



*Nevada State Contractors Board*

# **STRATEGIC PLAN**

**EXECUTIVE OFFICER REPORT**

**QUARTER FOUR REPORT**

*April - June 2018*

**FY 2017-18 ANNUAL REPORT**

*July 2017 - June 2018*



## **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*

Nancy Mathias, *Licensing Administrator*

Paul Rozario, *Director of Investigations*

Brian Hayashi, *IT Manager*

Jennifer Lewis, *Public Information Officer*

members  
and  
public



## Message from the Executive Officer

I've always been a firm believer that an agency is best defined by its ability to make every moment an opportunity for the better. This year was no exception for the Contractors Board. In addition to the strategic goals and objectives we had outlined to accomplish, we found ourselves responding to two audit requests from the Legislative Commission's Sunset Subcommittee and the Executive Branch, as well as participating in a National Occupational Licensing Policy Consortium.

Each of these unexpected opportunities became a platform for the Board to explain its story. Although we strive to be transparent in our efforts, the statistical data doesn't always illustrate how our daily interactions bring to life the mission of the Contractors Board, which is to protect the health, safety, and welfare of the public by promoting confidence and trust in the competence and integrity of our licensees.

Being afforded the opportunity to testify before various members of the legislative and executive branches of government, in addition to working alongside other state agency and board representatives this past year - both in Nevada and across the nation - has enhanced our discussions about the role of regulatory agencies and created a deeper understanding of the services we make available to the public in their times of need. Such circumstances can include investigating and resolving consumer complaints against licensed contractors, pursuing criminal and fraudulent charges against unlicensed or previously licensed contractors, as well as proactively sweeping Nevada's communities for unlicensed activities and attending community and state-sponsored events to share information about the Board's license verification resources and related tools accessible to the public.

Each of our efforts is gauged through the lens of our mission statement. The launch of our licensing and enforcement database, although necessary for technical reasons, was done with the foresight to improve and enhance the license verification and online resources for the public and industry at large. The legislative agenda we proposed for the 2019 Session is predominantly based on streamlining licensing requirements and easing potential burdens to licensure.

Our enforcement efforts this year included several collaborative opportunities with neighboring states and others across the nation to combat unlicensed activities, as well as share valuable information about enforcement strategies, trends, and outreach efforts through our Annual Western States Enforcement Forum. Supporting and promoting all operations and resources of the Board is our Public Information Office. This year, our outreach efforts expanded to include video messaging opportunities, enhanced social media engagement, custom presentations to the public, local and state government representatives, as well as members of the construction industry.

We are proud of the work we do each day, and hope our accomplishments are not defined by the statistics we are able to report, but the lives we are able to improve because of our efforts.

A handwritten signature in blue ink that reads "Margi A. Grein". The signature is fluid and cursive.

MARGI A. GREIN  
Nevada State Contractors Board Executive Officer

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# Executive Officer Quarterly Highlights

## **Board Engages in Annual ‘Border Blitz’ & Participates in National Effort to Raise Awareness of Unlicensed Contracting (Goals 2, 3 & 5)**

In June, the Board’s Special Investigations Unit participated in two annual events aimed to increase awareness of unlicensed contracting activities and the loss of protections they can bring unsuspecting homeowners. The Annual Border Blitz with the California Contractors State License Board (CSLB) resulted in six citations against California contractors operating in Nevada without a Nevada contractor’s license. These efforts supported a broader national effort coordinated by the National Association of State Contractor Licensing Agencies (NASCLA). In total, the Board opened 70 investigations into unlicensed contracting activities during the month.

## **Occupational Licensing and License by Endorsement (Goals 1 & 5)**

Executive Officer Grein continues to be engaged with Nevada’s Occupational Licensing Consortium team, hosting two meetings at the Board’s offices in April and May, participating in a Webinar on the topic, and meeting with representatives from the Governor’s Office of Workforce Innovation. Grein also provided a presentation about the Consortium initiatives to management at CSLB, while Licensing Administrator Nancy Mathias reported on action the Board has taken regarding implementation of Senate Bill 69 (license by endorsement), which has included adopting regulations and researching other contractor boards across the nation to identify areas of similarity that would provide opportunities to endorse trade examinations and experience gained through licensure in other states.

## **Buddy Benches & Related Outreach Initiatives (Goal 3)**

The Board enjoyed partnering with technical career academies, Western Governor’s Union, and elementary schools across the state to distribute Buddy Benches and promote anti-bullying efforts. Additionally, the Board put on a Construction Career Fair at Northwest Technical and Career Academy, participated in a Consumer Protection Fair in Clark County and Safety Fair in Incline Village,

provided residents of McDonald Ranch with information at their annual Home Show, and received media coverage from local news stations about unlicensed contractor ‘travelers’ and general spring construction scams.

## **Board Sets Legislative Agenda for 2019 Legislative Session (Goals 1, 2, & 5)**

Executive Officer Grein met with legislative and industry representatives to discuss possible legislative initiatives for the 2019 Legislative Session. Concurrently, the Board also put forward its legislative package to the Governor’s Office, which included recommendations to amend provisions related to trade work experience, post-licensure financial reviews, inactive status terms, application denial hearings, general building provisions, license reinstatement for active duty military members, Residential Recovery Fund award limits, and Cease and Desist Orders.

## **Staff Attend First ‘Lunch & Learn’ Training Among Others Offered (Goal 5)**

During the quarter, staff attended the first ‘Lunch & Learn’ training program developed by Executive Officer Grein, which brought staff up to speed on the Occupational Licensing Consortium initiatives, overall regulatory trends facing the nation, and legislative initiatives to address license by endorsement requirements. Management also received monthly trainings, which focused on organizational leadership, communication strategies, and coaching/counseling skills.

