



*Nevada State Contractors Board*

**STRATEGIC PLAN**  
**EXECUTIVE OFFICER REPORT**  
**QUARTER THREE REPORT**

*January 1 - March 31, 2023*



## **Members of the Board**

Boyd Martin, *Chairman*

Margaret Cavin, *Treasurer*

Bryan Cowart

Joe Hernandez

Kent Lay

Jan B. Leggett

Louis Polish, Jr.

## **Executive Leadership**

Margi Grein, *Executive Officer*

Susan Broili-Kamesch, *Licensing Administrator*

David Behar, *Director of Investigations*

Brian Hayashi, *Information Technology Manager*

## **Mission Statement**

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

members  
ensure  
and



## Message from the Executive Officer

There is always a moment in the drafting of our strategic plan reports where I find myself taking pause at the realization of how much we continue to move the needle forward and demonstrate our commitment to being a model regulatory agency.

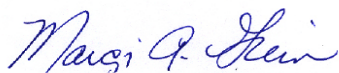
Having served as Executive Officer for 25 years, I take great pride in knowing every day we find opportunities to improve our operations and increase transparency to promote understanding and confidence in the purpose of the Contractors Board. Upholding our responsibility to protect the public's health, safety, and welfare is an undertaking not taken lightly, and we appreciate the opportunity to serve the needs of our licensees who are the face of construction every day.

Even with limited objectives to focus on this quarter, there was no shortage of items to report on. Highlighted in the pages that follow, you will learn that we are seeing an increase in new and change license applications, reflecting the ongoing availability of work across the state.

Our enforcement data underscores the importance of the Board's complaint process, noting significant increases in certain categories of unlawful activities. Without the ability to receive, respond, and analyze this information, contractors would have no deterrent to operate in unscrupulous ways and homeowners would be at greater risk of being harmed with reduced opportunities for assistance and restitution.

Promoting a variety of Board messages, our public information team succeeded in garnering media attention for our annual Hammers & Hope events, educational forums, and partnering with several organizations to outreach specifically to women and the Hispanic community.

As the Board adapts to the transition of leadership at the State level, we remain focused and dedicated to sharing our story and responding to all requests and directives expected of regulatory agencies. We look forward to providing information during the 82<sup>nd</sup> Legislative Session that will help promote understanding and confidence in the services we provide.



MARGI A. GREIN  
Nevada State Contractors Board Executive Officer

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# Executive Officer - Quarter Highlights



## Governor Lombardo Hosts Open House in First Days of Office

Executive Officer Grein and Director of Investigations David Behar welcomed the opportunity to meet with

Governor Lombardo during an Open House event early this quarter in Las Vegas. The informal social gathering welcomed the newly elected Governor, bringing together stakeholders from across the state for networking and recognition.

## Consumer Protection Remains Priority at Monthly Meetings with State Attorney General, Inter-agency Task Force

In an ongoing effort to proactively address consumer-related concerns across the solar industry, Executive Officer Margi Grein and Director of Investigations David Behar engaged in relevant discussions with the Attorney General’s office on ways to combat unlawful activities occurring within the solar industry and identify ways to strengthen existing processes and avenues for criminal prosecution when warranted. These meetings are further supported through the Board’s leadership in the Underground Economy Task Force, which is dedicated to improving inter-agency communications, strategic approaches, and efficiency of resources related to unlicensed activities.

## Board Prepares Response to Executive Orders 2023-003 and 2023-004

Among the first matters of business upon being sworn into office, Governor Lombardo issued a number of Executive Orders, including two that required action of the Board. The directives focused on occupational licensing, related fees and costs, and licensing requirements in effect, as well as a thorough review of regulations the Board recommends for removal. The Board complied with the Governor’s orders, held a public hearing related to its proposed regulatory changes, and prepared its report to the Governor’s office as requested.

## Executive Officer Grein Leads Valuable Discussions on Construction Career Opportunities for Graduating Students

During the quarter, Executive Officer Grein and professionals from across the trades were invited to Desert Rose High School and the East Career and Technical



Academy to share their insights on the pathways to a career in construction. The purpose of the interactive format is to highlight various job opportunities, mentor students on interviewing and employer expectations, and inspire through personal

testimonies about life in the construction industry.

