal 4)

In August, Executive Director Margi Grein attended the National Association of State Contractor Licensing Agencies' annual conference where she provided NASCLA members with an overview of the Board's mobile application design and other initiatives currently underway. Following the training session, Grein was awarded the Innovation in Regulation Award for the Board's efforts in facilitating and launching the PermitsUSA project and NSCB Mobile Application.

Updates Made to Licensing Classifications and Exams (Goal 1)

During the first quarter, the Licensing Department participated in a review and update of the B-classification exam, which is scheduled to launch in October. The Board also dedicated time to review matters concerning the B-2 and B classifications for a proposed subclassification.

Roundtable Meetings Foster Enhanced Communication and Partnerships in Northern Nevada (Goal 4)

Roundtable meetings were held with northern Nevada building officials, industry representatives, and contractors allowing for an interactive discussion on issues of importance to those in attendance. Such forums are successful in opening the lines of communication with various stakeholders and providing the Board with specific matters to address and respond to.

Information Technology Department Enhances Board's Infrastructure (Goal 6)

A number of security and operational upgrades were made to the Board's IT infrastructure over the last three months, making systems and software current with today's technological needs. Additionally, the Board began the process to solicit proposals with solutions for moving the Board's IT systems to a more progressive platform. On a paralleled track, the Board also met with IT personnel in California to collaborate on innovative IT strategies and concepts, which may be explored further during the fiscal year.

Public Information Strategies Set in 2014-15 Communications Plan (Goal 3)

The Public Information Office has developed its 2014-15 Communications Plan, which includes a variety of proactive outreach initiatives, suggestions for new collateral materials, and collaborative ideas to engage and partner with industry associations and local/state agencies.

Joint Staff Meetings Present Additional Avenue for Training (Goal 2)

The Enforcement Division has initiated regularly scheduled joint staff meetings between the two Board offices providing a forum for investigative staff to discuss case details, operational procedures, strategic initiatives, and other matters of importance to the Board's investigators.

