



Nevada State Contractors Board

STRATEGIC PLAN

**EXECUTIVE OFFICER REPORT
QUARTER TWO REPORT**

October 1 - December 31, 2017



Members of the Board

Margaret Cavin, *Chair*

Kent Lay, *Treasurer*

Melissa Caron

Mason Gorda

Joe Hernandez

Jan B. Leggett

Guy M. Wells

Executive Leadership

Margi Grein, *Executive Officer*

Brian Hayashi, *Information Technology Manager*

Jennifer Lewis, *Public Information Officer*

Ron Lynn, *Director of Operations*

Nancy Mathias, *Licensing Administrator*

Paul Rozario, *Director of Investigations*

members
and
dr



Message from the Executive Officer

As our second quarter ends and we welcome a New Year, I am encouraged by the progress being made both at the Board and throughout the industry as a whole. It is an exciting time to be in construction. With billions of dollars in commercial projects breaking ground, residential construction preparing for an influx of new residents, and cities across the state welcoming new opportunities as a result of incoming businesses and professional sports teams, it is definitely a breath of fresh air from the realities of years past.

Having been through an upswing cycle before, staff at the Contractors Board are readying themselves to respond to possible surges in licensing and enforcement demands as many of these projects progress into development stages. As we reported last quarter, our licensing and enforcement database was upgraded, providing enhanced information to the public and our licensees with regard to license information and verification. We further improved these services during the second quarter, spending much time stabilizing the infrastructure, mitigating challenges, and streamlining our abilities to exchange data and information with third parties.

Additionally, we are eager to enter the New Year with a focus to expand opportunities for licensure by endorsement and evaluate existing licensing conditions with the intent to allow more individuals the opportunity to pursue their professional interests in construction.

We continue to enhance our resources to the public and industry, generating new collateral materials, online videos, social media posts, and speaking to a variety of audiences about the resources offered by the Board. Our enforcement department is working daily to assist homeowners in need, aggressively combat unlicensed contracting activities, work with law enforcement and district attorney's offices to prosecute egregious offenders, and better the industry overall through its investigations into construction fraud.

It may be the halfway point in our fiscal year, but the shift to a new year always seems to welcome a reenergized spirit and sense of passion and vigor for what we do. I look forward to what 2018 holds for us all and hope you will join me in setting goals of your own and striving daily to meet them.

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

MARGI A. GREIN
Nevada State Contractors Board Executive Officer

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Executive Officer Highlights

Governor Appoints, Reappoints Members (Goal 4)

Effective November 3, 2017, Governor Sandoval reappointed Jan Leggett, Margaret Cavin, and Guy Wells to the Board to serve another three-year term, expiring October 31, 2020. Additionally, the Board welcomes Melissa Caron who replaces Kevin Burke after he elected not to seek reappointment after dedicating nearly 10 years as a member of the Board.

Executive Officer Attends First National Occupational Licensing Policy Learning Consortium Meeting (Goals 4 & 5)

In what will be the first of several meetings, Executive Officer Grein joined Nevada core team members and representatives from ten other states for the first 3-day Occupational Licensing Policy Learning Consortium meeting. The meeting hosted a number of speakers and presentations intended to frame the discussion and provide representatives information on the most current prospective and trends surrounding occupational licensing barriers. Nevada's core team participated in breakout sessions where strategic initiatives and future goals were outlined for the two-year endeavor.

Board Offers Training for Members, Counsel, and Staff (Goals 1, 2, 4 & 5)

The second quarter provided a number of trainings for the Board, including an in-house National Judicial College training by Justice Gillette and Judge Boone for Board members, executive staff, and counsel; harassment and discrimination prevention training for management; handling of criminal and confidential information for all staff; an Open Meeting Law and Administrative Law training for Board counsel; and post-stabilization training on the new licensing and enforcement database for staff across all departments.

Consumer Solar Education on Forefront for 2018 (Goals 3 & 5)

Executive Officer Grein met with legislators and members of the Public Utilities Commission during the quarter to discuss the implementation of AB 405

and consumer outreach initiatives related to residential solar installations. The collaborative partnering opportunities are likely to result in key entities and local and state leaders hosting town hall type events throughout the state in the months to come.

Board Holds Regulation Workshop & Training on Proposed Changes (Goal 1)

In response to the passage of SB 69, the Board held a regulation workshop and hearing to receive public comment on proposed regulatory changes related to address license by endorsement opportunities. Upon receiving no public comment, the Board adopted the regulation at its November 2017 meeting, which has since been submitted to the Legislative Counsel Bureau for approval.