## **Legislative and Executive Branch Audit Recommendations Received (Goals 4 & 5)**

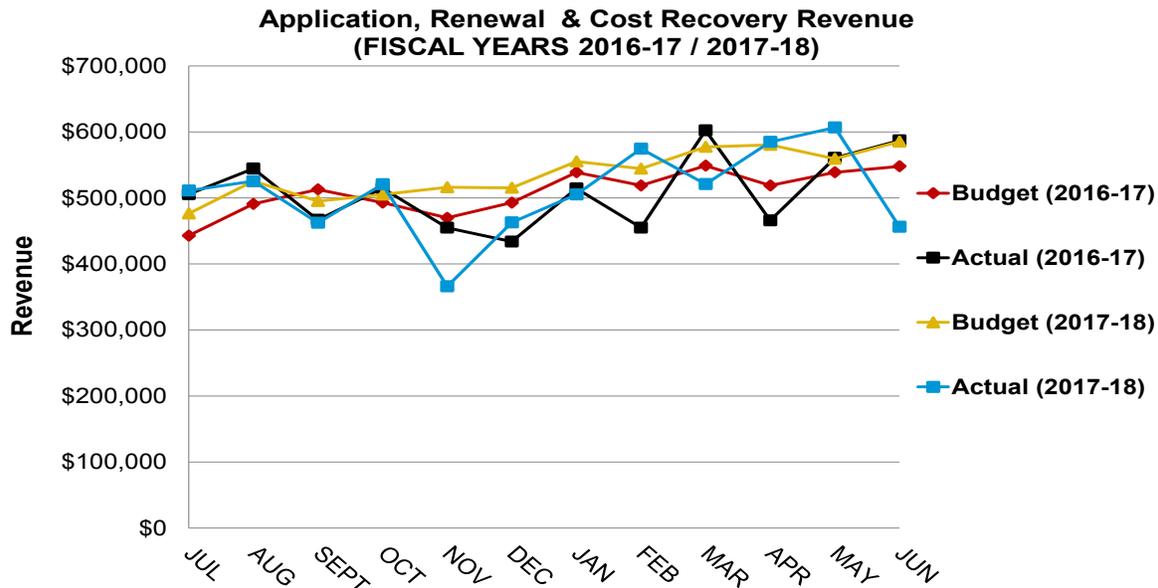
The Board attended meetings held by the Legislative Commission’s Sunset Subcommittee, as well as the Executive Branch Audit Committee to testify and learn of the recommendations resulting from each of the respective audits performed on occupational licensing boards. The Sunset Subcommittee offered no recommendations for improvement to NSCB’s current operations, however, the Executive Audit Branch will continue its audit among all Title 54 Boards to further evaluate each Boards’ processes, operations, financial structures, etc. in an effort to evaluate Nevada’s requirements and efficiencies compared to that of other states. The final audit recommendations are expected to be announced near the end of 2018, beginning of 2019.

# Licensing & Cost Recovery - 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 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
<b>TOTALS</b>	<b>JUL</b>	<b>AUG</b>	<b>SEPT</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	
	\$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 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
<b>TOTALS</b>	<b>JUL</b>	<b>AUG</b>	<b>SEPT</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	
	\$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 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)
<b>TOTALS</b>	<b>JUL</b>	<b>AUG</b>	<b>SEPT</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	
	\$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 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
<b>TOTALS</b>	<b>JUL</b>	<b>AUG</b>	<b>SEPT</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	
	\$476,348	\$525,450	\$495,152	\$505,148	\$516,150	\$515,252	\$555,248	\$544,250	\$577,252	\$580,248	\$585,250	\$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	\$397,200	\$401,700	\$303,075	\$4,033,525
New License Fee	\$65,300	\$60,700	\$54,000	\$46,800	\$55,800	\$51,600	\$45,600	\$48,300	\$69,450	\$66,600	\$80,450	\$50,050	\$694,650
Application Fee	\$34,600	\$44,400	\$38,700	\$37,283	\$42,000	\$34,418	\$39,000	\$42,900	\$53,700	\$51,000	\$47,450	\$55,800	\$521,250
License Changes	\$33,900	\$36,800	\$38,375	\$33,300	\$31,800	\$27,675	\$33,200	\$43,590	\$36,735	\$35,525	\$39,000	\$37,025	\$426,925
Investigative Recov Costs	\$19,678	\$41,775	-\$86	\$34,506	\$25,012	\$17,853	\$22,616	\$20,635	\$39,797	\$20,079	\$20,830	\$193	\$262,888
Renewal Late Fees	\$8,700	\$5,775	\$4,725	\$7,500	\$6,750	\$8,063	\$7,500	\$6,975	\$6,863	\$7,875	\$8,850	\$6,003	\$85,578
Renewal Inactive Fee	\$3,000	\$3,750	\$9,675	\$3,900	\$4,200	\$10,275	\$6,000	\$5,100	\$6,975	\$6,600	\$8,400	\$4,125	\$72,000
<b>TOTALS</b>	<b>JUL</b>	<b>AUG</b>	<b>SEPT</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	
	\$511,058	\$525,430	\$462,370	\$520,589	\$366,062	\$462,794	\$505,216	\$574,600	\$520,867	\$584,879	\$606,680	\$456,271	\$6,096,815
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)	\$11,200	\$36,700	(\$86,925)	(\$66,475)
New License Fee	\$300	(\$4,300)	(\$11,000)	(\$18,200)	(\$9,200)	(\$13,400)	(\$19,400)	(\$16,700)	\$4,450	\$1,600	\$15,450	(\$14,950)	(\$85,350)
Application Fee	(\$13,316)	(\$3,517)	(\$9,217)	(\$10,634)	(\$5,917)	(\$13,499)	(\$8,916)	(\$5,017)	\$5,783	\$3,084	(\$467)	\$7,883	(\$53,750)
License Changes	(\$5,683)	(\$2,783)	(\$1,209)	(\$6,283)	(\$7,783)	(\$11,909)	(\$6,383)	\$4,007	(\$2,849)	(\$4,058)	(\$583)	(\$2,559)	(\$48,075)
Investigative Recov Costs	(\$6,988)	\$15,108	(\$26,753)	\$7,840	(\$1,655)	(\$8,814)	(\$4,050)	(\$6,032)	\$13,130	(\$6,587)	(\$5,837)	(\$26,474)	(\$57,112)
Renewal Late Fees	\$1,617	(\$1,308)	(\$2,359)	\$417	(\$333)	\$979	\$417	(\$108)	(\$222)	\$792	\$1,767	(\$1,082)	\$78
Renewal Inactive Fee	(\$6,100)	(\$4,450)	\$1,775	(\$4,000)	(\$4,700)	\$2,275	(\$2,000)	(\$1,900)	(\$3,025)	(\$1,400)	\$400	(\$4,875)	(\$28,000)
<b>TOTALS</b>	<b>JUL</b>	<b>AUG</b>	<b>SEPT</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	
	\$34,710	(\$20)	(\$32,782)	\$15,441	(\$150,088)	(\$52,458)	(\$50,032)	\$30,350	(\$56,385)	\$4,631	\$47,430	(\$128,981)	(\$338,185)