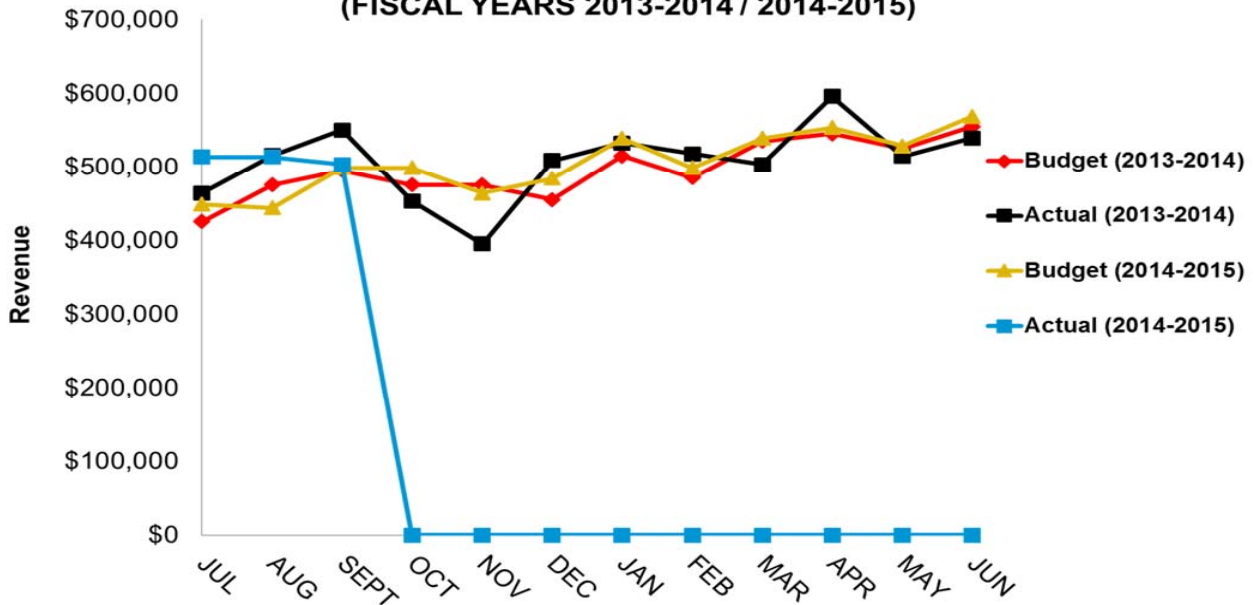
Licensing - Data Dashboard

Budget (2013-2014)	JULY-13	AUG-13	SEPT-13	OCT-13	NOV-13	DEC-13	JAN-14	FEB-14	MAR-14	APR-14	MAY-14	JUN-14	TOTALS
License Renewals	\$270,000	\$320,000	\$340,000	\$320,000	\$320,000	\$300,000	\$360,000	\$330,000	\$380,000	\$390,000	\$370,000	\$400,000	\$4,100,000
New License Fee	\$49,166	\$49,166	\$49,166	\$49,166	\$49,167	\$49,167	\$49,167	\$49,167	\$49,167	\$49,167	\$49,167	\$49,167	\$590,000
Application Fee	\$33,333	\$33,333	\$33,333	\$33,333	\$33,333	\$33,333	\$33,333	\$33,333	\$33,334	\$33,334	\$33,334	\$33,334	\$400,000
License Changes	\$28,750	\$28,750	\$28,750	\$28,750	\$28,750	\$28,750	\$28,750	\$28,750	\$28,750	\$28,750	\$28,750	\$28,750	\$345,000
Investigative Recov Costs	\$22,500	\$22,500	\$22,500	\$22,500	\$22,500	\$22,500	\$22,500	\$22,500	\$22,500	\$22,500	\$22,500	\$22,500	\$270,000
Renewal Late Fees	\$8,333	\$8,333	\$8,333	\$8,333	\$8,333	\$8,333	\$8,333	\$8,333	\$8,334	\$8,334	\$8,334	\$8,334	\$100,000
Renewal Inactive Fee	\$13,333	\$13,333	\$13,333	\$13,333	\$13,333	\$13,333	\$13,333	\$13,333	\$13,334	\$13,334	\$13,334	\$13,334	\$160,000
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$425,415	\$475,415	\$495,415	\$475,415	\$475,416	\$455,416	\$515,416	\$485,416	\$535,419	\$545,419	\$525,419	\$555,419	\$5,965,000
Actual (2013-2014)	JULY-13	AUG-13	SEPT-13	OCT-13	NOV-13	DEC-13	JAN-14	FEB-14	MAR-14	APR-14	MAY-14	JUN-14	TOTALS
License Renewals	\$316,800	\$317,650	\$396,220	\$296,300	\$254,005	\$334,003	\$383,925	\$349,520	\$299,588	\$418,250	\$331,950	\$365,215	\$4,063,425
New License Fee	\$46,200	\$60,600	\$41,850	\$54,000	\$46,800	\$46,350	\$39,000	\$46,800	\$57,150	\$57,000	\$49,200	\$52,950	\$597,900
Application Fee	\$28,800	\$42,300	\$32,150	\$39,300	\$26,700	\$34,800	\$39,900	\$40,800	\$42,900	\$40,200	\$41,400	\$42,650	\$451,900
License Changes	\$32,150	\$30,425	\$27,200	\$28,050	\$26,375	\$27,200	\$29,275	\$31,400	\$41,225	\$34,275	\$32,425	\$30,525	\$370,525
Investigative Recov Costs	\$25,955	\$42,690	\$18,598	\$21,165	\$28,607	\$30,385	\$26,717	\$26,194	\$39,941	\$26,765	\$40,546	\$30,950	\$358,514
Renewal Late Fees	\$5,480	\$7,875	\$16,010	\$7,300	\$4,495	\$16,415	\$5,475	\$7,450	\$10,175	\$8,175	\$5,925	\$6,025	\$100,800
Renewal Inactive Fee	\$8,700	\$14,400	\$18,300	\$7,500	\$8,100	\$19,650	\$8,700	\$16,200	\$12,300	\$11,700	\$13,200	\$11,700	\$150,450
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$464,085	\$515,940	\$550,328	\$453,615	\$395,082	\$508,803	\$532,992	\$518,364	\$503,279	\$596,365	\$514,646	\$540,015	\$6,093,514
Variance (2013-2014)	JULY-13	AUG-13	SEPT-13	OCT-13	NOV-13	DEC-13	JAN-14	FEB-14	MAR-14	APR-14	MAY-14	JUN-14	TOTALS
License Renewals	\$46,800	(\$2,350)	\$56,220	(\$23,700)	(\$65,995)	\$34,003	\$23,925	\$19,520	(\$80,413)	\$28,250	(\$38,050)	(\$34,785)	(\$36,575)
New License Fee	(\$2,966)	\$11,434	(\$7,316)	\$4,834	(\$2,367)	(\$2,817)	(\$10,167)	(\$2,367)	\$7,983	\$7,833	\$33	\$3,783	\$7,900
Application Fee	(\$4,533)	\$8,967	(\$1,183)	\$5,967	(\$6,633)	\$1,467	\$6,567	\$7,467	\$9,566	\$6,866	\$8,066	\$9,316	\$51,900
License Changes	\$3,400	\$1,675	(\$1,550)	(\$700)	(\$2,375)	(\$1,550)	\$525	\$2,650	\$12,475	\$5,525	\$3,675	\$1,775	\$25,525
Investigative Recov Costs	\$3,455	\$20,190	(\$3,902)	(\$1,335)	\$6,107	\$7,885	\$4,217	\$3,694	\$17,441	\$4,265	\$18,046	\$8,450	\$88,514
Renewal Late Fees	(\$2,853)	(\$458)	\$7,677	(\$1,033)	(\$3,838)	\$8,082	(\$2,858)	(\$883)	\$1,841	(\$159)	(\$2,409)	(\$2,309)	\$800
Renewal Inactive Fee	(\$4,633)	\$1,067	\$4,967	(\$5,833)	(\$5,233)	\$6,317	(\$4,633)	\$2,867	(\$1,034)	(\$1,634)	(\$134)	(\$1,634)	(\$9,550)
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$38,670	\$40,525	\$54,913	(\$21,800)	(\$80,334)	\$53,387	\$17,576	\$32,948	(\$32,140)	\$50,946	(\$10,773)	(\$15,404)	\$128,514
Budget (2014-2015)	JULY-14	AUG-14	SEPT-14	OCT-14	NOV-14	DEC-14	JAN-15	FEB-15	MAR-15	APR-15	MAY-15	JUN-15	TOTALS
License Renewals	\$285,000	\$280,000	\$335,000	\$335,000	\$300,000	\$320,000	\$375,000	\$335,000	\$375,000	\$390,000	\$365,000	\$405,000	\$4,100,000
New License Fee	\$49,166	\$49,166	\$49,166	\$49,166	\$49,167	\$49,167	\$49,167	\$49,167	\$49,167	\$49,167	\$49,167	\$49,167	\$590,000
Application Fee	\$35,417	\$35,416	\$35,416	\$35,416	\$35,417	\$35,416	\$35,417	\$35,417	\$35,417	\$35,417	\$35,417	\$35,417	\$425,000
License Changes	\$29,167	\$29,166	\$29,167	\$29,166	\$29,167	\$29,167	\$29,167	\$29,167	\$29,167	\$29,167	\$29,166	\$29,167	\$350,000
Investigative Recov Costs	\$29,167	\$29,166	\$29,167	\$29,166	\$29,167	\$29,167	\$29,166	\$29,167	\$29,167	\$29,167	\$29,166	\$29,167	\$350,000
Renewal Late Fees	\$8,333	\$8,333	\$8,334	\$8,333	\$8,333	\$8,334	\$8,333	\$8,333	\$8,334	\$8,333	\$8,334	\$8,333	\$100,000
Renewal Inactive Fee	\$12,917	\$12,916	\$12,917	\$12,917	\$12,916	\$12,917	\$12,917	\$12,916	\$12,917	\$12,917	\$12,916	\$12,917	\$155,000
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$449,167	\$444,163	\$499,167	\$499,164	\$464,167	\$484,168	\$539,166	\$499,167	\$539,169	\$554,168	\$529,166	\$569,168	\$6,070,000
Actual (2014-2015)	JULY-14	AUG-14	SEPT-14	OCT-14	NOV-14	DEC-14	JAN-15	FEB-15	MAR-15	APR-15	MAY-15	JUN-15	TOTALS
License Renewals	\$328,500	\$328,375	\$334,475										\$991,350
New License Fee	\$66,000	\$65,400	\$35,700										\$167,100
Application Fee	\$34,800	\$36,050	\$35,400										\$106,250
License Changes	\$35,725	\$36,075	\$31,250										\$103,050
Investigative Recov Costs	\$33,592	\$31,719	\$43,165										\$108,476
Renewal Late Fees	\$7,275	\$7,200	\$7,390										\$21,865
Renewal Inactive Fee	\$7,800	\$8,775	\$16,313										\$32,888
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$513,692	\$513,594	\$503,692	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,530,979
Variance (2014-2015)	JULY-14	AUG-14	SEPT-14	OCT-14	NOV-14	DEC-14	JAN-15	FEB-15	MAR-15	APR-15	MAY-15	JUN-15	TOTALS
License Renewals	\$43,500	\$48,375	(\$525)	(\$335,000)	(\$300,000)	(\$320,000)	(\$375,000)	(\$335,000)	(\$375,000)	(\$390,000)	(\$365,000)	(\$405,000)	(\$3,108,650)
New License Fee	\$16,834	\$16,234	(\$13,466)	(\$49,166)	(\$49,167)	(\$49,167)	(\$49,167)	(\$49,167)	(\$49,167)	(\$49,167)	(\$49,167)	(\$49,167)	(\$422,900)
Application Fee	(\$617)	\$634	(\$16)	(\$35,416)	(\$35,417)	(\$35,416)	(\$35,417)	(\$35,417)	(\$35,417)	(\$35,417)	(\$35,417)	(\$35,417)	(\$318,750)
License Changes	\$6,558	\$6,909	\$2,083	(\$29,166)	(\$29,167)	(\$29,167)	(\$29,166)	(\$29,167)	(\$29,167)	(\$29,167)	(\$29,166)	(\$29,167)	(\$246,950)
Investigative Recov Costs	\$4,425	\$2,553	\$13,998	(\$29,166)	(\$29,167)	(\$29,167)	(\$29,166)	(\$29,167)	(\$29,167)	(\$29,167)	(\$29,166)	(\$29,167)	(\$241,524)
Renewal Late Fees	(\$1,058)	(\$1,133)	(\$944)	(\$8,333)	(\$8,333)	(\$8,334)	(\$8,333)	(\$8,333)	(\$8,334)	(\$8,333)	(\$8,334)	(\$8,333)	(\$78,135)
Renewal Inactive Fee	(\$5,117)	(\$4,141)	\$3,396	(\$12,917)	(\$12,916)	(\$12,917)	(\$12,917)	(\$12,916)	(\$12,917)	(\$12,917)	(\$12,916)	(\$12,917)	(\$122,113)
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$64,525	\$69,431	\$4,525	(\$499,164)	(\$464,167)	(\$484,168)	(\$539,166)	(\$499,167)	(\$539,169)	(\$554,168)	(\$529,166)	(\$569,168)	(\$4,539,021)