Grein Engages in Presentations to Industry; Receives Excellence Award (Goals 3 & 5)

During the quarter, Executive Officer Grein provided the National Association of Women in Construction, Las Vegas Chapter, and the Commercial Real Estate Women, Nevada Chapter with an overview of current Board initiatives and industry trends. Additionally, Grein accepted an award from the Las Vegas Metro Chamber of Commerce for its groundbreaking efforts and programs to aid consumers, and attended an inaugural event for HomeAid Nevada.

Board Hosts 3rd Annual Western States Forum (Goal 2)

The beginning of the second quarter welcomed the Third Annual Western States Forum with participants from Arizona, California, Idaho, Nevada, Oregon, Utah, and Washington. The forum generated dynamic discussions around solar construction trends and enforcement concerns, investigations into contractor fraud, collaborative efforts to combat unlicensed contracting across state lines with regard to Travelers, customized state enforcement programs, contractor fraud schemes, and overall networking to improve communication.

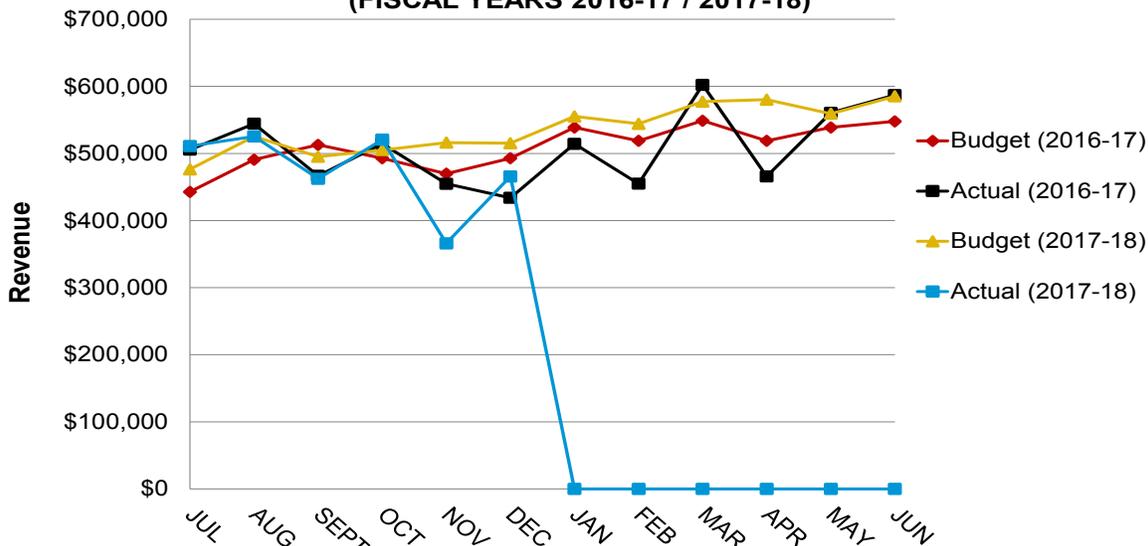
Licensing - Data Dashboard

Budget (2016-17)	JULY-16	AUG-16	SEPT-16	OCT-16	NOV-16	DEC-16	JAN-17	FEB-17	MAR-17	APR-17	MAY-17	JUN-17	TOTALS
License Renewals	\$275,000	\$323,000	\$345,000	\$325,000	\$302,000	\$325,000	\$371,000	\$351,000	\$381,000	\$351,000	\$371,000	\$380,000	\$4,100,000
New License Fee	\$50,833	\$50,833	\$50,834	\$50,833	\$50,833	\$50,834	\$50,833	\$50,833	\$50,834	\$50,833	\$50,833	\$50,834	\$610,000
Application Fee	\$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
License Changes	\$31,250	\$31,250	\$31,250	\$31,250	\$31,250	\$31,250	\$31,250	\$31,250	\$31,250	\$31,250	\$31,250	\$31,250	\$375,000
Investigative Recov Costs	\$30,833	\$30,833	\$30,834	\$30,833	\$30,833	\$30,834	\$30,833	\$30,833	\$30,834	\$30,833	\$30,833	\$30,834	\$370,000
Renewal/Late Fees	\$6,583	\$6,583	\$6,584	\$6,583	\$6,583	\$6,584	\$6,583	\$6,583	\$6,584	\$6,583	\$6,583	\$6,584	\$79,000
Renewal/Inactive Fee	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$105,000
TOTALS	\$442,832	\$490,832	\$512,836	\$492,832	\$469,832	\$492,836	\$538,832	\$518,832	\$548,836	\$518,832	\$538,832	\$547,836	\$6,114,000
Actual (2016-17)	JULY-16	AUG-16	SEPT-16	OCT-16	NOV-16	DEC-16	JAN-17	FEB-17	MAR-17	APR-17	MAY-17	JUN-17	TOTALS
License Renewals	\$336,450	\$365,197	\$306,444	\$333,753	\$310,070	\$262,188	\$353,400	\$296,245	\$426,553	\$307,550	\$371,700	\$380,800	\$4,050,350
New License Fee	\$63,600	\$57,000	\$51,750	\$67,500	\$40,200	\$62,400	\$61,500	\$55,800	\$46,800	\$46,800	\$65,400	\$68,700	\$694,800
