



Nevada State Contractors Board

STRATEGIC PLAN

**EXECUTIVE OFFICER REPORT
QUARTER THREE REPORT**

January 1 - March 31, 2018



Members of the Board

Margaret Cavin, *Chair*

Kent Lay, *Treasurer*

Melissa Caron

Mason Gorda

Joe Hernandez

Jan B. Leggett

Guy M. Wells

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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
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Message from the Executive Officer

For those that follow the Board's communication regarding strategic initiatives, activities and accomplishments, you know that we strive to be a model regulatory agency in nearly all facets of our operations. Meeting these expectations, however, requires more than checking off a list of goals each quarter.

Our vision requires us to be forward-thinking, intuitive of our surroundings, adaptive to environmental changes, and responsive to internal and external customer needs. Progressive and proactive actions guide our visionary path and help us navigate changes or trends with a balanced, strategic, and informative approach.

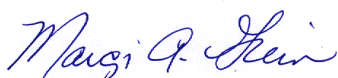
An ongoing topic that continues to gain momentum and attention across the nation is that of occupational licensing reform. During the quarter, I remained actively engaged in Nevada's Occupational Licensing Consortium Team Meetings, offering information on the regulatory purpose and structure of the Contractor's Board and working with state leaders on strategic solutions and initiatives to improve the state's workforce development efforts without compromising the health, safety, and welfare of the public.

You will notice the Board is already taking actions to embrace licensing by endorsement initiatives, as well as identifying ways to reduce barriers to licensure. Our strategic planning session for FY 2018-19 resulted in expansion of these goals through legislative proposals, as well as further review of regulation policy changes for consideration.

Although there is great attention being placed on licensing matters, the Board remains engaged and progressive in its efforts to enhance public protection, combat unlicensed contracting and conduct a variety of outreach presentations to seniors, homeowners, and other community/business groups across the state.

Our report this quarter highlights significant outcomes from two unlicensed contractor sting events, a Residential Recovery Fund hearing that compensated homeowners after having their pool projects abandoned, and touches on the efforts made by the public information office to inform and empower people throughout the community about their rights and the free resources provided by the Board.

We appreciate your interest in the Board's activities as we work diligently to provide quality service to the public at large and all of our customers.

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

Executive Officer Participates/Hosts Meeting for Nevada's Occupational Licensing Consortium Team (Goals 4 & 5)

Following the first national consortium meeting in December 2017, two additional meetings with Nevada's Core Team were held in January and February 2018 to further the state's agenda with regard to occupational licensing reform. Executive Officer Grein provided the Home Team with an overview of the Board's operations, licensing processes, and regulatory purpose, and also hosted the February meeting at the Board's offices providing Home Team members a tour of the facility.

Board Meets to Develop Strategic Initiatives for FY 2018-19 (Goals 4 & 5)

The Board met with executive staff in March for its annual Strategic Planning Session. Highlighted in the discussions were topics concerning current and forecasted industry and economic trends, efforts to reduce barriers to licensure, unlicensed contractor enforcement, public outreach initiatives, and additional ways to improve the Board's efficiency and service to customers.

Legislative Commission's Sunset Subcommittee Conducts Review of Board (Goal 5)

In February, Executive Officer Grein provided testimony to the Legislative Commission's Sunset Subcommittee concerning the Board's response to a Sunset Review conducted in January 2018. During the hearing, Grein provided a brief overview of the Board's operational and regulatory authority and addressed specific inquiries of the Committee members. Grein also testified to information about the Commission on Construction Education and the award and reporting of grant funds by recipients.

Executive Officer Gives Joint Presentation with FARB at NASCLA Mid-Year Conference (Goals 1 & 5)

The National Association of State Contractor Licensing Agencies welcomed Executive Officer Grein and Dale Atkinson of the Federation of Associations of Regulatory Boards to provide its members with an overview regulatory trends sweeping the nation, including the initiatives aligned with the National Occupational Licensing Learning Consortium. Grein offered members information on Nevada's current efforts and strategic focus, while also sharing tips on becoming engaged in the process and communicating with legislators about the role of regulatory boards.