Licensing - Q1 Snapshot

**Application, Renewal & Cost Recovery Revenue
(FISCAL YEARS 2013-2014 / 2014-2015)**



JULY TO SEPTEMBER 2014	
Licenses (Beginning of Quarter)	16,113
New Licenses Issued	310
Licenses Cancelled / Surrendered / Revoked	(539)
Variance in Suspended/Reinstated Licenses	140
Licenses (End of Quarter)	16,024
# of Licenses on June 30, 2014	16,113
# of Licenses on September 30, 2014	16,024
Net YTD (Fiscal Year)	
Licenses Gained / Lost	(89)
Renewal Revenue Gained / Lost	(\$53,400)
*Does not include suspended licenses	

FISCAL YTD LICENSING FEE TOTALS (FY2015)			
LICENSING FEES	BUDGET	ACTUAL	VARIANCE
License Renewals	4,100,000	991,350	(3,108,650)
New License Fee	590,000	167,100	(422,900)
Application Fee	425,000	106,250	(318,750)
License Changes	350,000	103,050	(246,950)
Invest Recov Costs	350,000	108,476	(241,524)
Renewal Late Fees	100,000	21,865	(78,135)
Renewal Inactive Fee	155,000	32,888	(122,113)

90 Day Retention Rate			
Projected Year-End Retention Rate	July '14 Lic's	16,113	
	Cancellations	(539)	(3.36%)
	New Licenses	310	1.93%
	Susp/Reinstat	140	0.87%
	Sept'14 Lic's	16,024	
	Change	(89)	
3 Month Rolling	% Change	-0.56%	

180 Day Retention Rate			
Projected Year-End Retention Rate	Mar '14 Lic's	16,196	
	Cancellations	(846)	(5.28%)
	New Licenses	572	3.57%
	Susp/Reinstat	105	0.66%
	Sept '14 Lic's	16,024	
	Change	(172)	
6 Month Rolling	% Change	-1.07%	

Licensing - Overview

QUARTERLY STATS

New License Apps: 370 (+6%)

- 347 Approved
- 50 Tabled/Denied
- Avg. Processing Time 63 days; 51% approved/denied within 60 days

Issued Licenses: 310 (+19%)

License Change Apps: 847 (+2.5%)

- Avg. Processing Time 22 days; 73% approved/denied within 30 days

Active Licenses: 14,846 (-1%)

Inactive Licenses: 1,178 (-12%)

- 59 Placed on inactive status during Q1 (-34%)

Voluntary Surrender: 67 (-32%)

Active License Renewals:

- 1,691 (+5.4%)

Inactive License Renewals:

- 107 (-3%)

Online Renewals: 567

- 32% of total renewed licenses
- 7,335 Licensees registered

License Suspensions (no bond):

- 215 (-17%)

Licenses Cancelled: 235 (-6%)

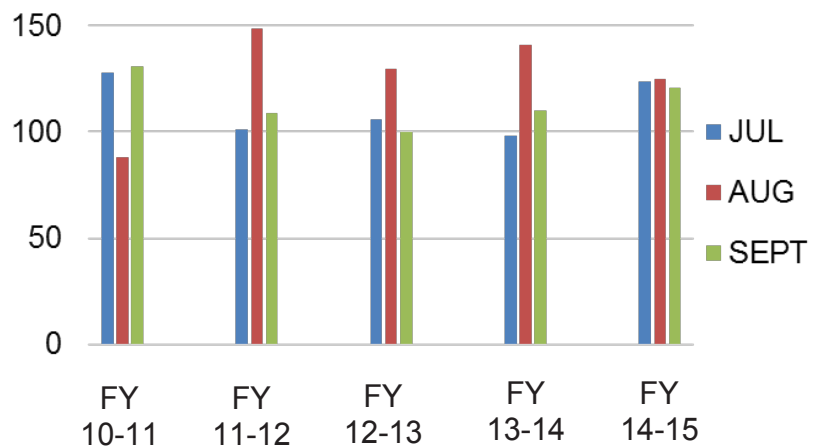
Application Denial Hearings:

- 23 (-60%)

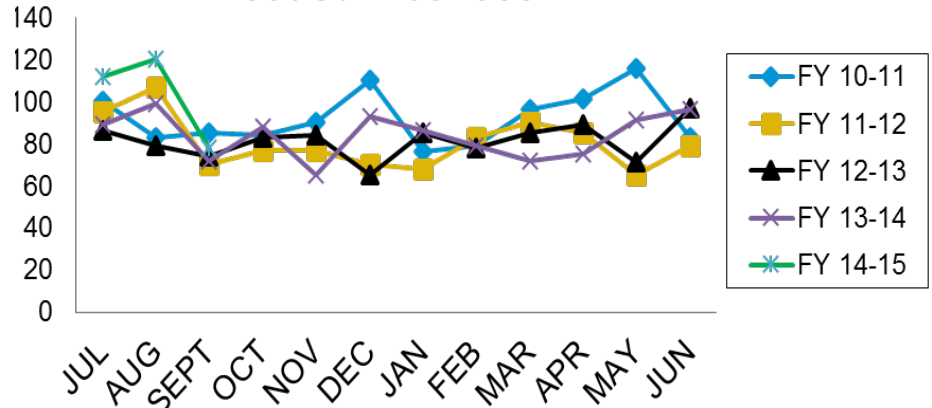
Financial Responsibility Hearings:

- 7 (-42%)

New Application - Q1 Comparison



Issued Licenses



Licenses Cancelled – Not Renewed

	FY 10-11	FY 11-12	FY 12-13	FY 13-14	FY 14-15
JUL	47	116	80	88	74
AUG	153	76	100	94	79
SEPT	82	65	110	69	82
Totals	282	257	290	251	235

Licensing - Highlights



Licensing Classifications Searchable by County

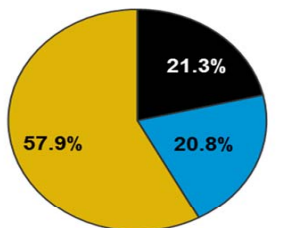
In an effort to better aide consumers in hiring licensed contractors, the Licensing Department enhanced the Board's website to allow users to search for a specific license classification by their county. Its function is intended to help consumers find a local contractor more quickly, while also encouraging homeowners to obtain three bids before entering into an agreement for work to be performed.