Application Fee	\$36,600	\$40,800	\$40,500	\$37,500	\$41,100	\$35,700	\$38,700	\$36,300	\$42,600	\$38,700	\$46,800	\$48,350	\$483,650
License Changes	\$34,400	\$40,975	\$28,675	\$35,300	\$32,880	\$31,325	\$28,800	\$31,725	\$41,075	\$33,675	\$38,825	\$45,800	\$423,425
Investigative Recov Costs	\$21,479	\$24,574	\$24,626	\$20,270	\$16,622	\$32,410	\$15,055	\$22,772	\$23,524	\$27,423	\$22,389	\$31,338	\$282,481
Renewal/Late Fees	\$4,650	\$7,125	\$8,425	\$9,575	\$6,695	\$4,815	\$8,555	\$6,075	\$5,770	\$6,905	\$7,125	\$5,735	\$81,450
Renewal/Inactive Fee	\$8,400	\$8,700	\$6,300	\$10,800	\$7,200	\$5,025	\$8,250	\$6,000	\$8,625	\$4,800	\$8,400	\$6,300	\$88,800
TOTALS	\$505,579	\$544,371	\$466,720	\$514,698	\$454,737	\$433,864	\$514,260	\$454,917	\$602,296	\$465,853	\$560,639	\$587,023	\$6,104,956
Variance (2016-17)	JULY-16	AUG-16	SEPT-16	OCT-16	NOV-16	DEC-16	JAN-17	FEB-17	MAR-17	APR-17	MAY-17	JUN-17	TOTALS
License Renewals	\$61,450	\$42,197	(\$38,556)	\$8,753	\$8,070	(\$62,812)	(\$17,600)	(\$54,755)	\$45,553	(\$43,450)	\$700	\$900	(\$49,650)
New License Fee	\$12,767	\$6,167	\$916	\$16,667	(\$10,633)	\$11,566	\$10,667	\$4,967	\$3,316	(\$4,033)	\$14,567	\$17,866	\$84,800
Application Fee	(\$2,983)	\$1,217	\$916	(\$2,083)	\$1,517	(\$3,884)	(\$883)	(\$3,283)	\$3,016	(\$883)	\$7,217	\$8,766	\$8,650
License Changes	\$3,150	\$9,725	(\$2,575)	\$4,050	\$1,600	\$75	(\$2,450)	\$475	\$9,825	\$2,425	\$7,575	\$14,550	\$48,425
Investigative Recov Costs	(\$9,354)	(\$6,259)	(\$6,208)	(\$10,563)	(\$14,211)	\$1,576	(\$15,778)	(\$8,061)	(\$7,310)	(\$3,410)	(\$8,444)	\$504	(\$87,519)
Renewal/Late Fees	(\$1,933)	\$542	\$1,841	\$2,992	\$112	(\$1,769)	\$1,972	(\$508)	(\$814)	\$322	\$542	(\$849)	\$2,450
Renewal/Inactive Fee	(\$350)	(\$50)	(\$2,450)	\$2,050	(\$1,550)	(\$3,725)	(\$500)	(\$2,750)	(\$125)	(\$3,950)	(\$350)	(\$2,450)	(\$16,200)
TOTALS	\$62,747	\$53,539	(\$46,116)	\$21,866	(\$15,095)	(\$58,972)	(\$24,572)	(\$63,915)	\$53,460	(\$52,979)	\$21,897	\$39,187	(\$9,044)
Budget (2017-18)	JULY-17	AUG-17	SEPT-17	OCT-17	NOV-17	DEC-17	JAN-18	FEB-18	MAR-18	APR-18	MAY-18	JUN-18	TOTALS
License Renewals	\$281,000	\$331,000	\$301,000	\$311,000	\$321,000	\$321,000	\$361,000	\$351,000	\$381,000	\$386,000	\$365,000	\$390,000	\$4,100,000
New License Fee	\$65,000	\$65,000	\$65,000	\$65,000	\$65,000	\$65,000	\$65,000	\$65,000	\$65,000	\$65,000	\$65,000	\$65,000	\$780,000
Application Fee	\$47,916	\$47,917	\$47,917	\$47,916	\$47,917	\$47,917	\$47,916	\$47,917	\$47,917	\$47,916	\$47,917	\$47,917	\$575,000
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 Recov Costs	\$26,666	\$26,667	\$26,667	\$26,666	\$26,667	\$26,667	\$26,666	\$26,667	\$26,667	\$26,666	\$26,667	\$26,667	\$320,000