Board Staff Receive Training (Goal 6)

As part of its strategic focus, the Board launched a new training program with the assistance of the Simmons Group, which provides customer service, communication, and leadership principles to Board staff and management. The monthly in-house trainings will continue through October 2018.

Board Engages in Several Public Outreach Initiatives During Quarter (Goals 2 & 3)

The Contractors Board participated and engaged in several outreach initiatives during the quarter, including presentations to seniors, homeowners, and realtors; participating in home shows, trade expos, and consumer protection events; and speaking with high school students about their involvement in an upcoming Board-sponsored Buddy Bench event. Executive Officer Grein also served as a judge for the Future City National Qualifying Competition in Southern Nevada.

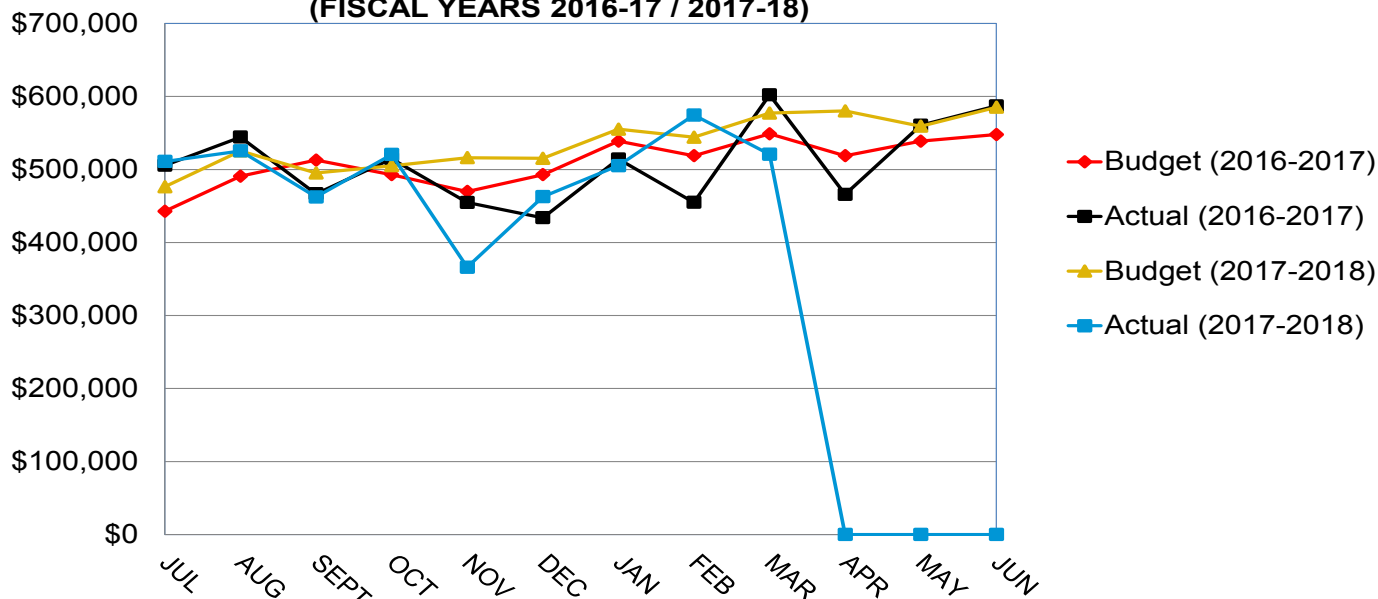
Licensing - Data Dashboard

| Budget (2016-2017) | 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 Reco v 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 (2016-2017) | 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 | \$54,150 | \$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 | \$32,850 | \$31,325 | \$28,800 | \$31,725 | \$41,075 | \$33,675 | \$38,825 | \$45,800 | \$423,425 |
| Investigative Reco v 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 (2016-2017) | 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 | \$800 | (\$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 Reco v 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) | \$21,807 | \$39,187 | (\$9,044) |
| Budget (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 | \$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 Reco v 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 (2017-2018) | 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 | \$345,880 | \$332,230 | \$316,981 | \$357,300 | \$200,500 | \$312,912 | \$351,300 | \$407,100 | \$307,348 | | | | \$2,931,550 |
| New License Fee | \$65,300 | \$60,700 | \$54,000 | \$46,800 | \$55,800 | \$15,600 | \$45,600 | \$48,300 | \$69,450 | | | | \$497,550 |