B Classifications & Exam

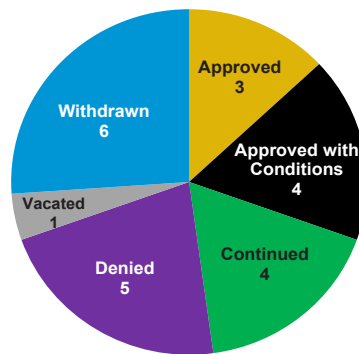
During the first quarter, Licensing staff worked with PSI to review and make changes to the B-classification exam, which is scheduled to launch in October 2014. Additionally, staff have made recommendations to add a new subclassification to the B classification allowing tenant improvement and repair work to be performed without the vertical restrictions placed on the B-2 contractor. The language will be presented to the Board for authorization to move forward with a Regulation Workshop and Hearing on the matter, at which time public comment and input will be received.

1st Quarter Customers



- New Applicant
- License Change Applicant
- License Renewal Applicant

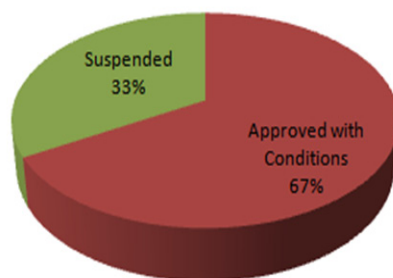
Denial Hearing Results 1st Quarter, 2014-2015



Financial Review Hearings

2014-2015

July 2014-Sept 2014



Total Hearings Held: 6

Enforcement - Applicant Backgrounds

SIGNIFICANT OUTCOMES:

- 73 investigations initiated; 31 pending; 92 closed
- 6 applicants withdrew their application
- 1 applicant identified as having an outstanding arrest warrant from California for domestic violence.



Fingerprint Cards Submitted	1099
Total fingerprints returned with criminal histories	463
Total fingerprints returned without criminal histories	636
Criminal Histories	42%

UNREPORTED CRIMINAL ACTIVITY

(in reference to background investigations mentioned above)

- DUI (10)
- Domestic Violence (7)
- Felony Narcotics (5)
- Felony Theft (5)
- Misdemeanor Battery (4)
- Misdemeanor Theft (4)
- Assault with a Deadly Weapon (4)
- Burglary (4)
- Assault (2)
- Kidnapping (1)
- False Imprisonment (1)
- Robbery (1)

- DUI Felony (1)

Enforcement Overview - Compliance

QUARTER SNAPSHOT

Opened Complaints: 497

- 188 Workmanship
- 78 Money Owing
- 231 Industry Regulation

Closed Complaints: 470

- 177 single-family residences; 14 multi-family residences; 5 public works projects; and 62 commercial projects

Pending cases: 310;
19 over 90 days (6%)

90 Administrative citations issued

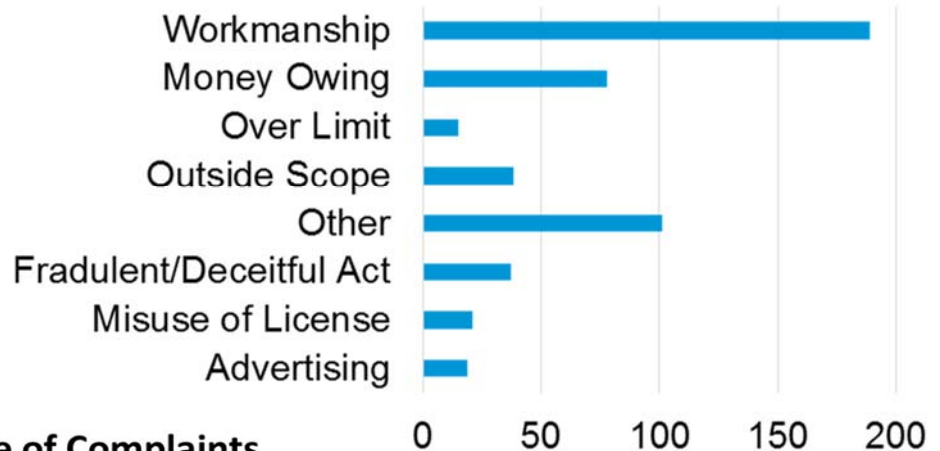
- \$75,300 in Fines
- \$29,596 in Investigative Costs

32 Cases referred for Disciplinary Hearing

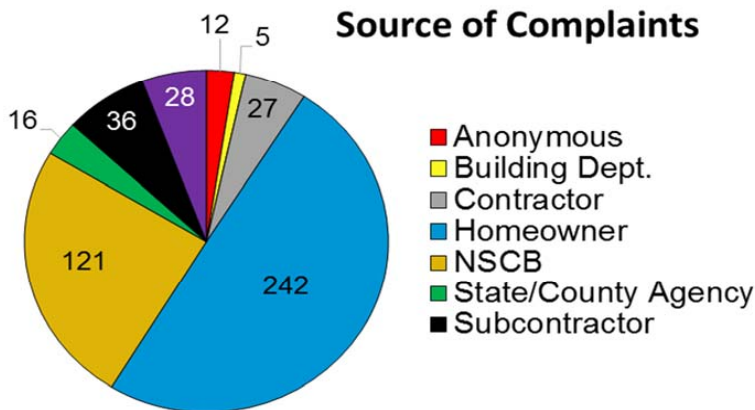
- 18 licenses revoked
- 58 fines imposed totalling \$45,250

	Money Owing				Workmanship				Industrial Regulation			
	FY2012	FY2013	FY2014	FY2015	FY2012	FY2013	FY2014	FY2015	FY2012	FY2013	FY2014	FY2015
JUL	42	22	19	22	52	48	54	60	53	87	73	90
AUG	47	23	30	36	69	48	43	60	108	87	72	73
SEPT	43	30	21	20	57	45	61	68	70	95	42	68
1st Qtr:	132	75	70	78	178	141	158	188	231	269	187	231
OCT	56	47	27		64	53	38		84	84	66	
NOV	60	33	21		37	58	24		90	67	64	
DEC	44	19	22		46	34	55		84	80	57	
2nd Qtr:	160	99	70	0	147	145	117	0	258	231	187	0
JAN	53	42	22		42	38	32		74	103	69	
FEB	53	36	17		33	32	48		87	100	62	
MAR	41	31	29		31	48	44		88	71	59	
3rd Qtr:	147	109	68	0	106	118	124	0	249	274	190	0
APR	44	26	30		36	45	47		81	95	71	
MAY	39	27	27		36	47	55		83	72	80	
JUN	31	23	32		48	45	57		83	62	78	
4th Qtr:	114	76	89	0	120	137	159	0	247	229	229	0

Violation Types



Source of Complaints



Enforcement - Compliance Highlights

Anonymous Unlicensed Contractor Complaint Unveils “Independent Contractors” Being Used by Licensees

Toward the end of 2013, NSCB investigators received an anonymous complaint concerning an unlicensed contractor performing work at a various locations in Spring Creek, Nev. Upon visiting the job sites, investigators identified the unlicensed contractor and issued him a citation for contracting without a license.