Renewal/Late Fees	\$7,083	\$7,083	\$7,084	\$7,083	\$7,083	\$7,084	\$7,083	\$7,083	\$7,084	\$7,083	\$7,083	\$7,084	\$85,000
Renewal/Inactive Fee	\$9,100	\$8,200	\$7,900	\$7,900	\$8,900	\$8,000	\$8,000	\$7,000	\$10,000	\$8,000	\$8,000	\$9,000	\$100,000
TOTALS	\$476,348	\$525,450	\$495,152	\$505,148	\$516,150	\$515,252	\$555,248	\$544,250	\$577,252	\$580,248	\$559,250	\$585,252	\$6,435,000
Actual (2017-18)	JULY-17	AUG-17	SEPT-17	OCT-17	NOV-17	DEC-17	JAN-18	FEB-18	MAR-18	APR-18	MAY-18	JUN-18	TOTALS
License Renewals	\$345,880	\$332,230	\$316,981	\$357,300	\$200,500	\$315,912							\$1,868,803
New License Fee	\$65,300	\$60,700	\$54,000	\$46,800	\$55,800	\$51,600							\$334,200
Application Fee	\$34,600	\$44,400	\$38,700	\$37,283	\$42,000	\$34,418							\$231,400
License Changes	\$33,900	\$36,800	\$38,375	\$33,300	\$31,800	\$27,675							\$201,850
Investigative Recov Costs	\$19,678	\$41,775	\$6	\$34,506	\$25,012	\$17,853							\$138,738
Renewal/Late Fees	\$8,700	\$5,775	\$4,725	\$7,500	\$6,750	\$8,063							\$41,513
Renewal/Inactive Fee	\$3,000	\$3,750	\$9,675	\$3,900	\$4,200	\$10,275							\$34,800
TOTALS	\$511,058	\$525,430	\$462,370	\$520,585	\$366,062	\$465,794	\$0	\$0	\$0	\$0	\$0	\$0	\$2,851,303
Variance (2017-2018)	JULY-17	AUG-17	SEPT-17	OCT-17	NOV-17	DEC-17	JAN-18	FEB-18	MAR-18	APR-18	MAY-18	JUN-18	TOTALS
License Renewals	\$64,880	\$1,230	\$15,981	\$46,300	(\$120,500)	(\$8,089)	(\$361,000)	(\$351,000)	(\$381,000)	(\$386,000)	(\$365,000)	(\$390,000)	(\$2,231,198)
New License Fee	\$300	(\$4,300)	(\$11,000)	(\$18,200)	(\$9,200)	(\$13,400)	(\$65,000)	(\$65,000)	(\$65,000)	(\$65,000)	(\$65,000)	(\$65,000)	(\$445,800)
Application Fee	(\$13,316)	(\$3,517)	(\$9,217)	(\$10,634)	(\$5,917)	(\$13,499)	(\$47,916)	(\$47,917)	(\$47,917)	(\$47,916)	(\$47,917)	(\$47,917)	(\$343,600)
License Changes	(\$5,683)	(\$2,783)	(\$1,209)	(\$6,283)	(\$7,783)	(\$11,909)	(\$39,583)	(\$39,583)	(\$39,584)	(\$39,583)	(\$39,583)	(\$39,584)	(\$273,150)
Investigative Recov Costs	(\$6,988)	\$15,108	(\$26,753)	\$7,840	(\$1,655)	(\$8,814)	(\$26,666)	(\$26,667)	(\$26,666)	(\$26,666)	(\$26,667)	(\$26,667)	(\$181,262)
Renewal/Late Fees	\$1,617	(\$1,308)	(\$2,359)	\$417	(\$333)	\$979	(\$7,083)	(\$7,083)	(\$7,084)	(\$7,083)	(\$7,083)	(\$7,084)	(\$43,488)
Renewal/Inactive Fee	(\$6,100)	(\$4,450)	\$1,775	(\$4,000)	(\$4,700)	\$2,275	(\$8,000)	(\$7,000)	(\$10,000)	(\$8,000)	(\$8,000)	(\$9,000)	(\$65,200)
TOTALS	\$34,710	(\$70)	(\$12,782)	\$15,441	(\$150,883)	(\$9,458)	(\$555,248)	(\$544,250)	(\$577,252)	(\$580,248)	(\$559,250)	(\$585,252)	(\$3,533,697)