# Licensing - Q4 Snapshot



APRIL TO JUNE 2018				FISCAL YTD LICENSING FEE & COST RECOVERY TOTALS (FY 2017-18)				
Licenses (Beginning of Quarter)	16,053			<b>LICENSING FEES</b>		<b>BUDGET</b>	<b>ACTUAL</b>	<b>VARIANCE</b>
New Licenses Issued	366			License Renewals	4,100,000	4,033,525	(66,475)	
Licenses Cancelled / Surrendered / Revoked	(279)			New License Fee	780,000	694,650	(85,350)	
Variance in Suspended/Reinstated Licenses	14			Application Fee	575,000	521,250	(53,750)	
Licenses (End of Quarter)	16,154			License Changes	475,000	426,925	(48,075)	
# of Licenses on Apr 1, 2018	16,053			Recov Invest Costs	320,000	262,888	(57,112)	
# of Licenses on Jun 30, 2018	16,154			Renewal Late Fees	85,000	85,578	578	
Net YTD (Fiscal Year)				Renewal Inactive Fee	100,000	72,000	(28,000)	
Licenses Gained / Lost	101							
Renewal Revenue Gained / Lost	\$60,600							
*Does not include suspended licenses								
<b>90 Day Retention Rate</b>				<b>180 Day Retention Rate</b>				
Projected Year-End Retention Rate	Apr 2018	16,053		Projected Year-End Retention Rate	Jan 2018	16,047		
	Cancellations	(279)	(1.73%)		Cancellations	(565)	(3.50%)	
	New Licenses	366	2.27%		New Licenses	630	3.90%	
	Susp/Reinstat	14	0.09%		Susp/Reinstat	41	0.25%	
	June 2018	16,154			June 2018	16,154		
	<b>Change</b>	<b>101</b>		<b>Change</b>	<b>107</b>			
3 Month Rolling	% Change	<b>0.63%</b>		6 Month Rolling	% Change	<b>0.66%</b>		

# Licensing - Overview and Comparison

## 4TH QUARTER STATISTICS

New License Apps: 539 (+18%)

- 444 Approved, 26 Tabled or Denied by Staff

Issued Licenses: 366 (+23%)

License Change Apps: 680 (-23%)

Placed on Inactive Status: 65 (+25%)

Voluntary Surrender: 90 (+10%)

Active Lic. Renewals: 2,102 (+15%)

Inactive Lic. Renewals: 64 (-15%)

Lic. Susp. (no bond): 185 (+9%)

Licenses Canceled: 176 (-2%)

4 App. Denial Hearings (-80%)

172 Financial Reviews Received

- 239 Approved by Staff

8 Financial Resp. Hearings (+14%)

359 CMS Exams Administered by PSI (+20%)

408 Trade Exams Administered by PSI (+24%)

- 9 Applicants applied for waiver of trade exam based on passing NASCLA exam.

122 People attended Business Assist. Program (+63%)

9,416 Calls received

- 148 Calls abandoned (1.5%); Avg. 60 sec. each

## FY 2017-18 STATISTICS

New License Apps: 1,798 (+10%)

Issued Licenses: 1,158 (-1%)

License Change Apps: 2,701 (-16%)

Active Licenses: 15,535 (+1.3%)

Inactive Licenses: 619 (-18%)

Placed on Inactive Status: 176 (-11%)

Voluntary Surrender: 330 (+1%)

Active Lic. Renewals: 6,835 (+1%)

Inactive Lic. Renewals: 179 (-42%)

Lic. Susp. (no bond): 782 (+19%)

Licenses Canceled: 776 (-1%)

30 Application Denial Hearings (-58%)

28 Financial Responsibility Hearings (-18%)

665 Financial Reviews Received (+14%)

- 653 Approved by Staff (+29%)

1,116 CMS Exams Administered by PSI

1,250 Trade Exams Administered by PSI

- 27 Applicants applied for waiver of trade exam based on passing NASCLA exam.