The investigation didn't end there, however. Information obtained by investigators unveiled the suspect had been

working as an “independent contractor” for multiple licensees. Entering into agreements such as “General Power of Attorney” and “Authorization to Act as Agent,” licensees in question allowed the unlicensed contractor to pull permits, call for inspections, perform residential construction work, and undertake all acts on behalf of their business. Further evidence uncovered this was not the only “independent contractor” being used -- as many as 18 unlicensed contractors were found to be under such illegal agreements among the group of licensees.

The result? Eight misdemeanor charges were submitted to the Elko District Attorney's office against the original suspect for engaging in business or submitting a bid without a contractor's license. Additional cases were forwarded to the D.A. against the remaining unlicensed contractors for misdemeanor charges. As for the licensees? They were found guilty of aiding and abetting unlicensed contractors and attempting to assign, transfer or otherwise dispose of a license or permit the unauthorized use thereof.

RESIDENTIAL RECOVERY FUND

2 Hearings Held

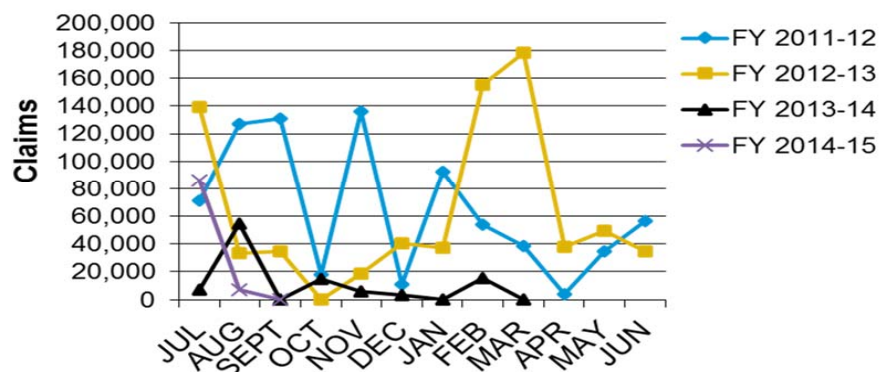
- 10 cases heard
- Approximately \$37,100 awarded collectively
- Average claim awarded - Approximately \$7,420
- One claim denied by Committee

As of September 30, 2014, the Fund has a balance of \$6.1 million.

Board Assists in Money Owing Cases

- 36% (9/25) of cases were resolved by Board investigators prior to the administrative meetings
- \$165,000 in mutually agreed settlements

Recovery Fund Claims Amount Paid



Enforcement Overview - Criminal

QUARTER SNAPSHOT

Opened Complaints: 361

- 189 Contracting w/o License
- 170 Unlawful Advertising

Closed Complaints: 364

Pending cases: 1,275

Zero cases over 90 days

31 Criminal charges filed

116 Criminal convictions recorded

- 108 Misdemeanor
- 8 Gross Misdemeanor

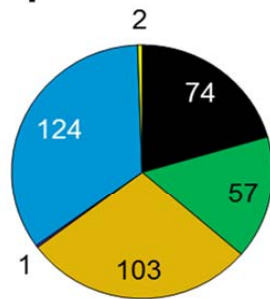
125 Cease and Desist Orders

NUMBER OF COMPLAINTS FILED

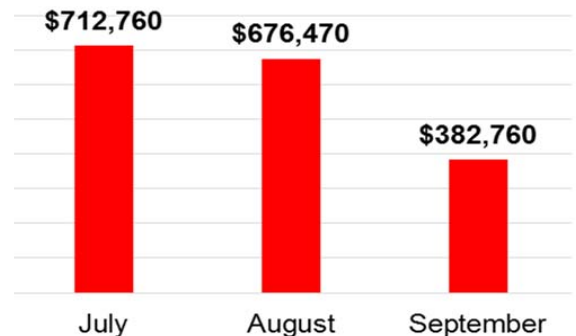
	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15
	Complaints	Complaints	Complaints	Complaints
JUL	93	128	107	131
AUG	138	114	89	109
SEPT	80	81	89	121
1st Qtr:	311	323	285	361
OCT	105	106	92	
NOV	60	64	101	
DEC	73	57	55	
2nd Qtr:	238	227	248	0
JAN	73	107	111	
FEB	107	104	121	
MAR	107	83	121	
3rd Qtr:	287	294	353	0
APR	136	117	164	
MAY	119	114	164	
JUN	148	119	135	
4th Qtr:	403	350	0	0

Source of Complaints Filed

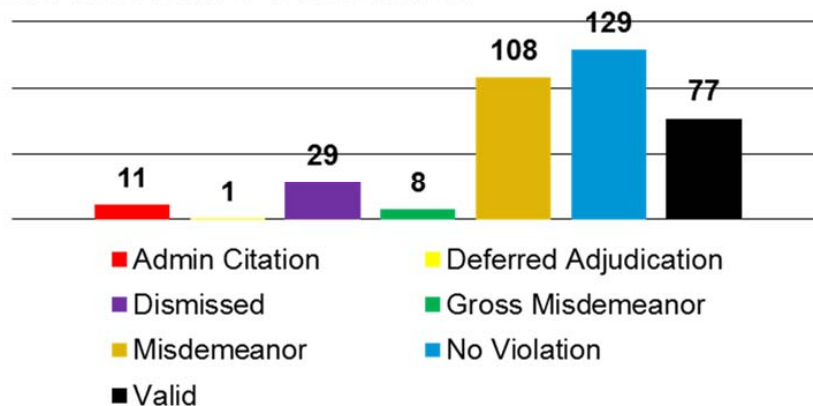
- Anonymous
- Contractor
- Homeowner
- Law Enforcement
- NSCB
- State/County Agency



\$1.77 Million Lost to Unlicensed Contractors



Closed Case Outcomes



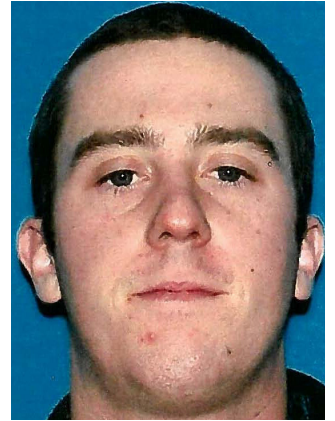
Enforcement - Criminal Highlights

Single Mother of Two Children Faces Frightening Scenario

In May, a complaint was received against Matthew Schieberl, an unlicensed contractor operating under the business name, “Mr. and Mrs. Fixall Handyman Service.” The homeowner, a single mother of two children, received the referral for Schieberl through a prominent insurance company to remedy water damage in her home. Trusting the source and subsequently the contractor, the homeowner provided Schieberl a key to her home.