Licensing - Q2 Snapshot

Application, Renewal & Cost Recovery Revenue
(FISCAL YEARS 2016-17 / 2017-18)



OCTOBER TO DECEMBER 2017	
Licenses (Beginning of Quarter)	15,942
New Licenses Issued	250
Licenses Cancelled / Surrendered /Revoked	(314)
Variance in Suspended/Reinstated Licenses	169
Licenses (End of Quarter)	16,047
# of Licenses on Oct 1, 2017	15,942
# of Licenses on Dec 31, 2017	16,047
Net YTD (Fiscal Year)	
Licenses Gained / Lost	105
Renewal Revenue Gained / Lost	\$63,000
*Does not include suspended licenses	

FISCAL YTD LICENSING FEE TOTALS (FY2017)			
LICENSING FEES	BUDGET	ACTUAL	VARIANCE
License Renewals	1,866,000	1,868,803	2,803
New License Fee	390,000	334,200	(55,800)
Application Fee	287,500	231,400	(56,100)
License Changes	237,500	201,850	(35,650)
Invest Recov Costs	160,000	138,738	(21,262)
Renewal Late Fees	42,500	41,513	(988)
Renewal Inactive	50,000	34,800	(15,200)

90 Day Retention Rate			
Projected Year-End Retention Rate	Sept 2017	15,942	
	Cancellations	(314)	(1.96%)
	New Licenses	250	1.56%
	Susp/Reinstate	169	1.05%
	Dec 2017	16,047	
Change	105		
3 Month Rolling	% Change	0.65%	

180 Day Retention Rate			
Projected Year-End Retention Rate	Jul 2017	16,088	
	Cancellations	(569)	(3.55%)
	New Licenses	528	3.29%
	Susp/Reinstate	0	0.00%
	Dec 2017	16,047	
Change	(41)		
6 Month Rolling	% Change	-0.26%	

Licensing - Overview

QUARTERLY STATS

New License Apps: 386 (+0.26%)

Issued Licenses: 250 (-7%)

Change Apps: 569 (-26%)

- Reduced applications are the result of the new database now requiring only one application for name changes, conversion of entities and officer changes for each business, whereas the previous database required an application for each license the business held, reducing the number of applications needed.

Active Licenses: 15,380 (+1%)

Inactive Licenses: 667 (-19%)

Placed on Inactive Status: 40 (+8%)

Voluntary Surrender: 93 (+35%)

Active License Renewals: 1,547 (+9%)

Inactive License Renewals: 34 (-54%)

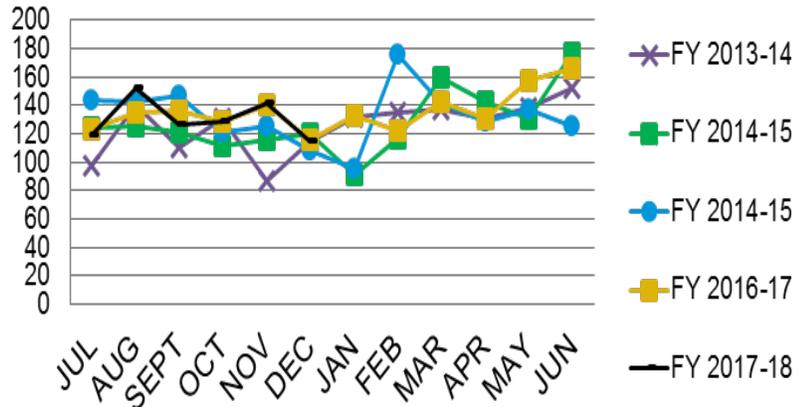
License Suspensions (no bond):
202 (+37%)

Licenses Cancelled:
201 (+7%)