| Application Fee | \$34,600 | \$44,400 | \$38,700 | \$37,283 | \$42,000 | \$34,418 | \$39,000 | \$42,900 | \$53,700 | | | | \$367,000 |
| License Changes | \$33,900 | \$36,800 | \$38,375 | \$33,300 | \$31,800 | \$27,675 | \$33,200 | \$43,590 | \$36,735 | | | | \$315,375 |
| Investigative Reco v Costs | \$19,678 | \$41,775 | -\$86 | \$34,506 | \$25,012 | \$17,853 | \$22,616 | \$20,635 | \$39,797 | | | | \$221,786 |
| Renewal Late Fees | \$8,700 | \$5,775 | \$4,725 | \$7,500 | \$6,750 | \$8,063 | \$7,500 | \$6,975 | \$6,863 | | | | \$62,850 |
| Renewal Inactive Fee | \$3,000 | \$3,750 | \$9,675 | \$3,900 | \$4,200 | \$10,275 | \$6,000 | \$5,100 | \$6,975 | | | | \$52,875 |
| TOTALS | \$511,058 | \$525,430 | \$462,370 | \$520,589 | \$366,062 | \$462,794 | \$505,216 | \$574,600 | \$520,867 | \$0 | \$0 | \$0 | \$4,448,986 |
| 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) | (\$9,700) | \$56,100 | (\$73,653) | (\$386,000) | (\$365,000) | (\$390,000) | (\$1,168,450) |
| New License Fee | \$300 | (\$4,300) | (\$11,000) | (\$18,200) | (\$9,200) | (\$13,400) | (\$19,400) | (\$16,700) | \$4,450 | (\$65,000) | (\$65,000) | (\$65,000) | (\$282,450) |
| Application Fee | (\$13,316) | (\$3,517) | (\$9,217) | (\$10,634) | (\$5,917) | (\$13,499) | (\$8,916) | (\$5,017) | \$5,783 | (\$47,916) | (\$47,917) | (\$47,917) | (\$208,000) |
| License Changes | (\$5,683) | (\$2,783) | (\$1,209) | (\$6,234) | (\$7,783) | (\$11,909) | (\$6,383) | \$4,007 | (\$2,849) | (\$39,583) | (\$39,583) | (\$39,584) | (\$159,625) |
| Investigative Reco v Costs | (\$6,988) | \$15,108 | (\$26,753) | \$7,840 | (\$1,655) | (\$8,814) | (\$4,050) | (\$6,032) | \$13,130 | (\$26,666) | (\$26,667) | (\$26,667) | (\$98,214) |
| Renewal Late Fees | \$1,617 | (\$1,308) | (\$2,359) | \$417 | (\$333) | \$979 | \$417 | (\$108) | (\$222) | (\$7,083) | (\$7,083) | (\$7,084) | (\$22,150) |
| Renewal Inactive Fee | (\$6,100) | (\$4,450) | \$1,775 | (\$4,000) | (\$4,700) | \$2,275 | (\$2,000) | (\$1,900) | (\$3,025) | (\$8,000) | (\$8,000) | (\$9,000) | (\$47,125) |
| TOTALS | \$34,710 | (\$20) | (\$32,782) | \$15,441 | (\$150,088) | (\$52,458) | (\$50,032) | \$30,350 | (\$56,385) | (\$580,248) | (\$559,250) | (\$585,252) | (\$1,986,014) |