During the investigation, NSCB learned Schieberl was a registered sex offender involving children and/or mentally ill persons and was still on probation. NSCB immediately placed a call to the homeowner to ensure Schieberl was no longer working in her home and advised her to change the locks on her

doors. Investigators then placed a call to Nevada’s Parole and Probation Division to inform them of Schieberl’s activities. After Schieberl failed to appear for a meeting at NSCB’s office, the case was submitted to the District Attorney for prosecution.



On September 23, 2014, Schieberl appeared in Henderson Justice Court for his arraignment and was in custody for violating his probation. He pleaded guilty to contracting without a license, agreed to pay restitution to the homeowner, and is currently awaiting adjudication for his probation violation.

Repeat Unlicensed Plumber Finally In Custody; Faces Felony Charges



Edgar D’Mattus has been on NSCB’s radar for the past two years for illegally operating his plumbing business, “EDROOTER Sewer and Drain” throughout Clark County, Nev. His latest victim, a 78-year-old female, hired D’Mattus to replace a sewage line. After jack-hammering her garage floor to a trench depth of 15 feet and taking \$8,4000 from her, D’Mattus refused to patch the floor and abandoned the project.

D’Mattus falsely claimed to be a Nevada licensed contractor by providing customers with his California contractor’s license number and a local business license number. His scheme? Meet with the victims, offer them a reasonable estimate, begin work on the project, and identify “other problems” to charge the victim more money, then abandon the unfinished project.

With over 30 NSCB criminal investigations forwarded to the local District Attorney for prosecution, NSCB was pleased to learn D’Mattus was indicted by a Grand Jury of a gross misdemeanor charge and was placed on probation. Parole and Probation were immediately notified of D’Mattus’ continued illegal activity and he was taken into custody on a felony warrant for unlawful advertising. Additional charges are being pursued in addition to at least four other felony charges pending from NSCB.

Information Technology Highlights



Operational & Security Enhancements Made

The Information Technology Department focused its efforts during the first quarter to upgrade a number of operational and security features of the Board's infrastructure. Video surveillance and door keycard systems were brought current with new technologies ensuring their operational longevity. These new

technologies are currently being piloted in the Henderson office and will soon be implemented in the Reno office. Additional efforts were placed to upgrade office and field equipment, including updating our fax to e-mail server, allowing for more consistent transmission of information and tracking of such documents.

Board Solicits Solutions for New Licensing & Enforcement Application

With technology improvements on the forefront of the Board's strategic initiatives, it is no surprise that the main database, LicenseEase is on the agenda for upgrades, too.

In September, the Board disseminated a Request for Proposal (RFP) to interested vendors calling on them to develop a comprehensive solution to meet the variety of needs of importance to the Board.

Proposals are expected for Board review and consideration no later than October 24, 2014, at which time an interview and selection process will begin.



MEETING WITH PARTNERS LEADS TO INNOVATIVE IDEAS

In a collaborative effort, NSCB met with IT staff from the California State Licensing Board to discuss, brainstorm, and collaborate on information solutions and concepts related to the website and other technologies.

Public Information Office Highlights



2014-15 COMMUNICATIONS PLAN FOCUSES ON PROACTIVE STRATEGIES

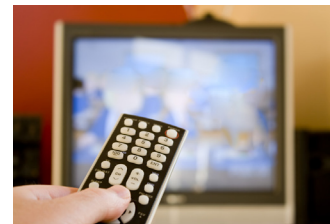
The Public Information Office (PIO) developed and has begun implementing strategies outlined in its 2014-15 Communications Plan. In recent years, the Board has placed emphasis on the development of collateral materials, key messaging for target audiences, and outreach initiatives to engage the public, state/local partners, and industry representatives.

While each of these initiatives continue to remain objectives of the Public Information Office, this year's strategies are geared toward proactive development and pitching of articles, editorials, and interviews with the media. Crossing all sectors, from television, to print, to radio, to publications produced by NSCB stakeholders - the PIO hopes to secure a proactive presence in each of these areas in order to more widely disperse the Board's information to the public.

Additionally, the PIO hopes to convene its first PIO roundtable during the fiscal year with interested state and local agency PIOs as well as industry representatives. The goal is to better understand the communication needs of our partners with related operational dealings and brainstorm on innovative solutions for new collateral, outreach initiatives, and shared resources.

Google Analytics to Provide Enhanced Data Collection & Website Evaluation

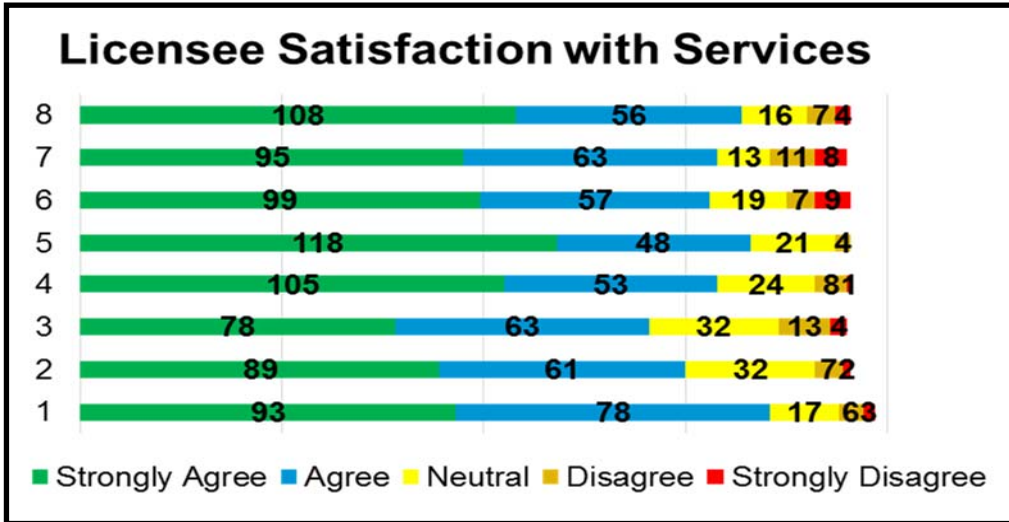
Implemented by the Information Technology Department this quarter, Google Analytics will be a welcomed and promising addition to the Board's data collection efforts relative to website activities. The PIO intends to use this data in its recommendations for content placement on the Board's website, evaluation of the effectiveness of the Board's information, and analysis of content areas that may need to be more or less prevalent to those visiting our site.