38 Applicants & 248 Licensees disclosed veteran status on their new or renewal license applications

# Licensing - Annual Trends

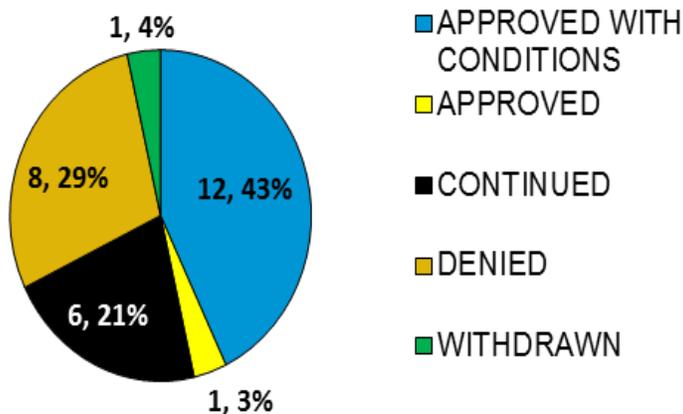
## New License Applications

FY 2015 – 2016			FY 2016 – 2017			FY 2017 – 2018		
15	JUL	144	16	JUL	123	17	JUL	119
15	AUG	143	16	AUG	135	17	AUG	152
15	SEPT	147	16	SEPT	136	17	SEPT	127
15	OCT	121	16	OCT	129	17	OCT	129
15	NOV	126	16	NOV	140	17	NOV	142
15	DEC	108	16	DEC	116	17	DEC	115
16	JAN	96	17	JAN	133	18	JAN	135
16	FEB	176	17	FEB	122	18	FEB	150
16	MAR	142	17	MAR	143	18	MAR	190
16	APR	129	17	APR	131	18	APR	177
16	MAY	137	17	MAY	158	18	MAY	167
16	JUN	125	17	JUN	166	18	JUN	195
	<b>TOTAL</b>	<b>1,594</b>		<b>Total</b>	<b>1,632</b>		<b>Total</b>	<b>1,798</b>

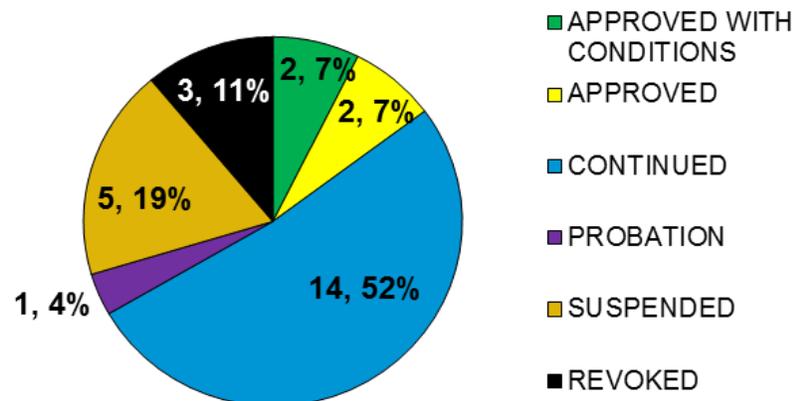
This is the 5th consecutive quarter New License Applications have increased when compared to the same period the year prior. Overall, the Board saw a 10% increase in new license applications this year over last.

Indicators like this seem to mirror the reality of the construction industry, which is gaining momentum with significant commercial and residential projects being undertaken in all parts of the state.