Licensing - Q3 Snapshot

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



| JANUARY TO MARCH 2018 | | | |
|--|----------------|---------|---------|
| Licenses (Beginning of Quarter) | | 16,047 | |
| New Licenses Issued | | 264 | |
| Licenses Cancelled / Surrendered / Revoked | | (286) | |
| Variance in Suspended/Reinstated Licenses | | 27 | |
| Licenses (End of Quarter) | | 16,052 | |
| # of Licenses on Jan 1, 2018 | | 16,047 | |
| # of Licenses on Mar 31, 2018 | | 16,052 | |
| Net YTD (Fiscal Year) | | | |
| Licenses Gained / Lost | | 5 | |
| Renewal Revenue Gained / Lost | | \$3,000 | |
| *Does not include suspended licenses | | | |
| 90 Day Retention Rate | | | |
| Projected Year-End Retention Rate | Jan 2018 | 16,047 | |
| | Cancellations | (286) | (1.78%) |
| | New Licenses | 264 | 1.64% |
| | Susp/Reinstate | 27 | 0.17% |
| | Mar 2018 | 16,052 | |
| Change | | 5 | |
| 3 Month Rolling | % Change | 0.03% | |

| FISCAL YTD LICENSING FEE TOTALS (FY2017) | | | |
|--|----------------|-----------|-------------|
| LICENSING FEES | BUDGET | ACTUAL | VARIANCE |
| License Renewals | 4,100,000 | 2,931,550 | (1,168,450) |
| New License Fee | 780,000 | 497,550 | (282,450) |
| Application Fee | 575,000 | 367,000 | (208,000) |
| License Changes | 475,000 | 315,375 | (159,625) |
| Invest Recov Costs | 320,000 | 221,786 | (98,214) |
| Renewal Late Fees | 85,000 | 62,850 | (22,150) |
| Renewal Inactive | 100,000 | 52,875 | (47,125) |
| 180 Day Retention Rate | | | |
| Projected Year-End Retention Rate | Oct 2017 | 15,942 | |
| | Cancellations | (600) | (3.74%) |
| | New Licenses | 514 | 3.20% |
| | Susp/Reinstate | 196 | 1.22% |
| | Dec 2018 | 16,052 | |
| Change | | 110 | |
| 6 Month Rolling | % Change | 0.69% | |

Licensing - Overview

QUARTERLY STATS

New License Apps: 475 (+19%)

Issued Licenses: 264 (-8%)

Change Apps: 714 (-8%)

Active Licenses: 15,424 (+1%)

Inactive Licenses: 629 (-20%)

Placed on Inactive Status: 44 (-21%)

Voluntary Surrender: 88 (-4%)

Active License Renewals: 1,811 (-5%)

Inactive License Renewals: 54 (-39%)

License Suspensions (no bond):
187 (+10%)

Licenses Cancelled: 208 (-15%)

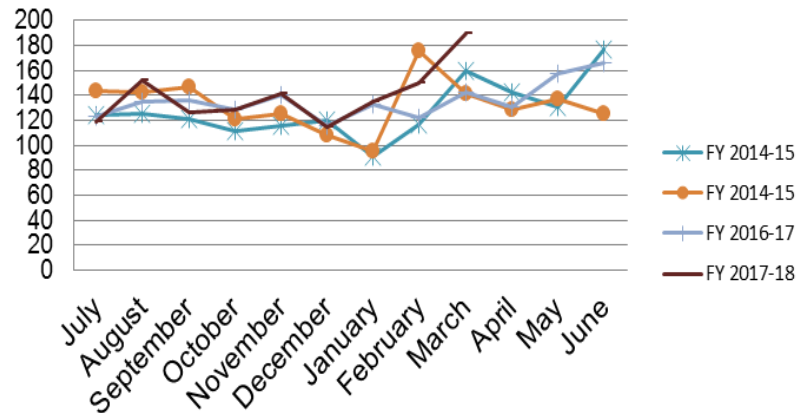
Financial Reviews Received: 148

- 166 Pending
- 39 Tabled
- 156 Approved

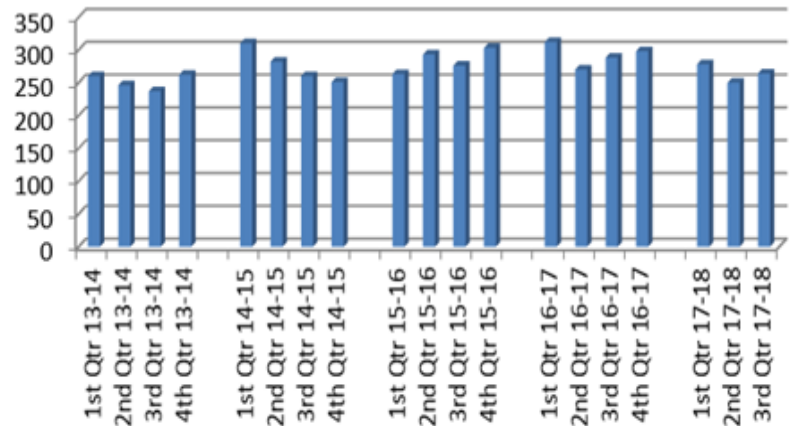
Application Denial Hearings: 12 (-37%)