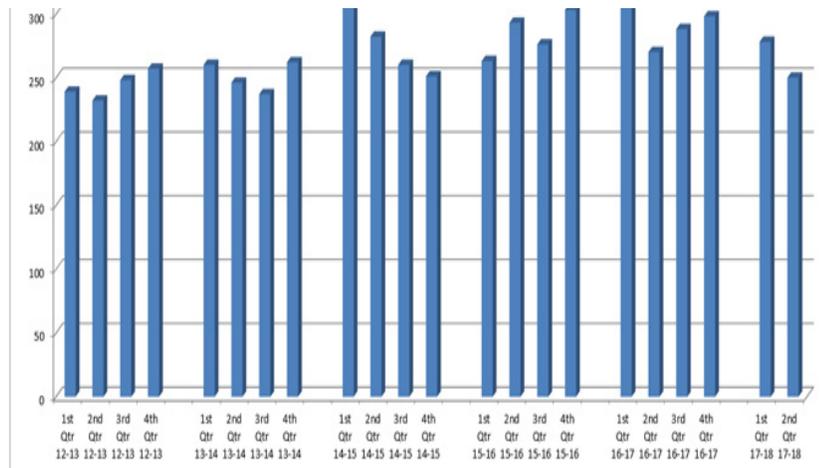
Application Denial Hearings: 6 (-57%)

Financial Responsibility Hearings: 6
(-57%)