## FY 2017-18 New Application Denial Hearing Outcomes

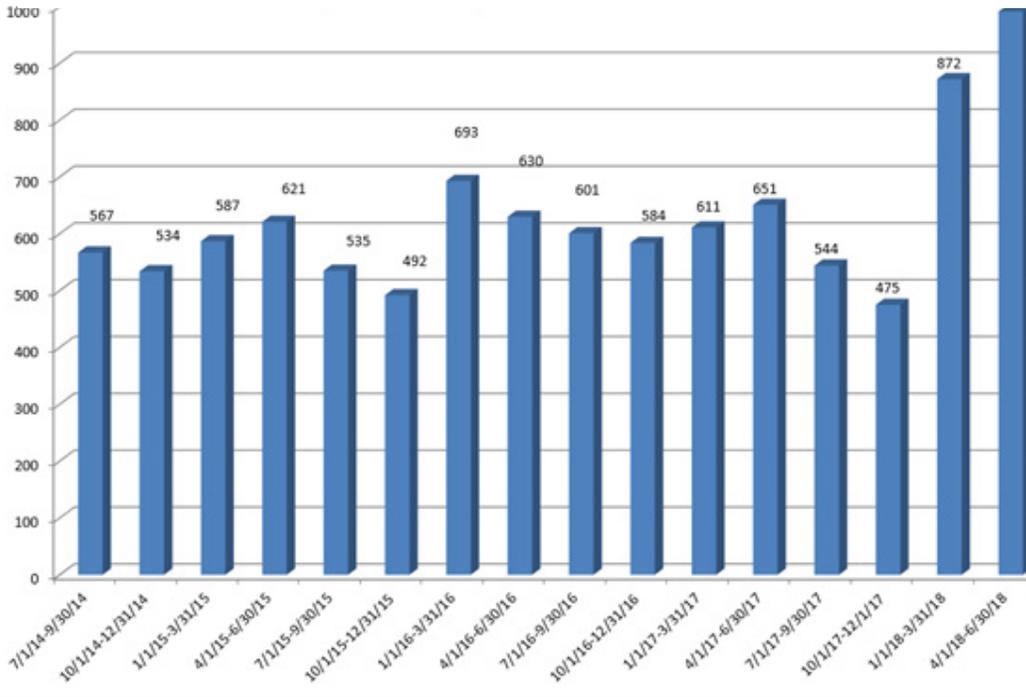


## FY 2017-18 Financial Responsibility Hearing Results



# Licensing - Annual Trends

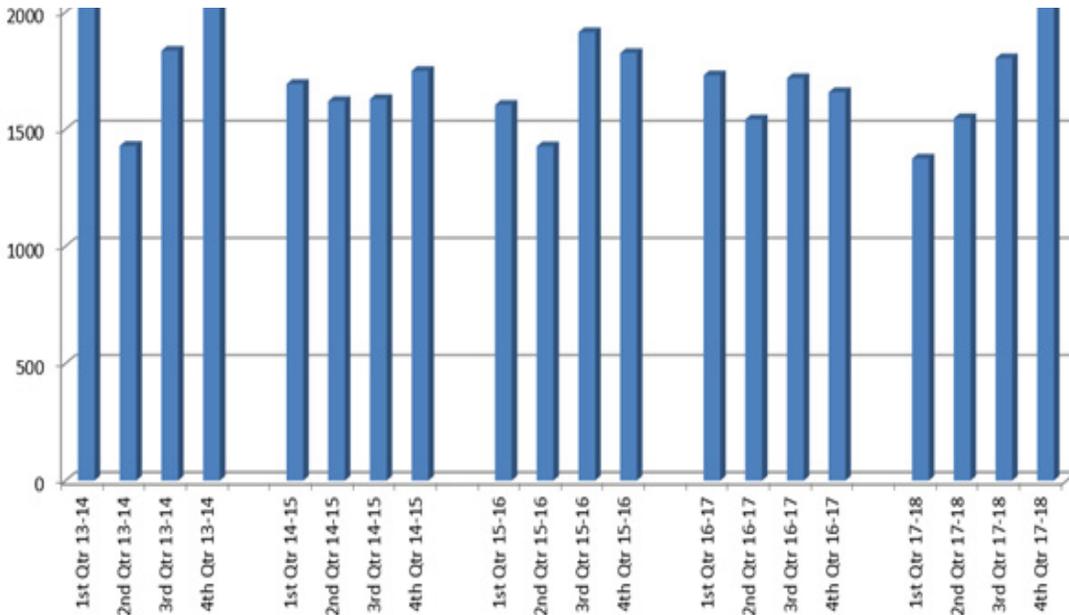
## ONLINE LICENSE RENEWALS INCREASING



Online license renewals spiked to an all-time high in the 4th quarter, representing 46% of all license renewals received by the Board.

This is likely attributed to increased marketing of the Board’s online renewal service. An informational flyer was developed and included with all renewal mailings encouraging licensees to utilize the digital approach; the Board’s Horizon newsletter now includes advertisements promoting its use; and a dedicated staff member was assigned to address and walk licensees through the online renewal process.

## ACTIVE LICENSE RENEWAL PATTERNS VARY



These efforts combined with the overall simplification of the online renewal process seem to be having a positive influence on licensees acceptance and willingness to try the automated platform.

# Licensing - Annual Highlights

## New Database Allows for Enhanced Services

Contractors and consumers alike are benefiting from the Board's new licensing and enforcement database, which launched in the first quarter of FY 2017-18. The Board's online renewal platform was simplified and made more convenient, while the online contractor license search features were expanded to include options to search by county and classification, in addition to having direct links to a contractor's license details in the search results. Next in the pipeline is an automated license application!

## Licensure by Endorsement

The Board initiated rulemaking to amend NAC Chapter 624 to conform to the license by endorsement requirements outlined in Senate Bill 69 from the 2017 Legislative Session. Additionally, staff researched the experience qualification/certification requirements and trade examination requirements from other state contractor licensing programs. As a result, the Board has posted to its website a State Equivalency Chart, which identifies states with areas of substantially similar requirements to Nevada. Any person licensed in a qualifying state may request to have their trade exam or experience certifications requirement waived when applying for a contractor's license in Nevada. This information has been added to the Board's various application forms.

## Reducing Barriers to Licensure

Complementing the licensure by endorsement efforts, staff spent time this year evaluating opportunities to further reduce barriers to licensure. These include reviewing existing laws and regulations and making recommendations for legislative changes to amend provisions related to experience, post licensure financial reviews, inactive status terms, application denial hearings, general building provisions, and license reinstatement for active duty military members. Staff also worked with the Board's exam provider, PSI, to add 24 out-of-state testing locations to better accommodate applicants. Additionally, PSI agreed to offer testing accommodations in other states across the nation, when an applicant completes PSI's Accommodation Request Form.

## New Office, Updated Exam, & Revised Forms

Other significant highlights from the year included relocating the Reno office; revising the Board's Public Records Request policy to ensure compliance with Nevada records laws, which was posted to the Board's website along with a fee schedule and general instructions that now allow for submitting the form online; and working with subject matter experts to make updates to the B-2 Residential and Small Commercial exam, including modified questions and new content relating to safety.

# Enforcement - Background Check Q4 v. Annual

## QUARTER 4 STATS

<b>Fingerprint Cards Submitted</b>	<b>956</b>
Total fingerprints returned with criminal histories	251
Total fingerprints returned without criminal histories	705
<b>Criminal Histories</b>	<b>26%</b>

### ***BACKGROUND CHECKS***

- 56 Investigations Initiated
- 48 Investigations Closed
- 24 Pending
- 22 Licensing Interviews Conducted
- 14 Failed to disclose criminal history
  - 4 Theft
  - 2 Felony Theft
  - 1 Battery; Assault; Felony Battery; Stolen Property; Misdemeanor DUI; Trespass; Narcotics; Resisting Arrest