Financial Responsibility Hearings: 10
(+100%)

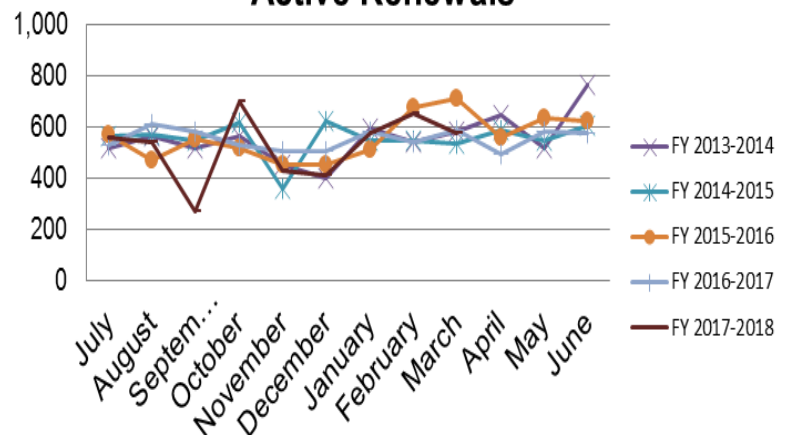
New License Applications



ISSUED LICENSES

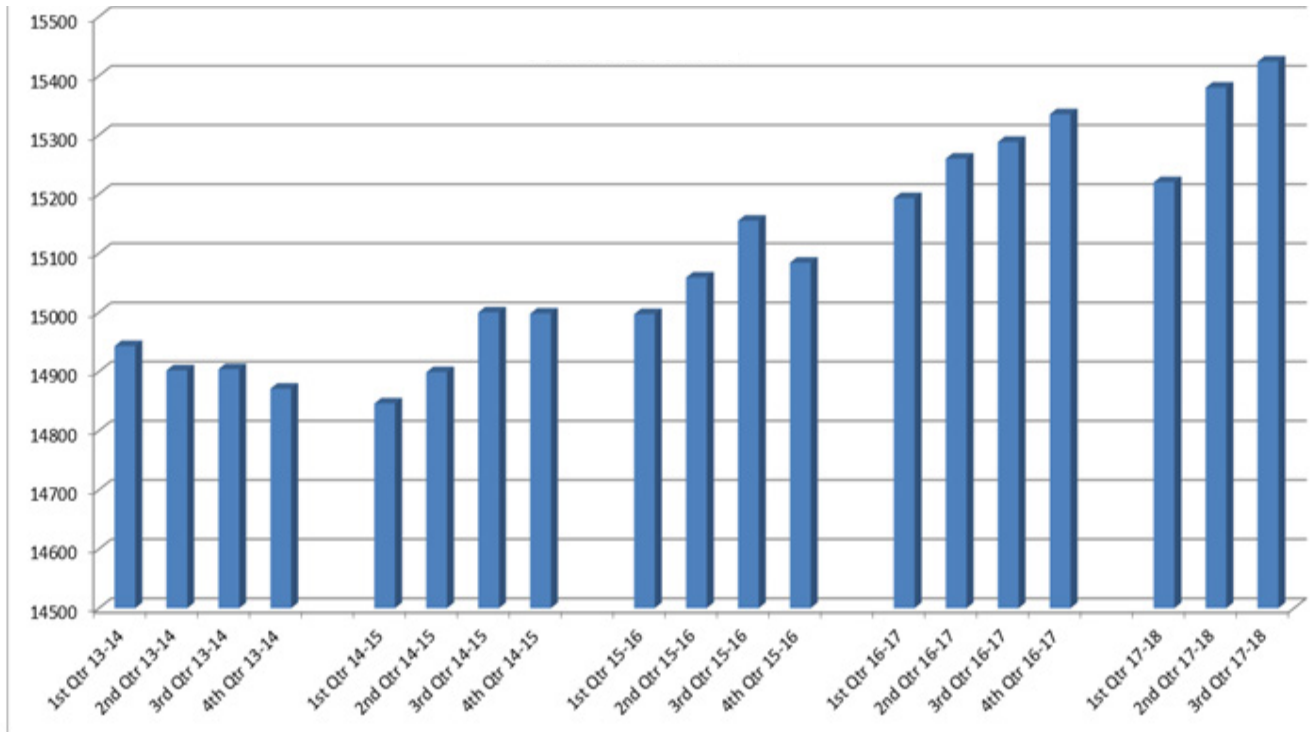


Active Renewals

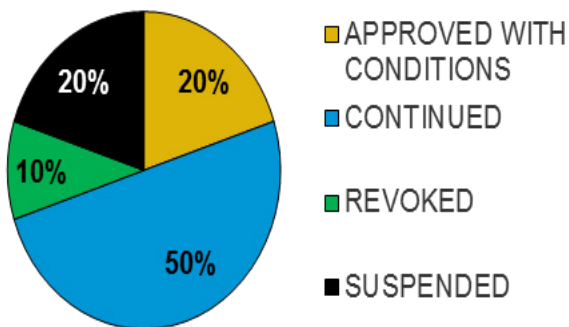


Licensing - Overview

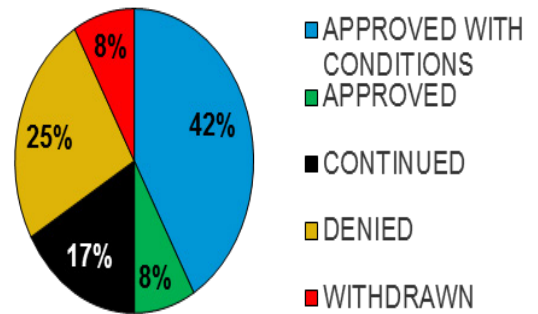
ACTIVE LICENSES



3rd Quarter 2017-18 Financial Review Hearing Results



3rd Quarter 2017-18 New Application Denial Hearing Results



Licensing - Highlights



PROMOTION OF ONLINE LICENSE RENEWAL

A new informational flyer was developed and included with the renewal mailings to encourage licensees to renew their license online. Contact information was provided for a designated staff member for those licensees needing assistance.



APPLYING ONLINE IN DEVELOPMENT

Licensing staff participated in several design meetings with the Board's software vendor to prepare specifications to develop online license application capabilities.

STREAMLINING PROCESSES & REMOVING BARRIERS TO LICENSURE

Several initiatives were undertaken during the quarter to further our goal of streamlining processes and forming barriers to licensure.

- Staff reviewed existing laws and regulations making recommendations for revisions that would streamline the application process and remove barriers to licensure.
- Licensing staff was queried concerning the application processes and requirements and asked to provide suggestions for improvement.
- Information concerning experience requirements, examinations, and license classifications were gathered from other states in order to research areas in which the board can recognize licensure by endorsement.
- Board staff worked with the agency's exam provider, PSI, to provide for the delivery and administration of Nevada specific exams at PSI sites throughout the United States. Twenty four (24) sites were added in the states of Arizona, California, and Utah. Accommodations may also be made which will allow an applicant take an exam in a state other than Nevada, Arizona, California or Utah. These requests can be made by completing an Accommodation Request Form provided by PSI Examination Services.