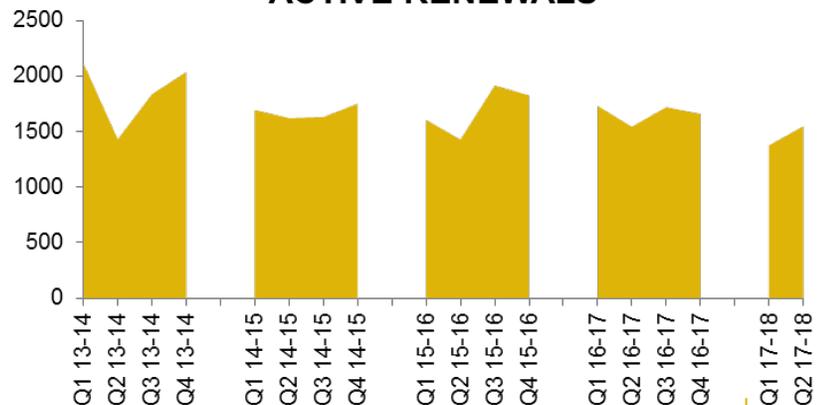
New License Applications



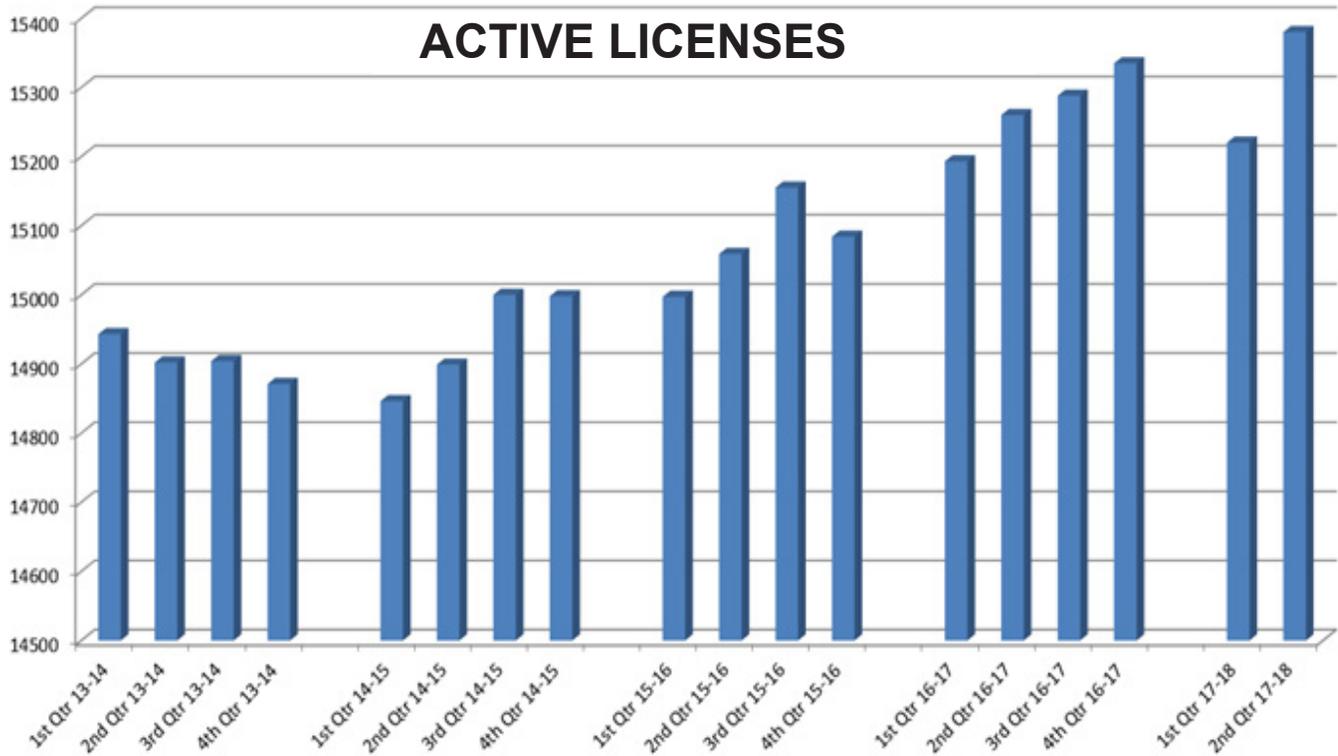
ISSUED LICENSES



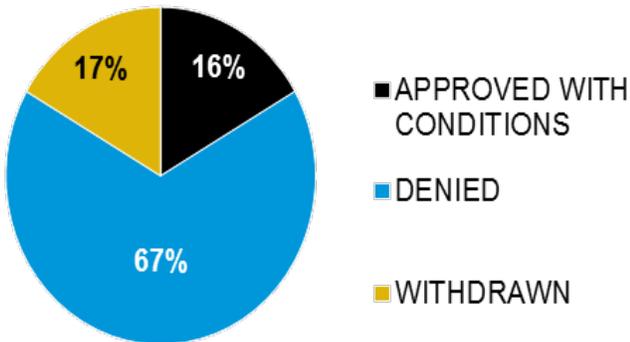
ACTIVE RENEWALS



Licensing - Overview



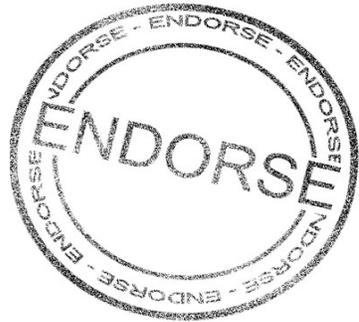
2nd Quarter 2017-2018 New License Application Denial Hearing Results



2nd Quarter 2017-2018 Financial Review Hearing Results



Licensing - Highlights



LICENSURE BY ENDORSEMENT (SB 69)

The passage of Senate Bill 69 required that the Board adopt regulations to provide for licensure by endorsement. During the quarter, the Board held a public workshop and hearing to receive comments on the proposed regulation identified as LCB File R042-17. Having received no comments, the Board adopted the language as written. The regulations are pending approval by the Legislative Commission.

RESIDENTIAL & SMALL COMMERCIAL BUILDING EXAM

Following a review by subject matter experts selected by the board, updates were made to the B-2 Residential and Small Commercial examination. The new examination was released October 11, 2017. Questions in existing subject areas were reviewed and modified as appropriate. Additional content was added in the area of safety.

CALL CENTER TRACKING

During the quarter, 9171 calls were received with 224 calls abandoned. The percentage of abandoned calls for the quarter was .02%. Average abandoned time per call was 86 seconds. On average, calls were answered within 28 seconds, lasting approximately 84 seconds. In comparison, during the first quarter for FY 2016-2017, the Board received 8,351 calls with an average abandoned call rate of .02%.



NEW DATABASE TRAINING

Following implementation of the agency's new licensing and enforcement database, licensing staff has been involved in ongoing training and stabilization tasks. Additionally, instructional documentation was written and distributed which covered all application processes, data entry functions, bonding processes, and general navigation.

Policy & Procedure Updates

The agency's public records request policy was revised to ensure compliance with Nevada records law. A public records request form was developed and posted on the agency's website along with a fee schedule and general instructions and guidelines for making public records requests. The online form was developed to allow users to complete the request and submit the form online. Additionally, all policies and procedures have been reviewed, and if needed, revised to reflect procedural changes necessitated by the database conversion.