***3 Administrative Citations Issued for Misrepresentation totaling \$1,500.***

## ANNUAL STATS

<b>Fingerprint Cards Submitted</b>	<b>3,202</b>
Total fingerprints returned with criminal histories	811
Total fingerprints returned without criminal histories	2,391
<b>Criminal Histories</b>	<b>25%</b>

### ***BACKGROUND CHECKS***

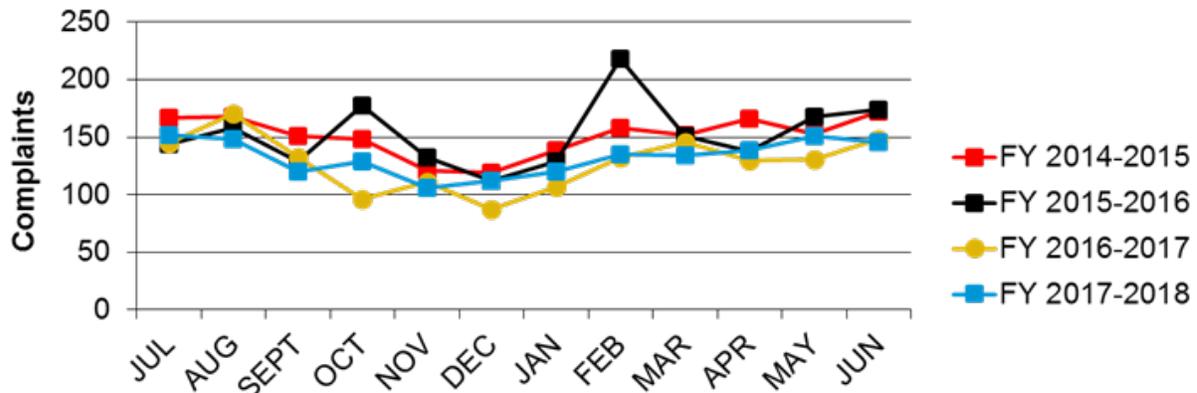
- 221 Investigations Initiated
- 5 Applicants Withdrew Their Application
- 78 Licensing Interviews Conducted
- 84 Failed to disclose criminal history
  - 17 Misdemeanor DUI
  - 13 Theft
  - 12 Battery Domestic Violence
  - 6 Misdemeanor Assault
  - 5 Felony Narcotics
  - 4 Felony Theft
  - 3 Embezzlement; Disorderly
  - 2 Burglary; Receiving Stolen Property; Felony Assault; Trespass

Other crimes included: Robbery; Homicide; Misdemeanor Narcotics; Sex Assault; Misdemeanor Battery; Fraud; Obstruction; Weapons; Contracting without a License; Resisting Arrest

***38 Administrative Citations Issued for Misrepresentation totaling \$19,250.***

# Enforcement - Compliance Overview

## Compliance Complaints by Month



### 4TH QUARTER OVERVIEW

Opened Complaints: 442

- 270 Workmanship
- 48 Money Owing
- 61 Industry Regulation

49 Administrative Citations

- \$90,450 in Fines
- \$18,023 in Invest. Costs

36 Cases referred for Disciplinary Hearing

- 14 licenses revoked
- \$52,350 in Fines
- \$52,030 in Investigative Costs

	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18
JUL	167	144	145	152
AUG	168	158	170	148
SEPT	151	129	132	120
<b>1st Qtr:</b>	<b>486</b>	<b>431</b>	<b>447</b>	<b>420</b>
OCT	148	177	96	129
NOV	121	132	111	106
DEC	119	112	87	112
<b>2nd Qtr:</b>	<b>388</b>	<b>421</b>	<b>294</b>	<b>347</b>
JAN	139	129	107	120
FEB	158	218	132	135
MAR	152	151	146	134
<b>3rd Qtr:</b>	<b>449</b>	<b>498</b>	<b>385</b>	<b>389</b>
APR	166	138	130	139
MAY	153	168	131	151
JUN	172	174	148	146
<b>4th Qtr:</b>	<b>491</b>	<b>480</b>	<b>409</b>	<b>436</b>
<b>FY TOTAL</b>	<b>1814</b>	<b>1830</b>	<b>1535</b>	<b>1592</b>