Enforcement - Applicant Backgrounds

SIGNIFICANT OUTCOMES:

- 56 Investigations initiated
 - 11 Pending
- 57 Background investigations closed
- 22 Applicants failed to disclose criminal history
 - (5) Domestic Violence
 - (4) Misdemeanor DUI
 - (3) Felony Narcotics
 - (1) Bank Robbery, Embezzlement, Misdemeanor Theft, Disorderly, Contracting without a License, Obstruction, and Trespass
- 12 Administrative Citations were issued for misrepresentation
 - \$6,000 in fines
 - \$3,300 in costs
- 11 Interviews conducted of applicants with criminal histories



| | |
|--|------------|
| Fingerprint Cards Submitted | 813 |
| Total fingerprints returned with criminal histories | 216 |
| Total fingerprints returned without criminal histories | 597 |
| Criminal Histories | 26% |

Enforcement - Overview

QUARTER SNAPSHOT

Complaints Opened Against Licensed Contractors: 420

- 211 Workmanship
- 63 Money Owing
- 80 Industry Regulation

54 Administrative Citations Issued to Licensed Contractors

- \$61,600 in fines
- \$16,147 in investigative costs

23 Cases Referred for Disciplinary Hearing

- 16 Licenses revoked
- 19 Fines imposed totalling \$52,050 and \$29,508 in investigative costs.

Complaints Opened Against Unlicensed Contractors: 326

- 171 Contracting w/o License
- 144 Unlawful Advertising
- 9 Criminal Fraud

7 Administrative Citations Issued to Unlicensed Contractors

- \$58,500 in fines
- \$3,925 in investigative costs

9 Criminal Citations Issued

28 Criminal Affidavits Filed with District Attorney's Office

65 Cease & Desist Orders Issued



RESIDENTIAL RECOVERY FUND

During the reporting period, a total of 11 Recovery Fund cases were opened.

- The Recovery Fund Committee awarded \$170,423.20 collectively to 11 cases.
- 4 Cases were denied.
- Recovery Fund balance as of March 31, 2018 is \$6.168 million.

POOL CONTRACTOR ABANDONS PROJECTS - RECOVERY FUND COMES TO AID

On March 21, 2018, the Residential Recovery Fund Committee awarded three homeowners a combined total of \$40,857.40 for claims they had submitted against Rainbow Pool Construction, Inc., License No. 44600A. The claims were submitted due to abandonment of work projects.

The license for Rainbow Pool Construction, Inc. was revoked by Board action on November 16, 2017, after the owner and trade qualifier Bertram Short indicated he did not have the wherewithal to pay to complete the projects after his nephew, the person who had entered into the contracts, had fallen ill and had passed away.

The action of the Residential Recovery Fund Committee provided financial relief to each respective homeowner to ensure they will not be financially harmed by Rainbow Pool Construction, Inc.

Enforcement - Highlights

BOARD BRINGS YEAR-LONG RESOLUTION TO SENIOR HOMEOWNERS WITH LEAKY ROOF

In February 2018, the Contractors Board received a complaint against a licensed contractor from an elderly couple who had tried for nearly a year to have their leaky roof repaired. Prior to moving into their home, a home inspection was conducted at which time it was discovered there was a roof leak. Subsequently, the homeowners hired a licensed contractor in August of 2016 to make the necessary repairs.

When the first rainstorm hit the Las Vegas valley in January 2017, the homeowners quickly realized the leak was not fixed properly. The contractor was contacted and did validate that the repairs were made to the wrong roof location. Although the contractor verbalized they would send someone out to make the correction, the homeowners went an entire year with no action taken.

Upon filing a complaint with the Board, the homeowner's concerns were validated and a Notice to Correct was issued. The licensed contractor complied with the notice and the homeowner's concerns were resolved within one month of the jobsite visit.

NSCB STINGS RESULT IN ONE ARREST, 14 CITATIONS

Two unlicensed contractor sting operations were conducted in Reno and Henderson during the quarter resulting in the arrest of one suspect on an outstanding warrant and submittal of an affidavit against an alleged second-time offender. In all, NSCB criminal investigators wrote 14 citations and initiated criminal filings with local district attorney's offices against five suspects during the day-long events.

In Henderson, one suspect was taken into custody by the Henderson Police Department after bidding work to build a stairway in excess of \$1,000; upon receiving a citation from the Board, it was discovered he had outstanding warrants. Another suspect will face gross misdemeanor charges after bidding to perform electrical work, an offense he was previously convicted of in 2015. Three other suspected unlicensed contractors received citations at the Henderson sting house for illegal contracting and advertising requiring a license including landscaping, plumbing, painting and garage floor epoxying services.