# Executive Officer - Quarter Highlights

## Annual Strategic Planning Defines Department Priorities for FY 2023-24



In March, the Board held its annual strategic planning meeting providing a forum to discuss construction, economic, and regulatory trends; relevant issues impacting Board operations; and

reflect on recent accomplishments. Insights into these discussions help guide Board members and executive staff in defining priority areas within each department for the year ahead and setting measurable objectives to be implemented.

## Board Holds Joint Meeting with Commission on Construction Education

In January, members of the Nevada State Contractors Board joined the Commission on Construction Education for an annual joint meeting where new Commission Member Vincent Tatum was sworn in. This year's meeting focused on the Commission's strategic planning goals, grant application and approval processes, as well as recommended legislative and regulatory changes under NRS and NAC Chapters 624. Members also received training from the Attorney General's office.

## 82<sup>nd</sup> Legislative Session Begins

The Contractors Board welcomed the start of the 82<sup>nd</sup> Legislative Session in February, with Executive Officer Grein appearing before the Assembly Committee on Commerce and Labor to testify on legislation of importance to the Board. Grein continues to conduct meetings with legislators and industry representatives to inform and identify solutions to recommendations presented. Among the topics being addressed are processes related to cease and desist orders, and administrative citations; grounds for disciplinary action; licensing requirements for individuals providing management and counseling services on a construction project for a professional fee; and strengthening protections for consumers engaging in contracts for residential improvements.

## Board Approves Contract for Website and Mobile Application Redesign

In December 2022, the Board issued its Request for Proposal to update the Board's website and mobile application, and the final contract was approved by the State of Nevada Board of Examiners on March 28, 2023. The selected vendor, KMJ 2.0 LLC/Karl Maisner, anticipates the project will take approximately five months to complete. The Board has an assigned team in place ready to assist with project oversight and implementation.

# Executive Officer - Honorable Mentions



## PASSING OF THE BATON

During the quarter, Executive Officer Grein, members of the Board, and staff honored former Director of Investigations Paul Rozario and Licensing Administrator Nancy Mathias for their dedicated careers to the Contractors Board.

Paul served as director for 8 years and was instrumental in spearheading the Board’s Underground Economy Task Force, improving investigative processes and procedures, pursuing discipline and criminal prosecution against unlawful and unscrupulous activities, and streamlining efforts to resolve

consumer complaints in a more timely and efficient manner.

Nancy’s 42-year tenure at the Board is noteworthy on its own, and underscored her commitment and passion to consistently and thoughtfully mitigate regulatory and statutory matters pertaining to the licensure of Nevada’s contractors. Acquiring a breadth of knowledge throughout her career, Nancy was a cornerstone of the Board’s licensing and administrative operations and a highly respected and valued member of the Contractors Board team and across the construction industry.

## REMEMBERING THE LEGACY OF GEORGE LYFORD

While legacies are often paved through the accomplishments and sacrifices made by an individual, George’s legacy is best remembered by the selfless and joyful man he was. Having served the Board as director of investigations for 20 years prior to his retirement, there was never a day George didn’t have a smile stretching across his face. His extensive background with the FBI likely contributed to his calm and collected demeanor and gave him plenty of stories to share. From civil rights, bank robberies, kidnappings, fugitives, extortion, and white-collar crimes, to the more personal stories about his grandchildren, their sports, and his travels, George always knew how to make you feel welcome, appreciated, and heard.