### ANNUAL SNAPSHOT

Opened Complaints: 1,592

- 923 Workmanship
- 192 Money Owing
- 385 Industry Regulation

170 Admin. Citations issued

- \$217,600 Fines
- \$53,812 Invest. Costs

131 Cases referred for Disciplinary Hearing

- 40 Licenses revoked
- \$186,300 Fines
- \$151,887 Invest. Costs

# Enforcement - Annual Recovery Fund Highlights

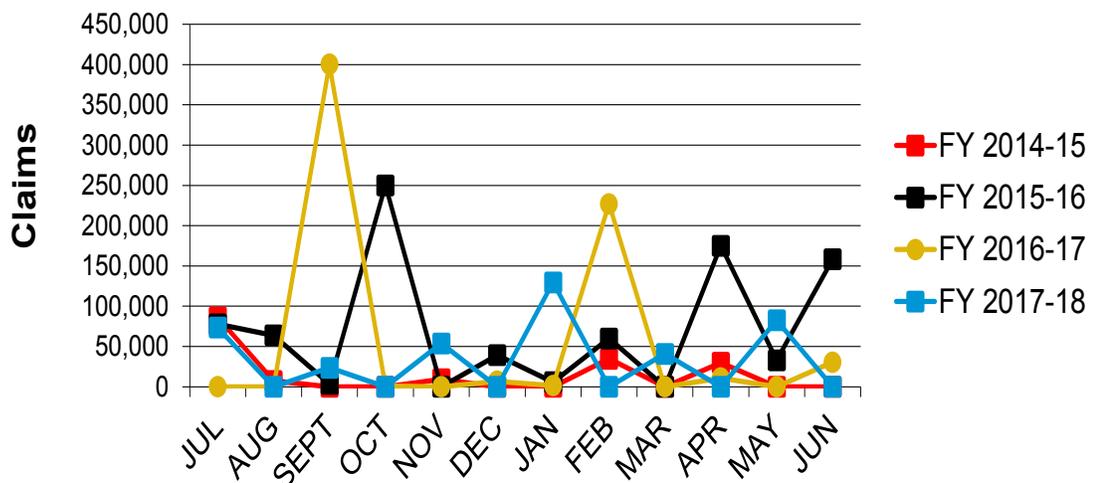
## RECOVERY FUND CLAIMS FILED

	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18
JUL	3	9	3	4
AUG	3	8	10	4
SEPT	0	1	3	2
<b>1st Qtr:</b>	<b>6</b>	<b>18</b>	<b>16</b>	<b>10</b>
OCT	1	4	9	2
NOV	3	3	3	1
DEC	2	5	2	2
<b>2nd Qtr:</b>	<b>6</b>	<b>12</b>	<b>14</b>	<b>5</b>
JAN	4	5	2	8
FEB	0	43	3	3
MAR	1	40	5	0
<b>3rd Qtr:</b>	<b>5</b>	<b>88</b>	<b>10</b>	<b>11</b>
APR	1	25	2	6
MAY	8	39	2	4
JUN	11	4	2	2
<b>4th Qtr:</b>	<b>20</b>	<b>68</b>	<b>6</b>	<b>12</b>
<b>FY TOTAL</b>	<b>37</b>	<b>186</b>	<b>46</b>	<b>38</b>

### Residential Recovery Fund Annual Highlights

- 42 Claims considered
- 35 Claims awarded \$403,941.60 collectively
- Average award = \$11,541.19

## Recovery Fund Claims Amount Paid

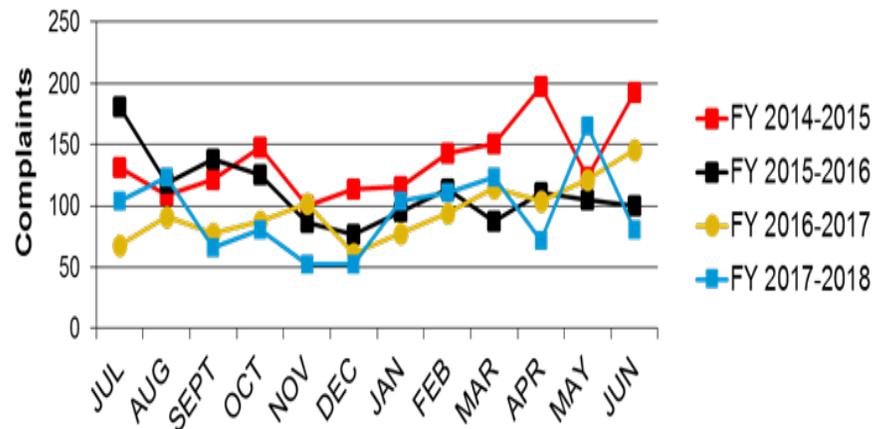


# Enforcement - Criminal Overview

## QUARTER 4 OVERVIEW

- Opened Complaints: 318
  - 205 Contracting without a license
  - 112 Unlawful advertising
  - 1 Criminal fraud
- Criminal Citations: 51
- Criminal affidavits filed: 38
- Cease and Desist Orders Issued: 85
- Administrative Citations: 9

Criminal Complaints by Month



## ANNUAL OVERVIEW

- Opened Complaints: 1,315
  - 796 Contracting without a license
  - 519 Unlawful advertising
  - 12 Criminal fraud
- Criminal Citations: 192
- Criminal affidavits filed: 187
- Cease and Desist Orders Issued: 282
- Administrative Citations: 26

	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18
JUL	131	181	68	102
AUG	109	119	91	133
SEPT	121	138	78	89
<b>1st Qtr:</b>	<b>361</b>	<b>438</b>	<b>237</b>	<b>324</b>
OCT	148	125	87	84
NOV	100	86	102	53
DEC	114	77	61	52
<b>2nd Qtr:</b>	<b>362</b>	<b>288</b>	<b>250</b>	<b>189</b>
JAN	116	95	78	84
FEB	143	114	94	106
MAR	151	87	115	124
<b>3rd Qtr:</b>	<b>410</b>	<b>296</b>	<b>287</b>	<b>314</b>
APR	197	111	104	165
MAY	123	105	121	223
JUN	193	100	146	100
<b>4th Qtr:</b>	<b>513</b>	<b>316</b>	<b>371</b>	<b>488</b>
<b>FY TOTAL</b>	<b>1646</b>	<b>1338</b>	<b>1145</b>	<b>1315</b>

# Enforcement - Quarter 4 Highlights

## Board Opens 70 Unlicensed Contractor Investigations in June as Part of National Effort

The Contractors Board's Special Investigations Unit opened a total of 70 investigations in June, resulting in the issuance of 20 criminal citations, 16 Cease and Desist Orders, one administrative citation, and submission of 11 cases to county district attorneys' offices. Citations and/or criminal proceedings are pending in several additional cases.

These efforts included an annual 'Border Blitz' with the California Contractors State License Board, investigating complaints from the public, conducting undercover sting operations in southern and northern Nevada, and performing neighborhood sweeps for people engaged in home repair and other construction projects without proper licensure.

The concentrated effort in Nevada was part of a nationwide effort to curtail illegal contracting and highlight the financial and public safety threats it presents. Coordinated by the National Association of State Contractors Licensing Agencies (NASCLA), contractors boards in Arizona, California, Florida, Mississippi, Oregon, Rhode Island, Texas, Utah and Washington, also scheduled stings and proactive enforcement activities to identify and prosecute suspected unlicensed contractors.