In Reno, investigators cited an alleged suspect for bidding to install an independent electrical line from a panel box and install holiday light outlets, three security lights, a ceiling fan and a light switch. Two other suspects were cited after they submitted bids to lay stamped concrete sidewalks - project they calculated to be 896 square feet at a price of nearly \$33,000. Another unlicensed contractor estimated the same job at 1,222 square feet and a cost of just over \$18,000. Others cited in the Reno sting submitted estimates in excess of \$1,000 for interior painting (\$2,400) and applying caulk and epoxy (\$3,750).

Information Technology Highlights

Board Works with GL Solutions on Output Data

Information Technology, Licensing, and Enforcement staff continue to work closely with software provider GL Solutions on completing various output data measurements, which allow the Board to generate custom reports based on information entered into the new database system.



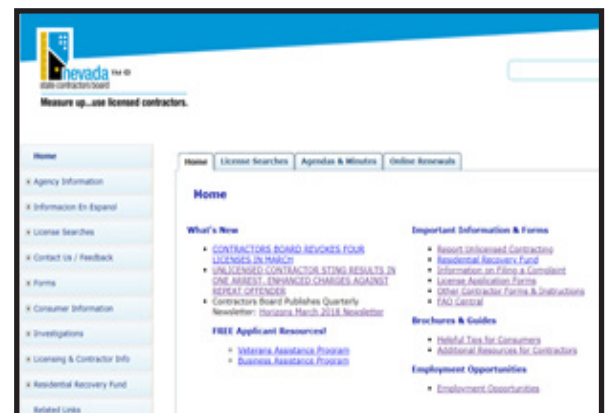
New Vendor Being Sought for Mobile Application

Since migrating to the GL Solutions platform, the Board has been engaged in seeking proposals from vendors to manage the Board's mobile application. Once finalized, the Board's mobile application will be available again on Android and iPhone devices, allowing instant access to the Board's license search features and reporting of unlicensed activities.



Website Enhancements Underway

During the quarter, IT staff worked with the public information office to begin making modifications to the Board's website, including page redesign, streamlining content, and reorganizing information. Changes being made are intended to provide the public with greater ease in accessing and navigating the information and resources offered by the Board.



Public Information Highlights

PIO Participates in Community Outreach Events

During the quarter, the Public Information Office participated in two community outreach events, as well as a number of home and trade expos. The Consumer Fraud Prevention Fair, sponsored by Nevada Consumer Affairs, included participation from various state, local, and community/non-profit agencies offering valuable information on ways to protect against fraudulent activities, as well as information on how to seek help if victimized. The second event was held at Fire Station 19 in Las Vegas where families throughout the community were encouraged to come by, gather information from various state, local, and community vendors, while enjoying family-friendly activities.



Presentations to Seniors, Homeowners Offer Empowering Resources



The Board was invited to present information on its public resources, proactive tips for hiring contractors, and red flag warnings of unscrupulous contractors

by senior and homeowner groups during the quarter. The members of the Osher Lifelong Learning Institute (OLLI) of the University of Reno, Nevada as well as residents of Sun City Anthem welcomed Board and industry representatives as they engaged staff in dynamic Q&A discussions about their contractor-related experiences and how the Board could be of assistance.

Buddy Bench Event & Construction Career Fair

The Public Information Office met with construction students at Northwest Career and Technical Academy to gather testimonials, video, and photographs of their efforts to build this year's Buddy Benches, which will be donated to local elementary schools in an effort to combat bullying. The footage obtained by the Board will be used to promote the April event and highlight the efforts being made by construction students to make a positive impact in their communities.



Looking Forward - Quarter 4

As the Board continues to monitor trends related to the construction industry, occupational licensing, and regulatory matters over all, the initiatives outlined for the next three months are already in alignment with several of these discussion topics.

The next three months will advance the Board's efforts related to:

- Evaluating opportunities for expanding license by endorsement with more states;
- Reviewing licensing requirements to identify opportunities for simplification; and
- Meeting with local planning and building departments to increase awareness of the potential for unlicensed activity and how they can assist to combat it.

It is always a welcomed opportunity to assess our operations, services, and processes with the intent to streamline and improve how we conduct business and protect the public. We will continue our efforts to achieve these goals proactively and look forward to reporting on actions taken during the upcoming months.



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