Public Service Announcement ROI Report

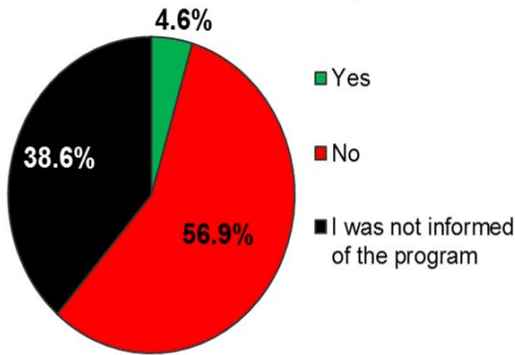
A total of 581 TV spots were purchased between July and August 2014 with an additional 200 - 30 second spots airing for free. Over \$30,000 was saved through negotiated rates and the number of people estimated to have seen the PSA range from 2.3-2.6 million per month. Spots aired across the state reaching markets in North Las Vegas, Las Vegas, Henderson, Pahrump, Reno/Sparks, Winnemucca, Fallon, Fernley, Carson City, Incline Village, Dayton, and Lovelock.

Customer Service Survey - Licensing

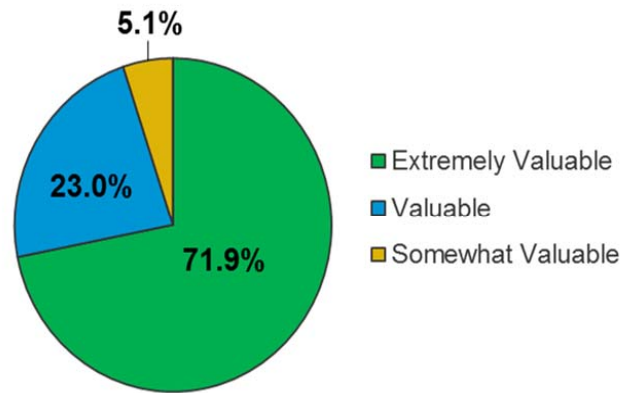


SAMPLING RATE
9.5%
 (197/2,079)

Participated in Business Assistance Program



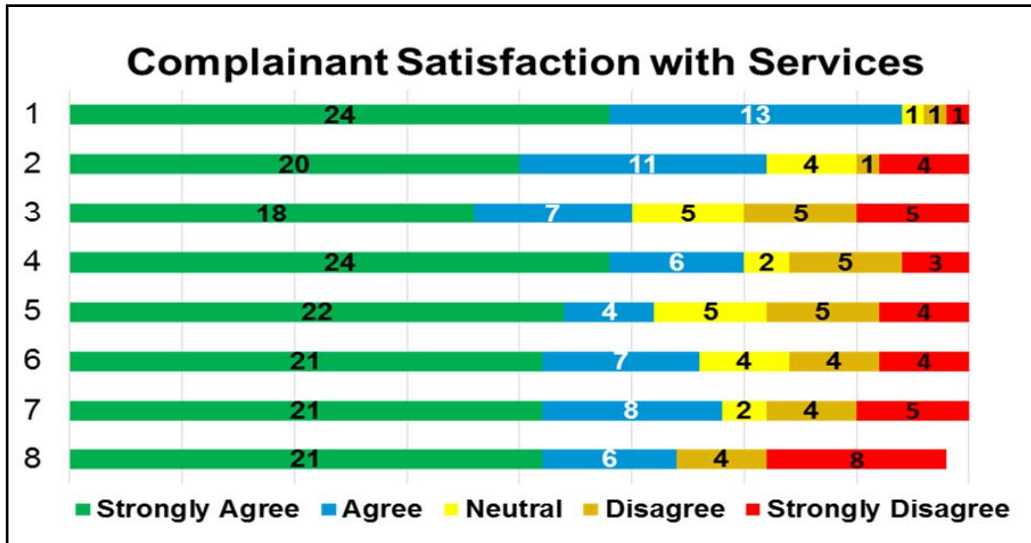
How Licensees Value Their License



SURVEY QUESTION KEY

1. The forms and instructions were clear and easily accessible.
2. NSCB staff notified me of problems/issues within a reasonable timeframe.
3. NSCB staff kept me informed of the progress of my licensing request.
4. NSCB staff was responsive to my questions and concerns.
5. I was treated with respect and professionalism.
6. The time it took to process my request met my expectations based on my interactions with NSCB staff.
7. I feel the licensing processes are efficient.
8. I am satisfied at how my request was handled.

Customer Service Survey - Complainant

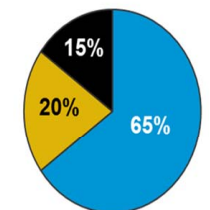


SAMPLING RATE
19.6%
 (40/204)

STAT FACTS

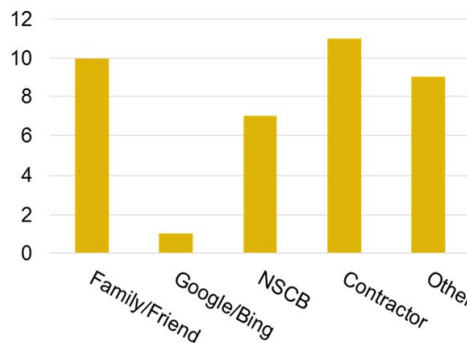
- 60% Male complainants
- 40% Over 60 years old
- 87.5% From Southern Nevada

Complainant was contacted by the Board within:

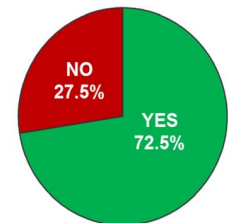


- 3-5 business days
- 5-10 business days
- 10+ business days

Complainants Learned of the Board From



Complainant was provided written notification of case outcome

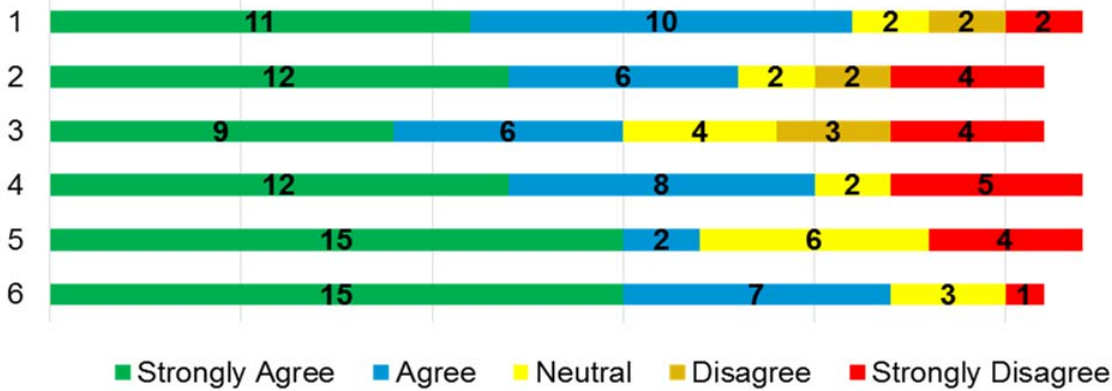


SURVEY QUESTION KEY

1. The information on how to file a complaint was easily accessible and understandable.
2. The procedures for investigating my complaint were clearly explained to me.
3. I was kept informed of the progress made on my complaint throughout the investigation.
4. NSCB representatives treated me with respect and professionalism.
5. The investigator was helpful in answering my questions and providing reasoning for actions taken.
6. I was notified of the outcome of my complaint.
7. I understand the outcome of my complaint (regardless if you agree or not).
8. I am satisfied with the service provided by NSCB.