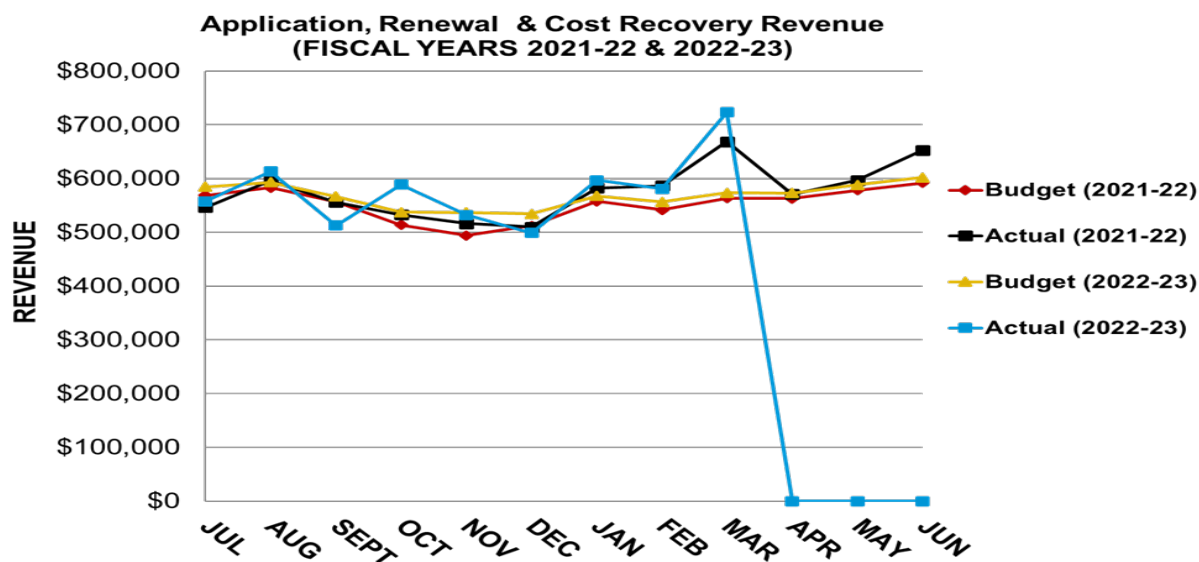
*George Lyford*  
3/12/1945 - 3/20/2023

George provided guidance and expertise over the years as the Board made instrumental changes to improve consumer safety across the pool and spa industry, residential solar, and efforts to combat unlicensed contracting. He led his team of investigators with professionalism and was committed to upholding investigative standards that were fair for all parties involved. George is a man unlike any other, and the Board celebrates his life as it honors the countless attributes and contributions that paved his legacy.





# Licensing & Cost Recovery Dashboard



## JANUARY TO MARCH 2023

Licenses (Beginning of Quarter)	17,863
New Licenses Issued	319
Licenses Cancelled / Surrendered / Revoked	(304)
Variance in Suspended / Reinstated Licenses	76
Licenses (End of Quarter)	17,954
# of Licenses on January 1, 2023	17,863
# of Licenses on March 31, 2023	17,954
Licenses Gained / Lost	91
Renewal Revenue Gained / Lost	\$54,600
*Does not include suspended licenses	

## FISCAL YTD LICENSING FEE TOTALS (FY 2022-23)

LICENSING FEES	Q3 BUDGET	Q3 ACTUAL	VARIANCE
License Renewals	1,121,000	1,277,285	156,285
New License Fee	203,750	202,200	(1,550)
Application Fee	168,750	189,600	20,850
License Changes	118,750	139,075	20,325
Invest Recov Costs	56,250	56,069	(181)
Renewal Late Fees	20,250	24,959	4,709
Renewal Inactive Fee	9,375	11,850	2,475

## 90 DAY RETENTION RATE

Projected Year-End Retention Rate	January 2023	17,863	
	Cancellations	(303)	(1.69%)
	New Licenses	319	1.78%
	Suspended / Reinstated	76	0.42%
	March 2022	17,955	
	Change	92	
3 Month Rolling	% Change	0.51%	