Enforcement - Applicant Backgrounds

SIGNIFICANT OUTCOMES:

- 56 Investigations initiated
 - 14 Pending
- 53 Background investigations closed
- 29 Applicants failed to disclose criminal history
 - (6) Misdemeanor Theft; Domestic Violence
 - (5) Misdemeanor DUI
 - (2) Embezzlement; Misdemeanor Assault
 - (1) Burglary; Interstate Transport Stolen Property; Felony Theft; Felony Assault; Disorderly; Weapon
 - 9 Administrative Citations issued for misrepresentation
 - \$4,500 in fines
 - \$2,475 in costs
- 26 Interviews conducted of applicants with criminal histories



Fingerprint Cards Submitted	763
Total fingerprints returned with criminal histories	176
Total fingerprints returned without criminal histories	587
Criminal Histories	23%

Enforcement - Overview & Highlights

QUARTER SNAPSHOT

Complaints Opened Against Licensed Contractors: 347

- 192 Workmanship
- 43 Money Owing
- 112 Industry Regulation

38 Administrative Citations Issued to Licensed Contractors

- \$32,650 in fines
- \$10,275 in investigative costs

37 Cases Referred for Disciplinary Hearing

- 2 Licenses revoked
- 28 Fines imposed totalling \$25,150 and \$20,700 in investigative costs.

Complaints Opened Against Unlicensed Contractors: 251

- 167 Contracting w/o License
- 84 Unlawful Advertising

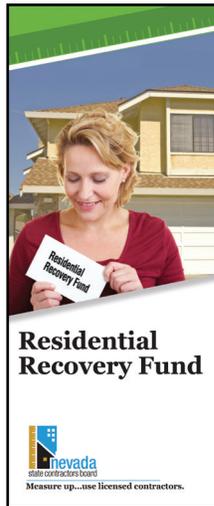
5 Administrative Citations Issued to Unlicensed Contractors

- \$5,000 in fines
- \$2,500 in investigative costs

55 Criminal Citations Issued

61 Criminal Affidavits Filed with District Attorney's Office

81 Cease & Desist Orders Issued



RESIDENTIAL RECOVERY FUND

During the reporting period, a total of 10 Recovery Fund cases were opened.

- *The Recovery Fund Committee awarded \$53,864.71 collectively to 6 cases.*
- *4 Cases were continued; no cases denied.*
- *Recovery Fund balance as of September 30, 2017 is \$6.092 million.*

WESTERN STATES FORUM

During the quarter, the Contractors Board hosted the Third Annual Western States Forum on Construction Enforcement at the Board's Henderson office location.

Executive, enforcement and public relations staff from the contractors licensing boards of Arizona, California, Idaho, Nevada, Oregon, Utah and Washington participated in the meeting.

The forum provided an opportunity to discuss and better understand each states' investigative and public outreach programs. Topics reviewed during the meeting included Board overview and structure, updates on residential solar construction and related enforcement efforts, trends related to travelers' criminal activity in construction and interstate enforcement communications, Arizona's territory management program, an overview of construction fraud investigations, recruitment and training programs/opportunities for criminal and compliance investigators, and information on complaint referrals obtained from other government agencies.

Information Technology & Public Information Highlights

STABILIZATION OF NEW DATABASE COMPLETED

Information Technology staff worked closely with staff across the departments and GL Solutions to complete stabilization of the new database application following the migration to the system in September. These efforts have helped to improve and stabilize the Board's interactions and data exchanges with various third party entities.



In its efforts to stay current with best technological practices, IT upgraded the Board's document management solution to the most current version available. The newest version provides a more streamlined visual display and improved access to documents.

In addition to the variety of local, state, and community-sponsored disaster preparedness events the Board attended during the quarter, the Public Information Office also produced a short video informing homeowners of important steps to prepare for a disaster and guides them on hiring licensed contractors and the benefits of doing so. The video also cautions affected homeowners from unlicensed/unscrupulous contractors, providing information on red flag warnings and how to report suspicious activities.



The PIO engaged in a number of outreach and public speaking opportunities during the quarter, including attending the South Point Home Show, giving a presentation to the residents of Sun City Aliante on construction-related scams targeting seniors and how to protect oneself, distributing information to interested high school students at the 2017 Construction Career Day, participating in a podcast interview on current NSCB initiatives and industry trends for Business Press, and providing training to personnel at the City of Henderson on hiring licensed contractors and utilizing the Board's resources.



Looking Forward - Quarter 3

With half of our objectives behind us and a New Year ahead of us, staff at the Board will keep its momentum and focus its efforts on accomplishing this next phase of strategic initiatives:

- Review the scope of the E license category and adjust as necessary;
- Add additional public information resources to the website to further promote NSCB initiatives, consumer education, and highlights of enforcement activities;
- Begin developing a strategy for the 2019 legislative session;
- Continue to expand the Board's recruitment efforts; and
- Create a staff development program that encompasses more career and leadership driven principles, in addition to ongoing technical training.

While we have much to be proud of as we enter the second half of our fiscal year, we know our work is never complete, and we look forward to tackling the challenges and opportunities that lie before us. Stay tuned to read of the progress made in the next three months at the Contractors Board.



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