Customer Service Survey - Respondent

Respondent Satisfaction with Services

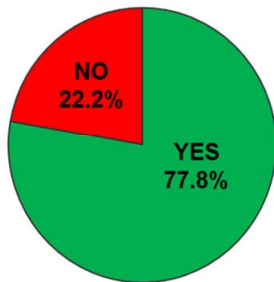


SAMPLING RATE

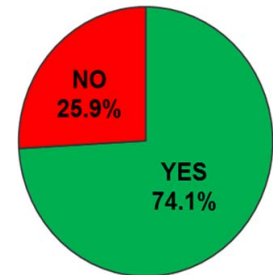
6.4%

(27/420)

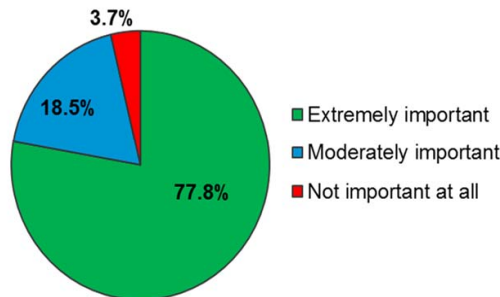
Respondent was Notified within 10 Days of Complaint Being Filed



Respondent was Provided Written Notification of Case Outcome



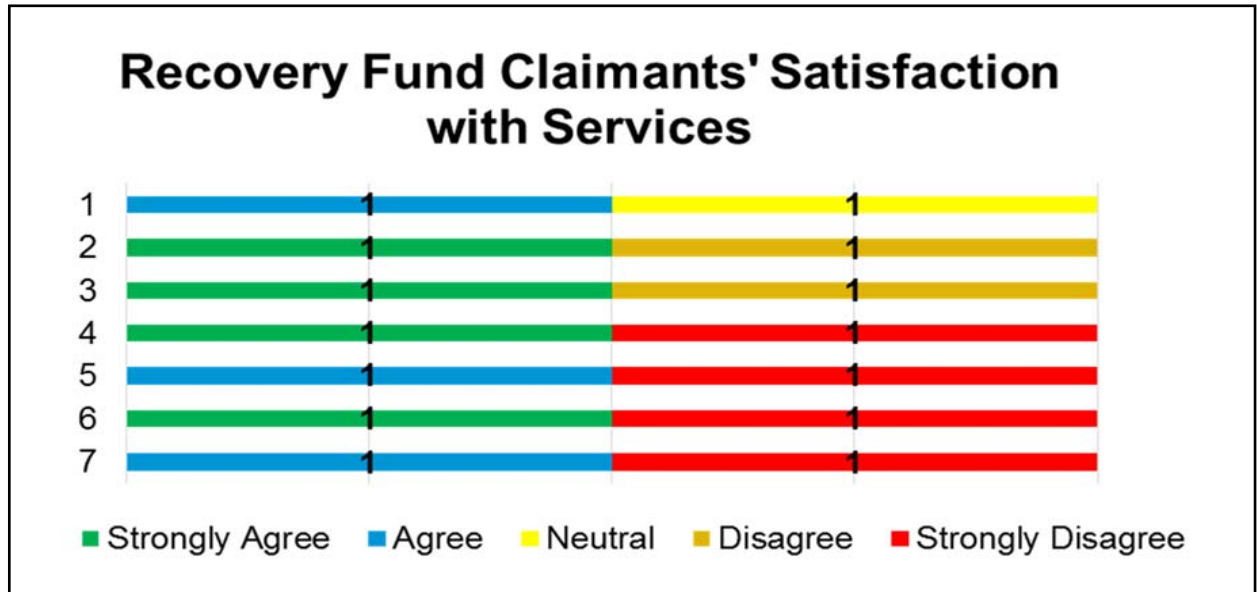
Contractor Perception of Customers' Value of a License



SURVEY QUESTION KEY

1. The investigator clearly explained the complaint filed against me.
2. The procedures for investigating the complaint were clearly explained to me.
3. I was kept informed of what was happening throughout the investigation.
4. NSCB representatives treated me with respect and professionalism.
5. The investigator was helpful in answering my questions and providing the Board's reasoning for actions taken.
6. I understand the outcome of the complaint (regardless if you agree or not).

Customer Service Survey - Recovery Fund



SAMPLING RATE
20%
(2/10)

SURVEY QUESTION KEY

1. The information on how to file a Recovery Fund claim was easily accessible and understandable.
2. The time it took for NSCB to contact me after filing my claim was satisfactory.
3. The correspondence and information I received was clear and well explained.
4. NSCB representatives treated me with respect and professionalism.
5. I am satisfied with the time it took to finalize my claim.
6. I feel the Residential Recovery Fund is a valuable protection in place for consumers.
7. I am satisfied at how my claim was handled.

Customer Service Survey- Respondent

CUSTOMER SURVEYS PROMOTED



Upon entry to a Board office, all customers are asked to sign-in and a general feedback survey is sent to them electronically shortly after their visit. Additionally, all staff include a link to this survey on every e-mail that is sent.

Surveys are also sent out monthly to licensing customers, complainants and respondents who have made contact with the Board during the period. The feedback, which is captured in this report, focuses on our strategic performance measurements, customer service satisfaction, and awareness of Board programs and initiatives.

The results of each survey are compiled and distributed to management for review and training purposes among their staff.

What Our Customers Are Saying

“[The investigator] was very helpful to both the person that filed the complaint and to me in helping me get things resolved.”

~Respondent to a Complaint

“Service was excellent. Everyone I spoke with was very patient with all my questions and all calls were returned promptly.”

~Licensing Customer

“I renew my license on-line. It was easy to work with and went very smooth. Thank you!”

~Online Renewal Customer

“I was very impressed with the quick response that I received with my complaint. I truly thank you for that and would recommend anyone who was having a contractor problem to contact the NSCB.”

~Complainant

Looking Forward - Quarter 2

This fiscal year is already in full swing and our efforts are well underway to accomplishing and advancing the goals of the Board this year. At the next quarterly meeting, we plan to report on the progress made with the following strategic objectives:

- Conduct outreach to local law enforcement agencies to seek their assistance in identifying potential fraudulent contractors; target fraud and detective units; and
- Develop a new Board member orientation presentation to expand upon the Administrative Procedures Manual.

With these and many other initiatives ahead of us, we look forward to gaining progress and reporting back on our experiences and successes in the months to come.



RENO OFFICE

9670 Gateway Drive, Ste. 100
Reno, NV 89521
(775) 688-1141
(775) 688-1271 Fax

LAS VEGAS OFFICE

2310 Corporate Circle, Ste. 200
Henderson, NV 89074
(702) 486-1100
(702) 486-1190 Fax

www.nscb.nv.gov