Enforcement investigated a total of 2,911 complaints in FY 2017-18

An increase of 11% over FY 2016-17

## Unlicensed 'Traveler' Targets Southern Nevada Residents



In June, the Contractors Board put out a Consumer Alert warning residents in the Las Vegas and Henderson areas of travelers operating a roofing scam. The alleged unlicensed suspect, identified as Joshua Spiro, 48, is known in states across the nation as a 'traveler' operating under a myriad of aliases. Most recently in Nevada, he has gone by "Rick" and "Frank" and used the business names "Spiro Roofing" and "Lee's Roofing." Spiro's son, also Joshua Spiro, has been identified by one of the victims as accompanying Spiro to the victim's home.

NSCB submitted evidence to the Clark County District Attorney's Office on June 26 seeking prosecution of Spiro, after receiving a complaint from a Las Vegas resident who paid Spiro a \$2,300 down payment for a \$5,300 roof repair project. The case charges the elder Spiro with obtaining money under false pretenses, contracting without a license and unlawful advertising.

Spiro Investigators found the elder Spiro was the subject of two earlier complaints. They often market roofing services through flyers. The owner of the residence where Spiro was operating out of identified the younger Spiro and his wife as recent tenants. He said the elder Spiro and his wife had been living with the tenants, but that all had recently moved out.

# Information Technology - Annual Highlights



During the year, Information Technology helped to wrap up the technical logistics for the Henderson Office remodel project, which included reconfiguration of all staffing office areas. Additionally, much time was spent assisting the Reno Office with its relocation efforts to a new office space. That undertaking involved complete breakdown and reconfiguration of all office equipment and services.

IT upgraded the Board's document management solution to a newer version. This upgrade was not only necessary to be current with the technology recommendations, but it also increases the stability, security, and support for scanning all files of the Contractors Board, which includes licensing and enforcement cases and application materials.



One of the greatest accomplishments during the year was the implementation of the Board's licensing and enforcement database, which was created by GL Solutions. The project went live in September followed by continuous monitoring and improvements being made to ensure the most efficient and useful functionality for both staff and public end-users. The new database has allowed for enhanced license search features, as well as streamlined online renewal processes.

With the upgraded database, it became necessary to identify a new developer for the Board's mobile application, which allows for online license search and reporting of unlicensed activities. Although no vendor was selected during the reporting period, the Board solicited bids from interested parties and began evaluating each proposal to determine the one that best aligns with the Board's needs. A selection is expected in the first quarter of 2018-19.



# Public Information Office - Annual Highlights

## Video Messages a New Tool at NSCB's Disposal

FY 2017-18 proved to be a great opportunity to enhance the Board's informational resources for consumers and applicants. In an effort to make the Board's message more appealing and accessible, video messages were created to explain a variety of topics and information. Three videos relating to disaster preparedness were created in an effort to help homeowners understand steps to take before a disaster occurs, what to do following a disaster, and considerations to keep in mind when it comes time to file a claim for damages with your home insurance provider.

The Public Information Office also worked closely with staff in the Licensing Department to create a video that walks applicants through the important or key areas of the license application. Information in the video provides helpful tips to avoid processing delays, requirements of other agencies, and pitfalls to avoid that could lead to denial of an application.



## Disaster Preparedness a Hot Topic in 2017-18

September is Disaster Preparedness Month, and this year, there were significant opportunities leading up to and following September activities for the Board to engage with the community. Specifically, the Board attended a number of local and state-sponsored community events and informational fairs, participated in local Fire Station outreach events, and had several opportunities to work with media in getting the Board's message out to the public through print, television, and radio opportunities. These experiences afforded the Board a platform to share the dangers of unlicensed contracting following a disaster, encourage homeowners to develop a Contractor Contact List to be used in their time of emergent need, and make available the Board's resources for additional assistance.

## Board Enhances Resources for Spanish-Speaking Communities

As outlined by the Board's strategic initiatives, the Public Information Office worked to translate all of the Board's informational brochures, making them available in both print and online formats for the public to utilize. Additionally, the Board worked closely with Univision and Telemundo to produce a variety of segments integrating valuable information about the Board's services, unlicensed contractors, license verification, and the protections available to homeowners. Among these tools were two public service announcements, which used humor to highlight the importance of hiring licensed Nevada contractors.

## Looking Forward - Fiscal Year 2018-19

Wrapping up the strategic objectives from the year is an accomplished feeling. But the celebration quickly transitions into a renewed focus on the projects and initiatives for the next fiscal year. While much of 2017-18 was centered on infrastructure upgrades, outreach initiatives, and administrative advancements, 2018-19 promises to look closely at licensing initiatives in light of the regulatory trends sweeping the nation.

For our first reporting period in October, we will be working to complete the following objectives:

- Identifying opportunities to expand license by endorsement for testing and experience requirements with other states.
- Developing the Board's legislative package to include solutions related to management and construction roles on large construction projects, as well as remedies to the allocation amounts currently allowed for claimants of the Residential Recovery Fund.
- Evaluating the need for additional bonding requirements for residential solar construction.
- Submitting legislation to remove the two-year financial statement requirement for newly licensed residential contractors.
- Developing a messaging strategy for FY 2018-19 to include a variety of outreach initiatives and media approaches.
- Researching the feasibility of conducting webinars for Board programs and presentations.
- Preparing a proposal for establishing an in-house Legal Department.

Our efforts from last year may have just ended, but our work to improve our services and operations never does. We look forward to welcoming you back in a few months to share the advancements we've made!



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