## 180 DAY RETENTION RATE

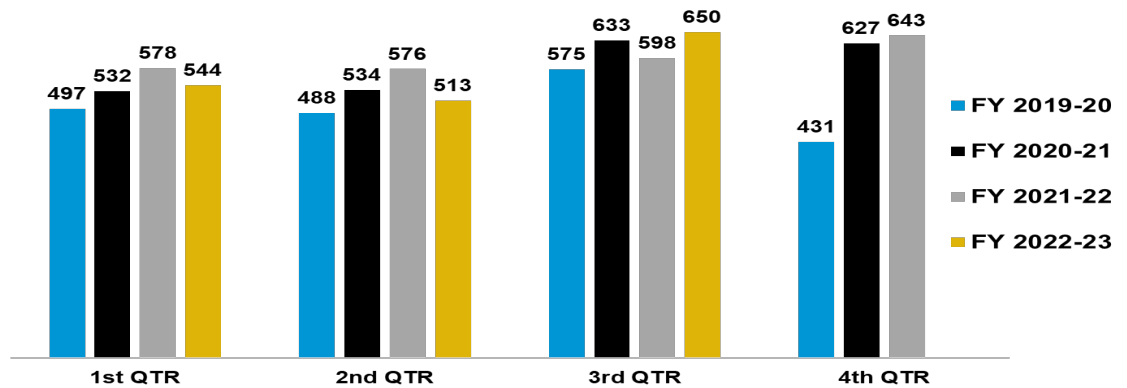
Projected Year-End Retention Rate	October 2022	17,885	
	Cancellations	(530)	(2.95%)
	New Licenses	595	3.31%
	Suspended / Reinstated	5	0.03%
	March 2023	17,955	
	Change	70	
6 Month Rolling	% Change	0.39%	

# Licensing - Quarter Statistics

<b>New License Apps</b>	<b>650</b>	<b>(9%)</b>
<b>Issued Licenses</b>	<b>319</b>	<b>(5%)</b>
<b>Change Apps</b>	<b>854</b>	<b>(10%)</b>
<b>Active Licenses*</b>	<b>17,506</b>	<b>(1%)</b>
<b>Inactive Licenses</b>	<b>448</b>	<b>(12%)</b>
<b>Placed on Inactive Status</b>	<b>20</b>	<b>(51%)</b>
<b>Voluntary Surrender</b>	<b>88</b>	<b>(26%)</b>
<b>Licenses Canceled, Not Renewed</b>	<b>209</b>	<b>(6%)</b>
<b>Licenses Revoked</b>	<b>7</b>	<b>(36%)</b>
<b>License Suspensions (no bond)</b>	<b>185</b>	<b>(11%)</b>
<b>License Suspensions Initiated (DETR/DIR)</b>	<b>28</b>	<b>(65%)</b>
• Compliance with DETR/DIR Received	<b>25</b>	<b>(150%)</b>
• Suspended	<b>2</b>	<b>(100%)</b>
• Pending Suspension	<b>2</b>	<b>(86%)</b>
<b>Active License Renewals</b>	<b>2,006</b>	<b>(2%)</b>
<b>Inactive License Renewals</b>	<b>40</b>	<b>(7%)</b>
<b>Online Renewals</b>	<b>1,478</b>	<b>(72% of all renewals)</b>
<b>New Online Registrations</b>	<b>527</b>	<b>(13,424 total registered)</b>
<b>Application Denial Hearings</b>	<b>11</b>	<b>(57%)</b>
<b>CMS Exams</b>	<b>435</b>	<b>(4%)</b>
<b>Trade Exams</b>	<b>416</b>	<b>(12%)</b>
<b>NASCLA Exam Transcripts</b>	<b>23</b>	<b>(5%)</b>
• General Building Exam Waiver	<b>11</b>	<b>(0%)</b>
<b>Licensure by Endorsement</b>	<b>24</b>	<b>(4% of all new applications)</b>
• Trade & Experience	<b>21</b>	
• Trade Only	<b>0</b>	
• Experience Only	<b>3</b>	
<b>Certificates of Eligibility Requests</b>	<b>8</b>	<b>(11%)</b>
<b>Certificates of Eligibility Renewals</b>	<b>102</b>	<b>(12%)</b>
<b>Single Project Limit Increases</b>	<b>25</b>	<b>(24%)</b>
<b>Contractors Identified As Veterans</b>	<b>66</b>	<b>(4%)</b>
<b>Business Assistance Program Attendees</b>	<b>45</b>	<b>(50%)</b>
<b>Public Records Requests</b>	<b>17</b>	<b>(6%)</b>
<b>Total Calls Received</b>	<b>11,188</b>	

# Licensing - New & Issued License Application

## NEW LICENSE APPLICATIONS RECEIVED ANNUALLY *Comparison by Quarter*



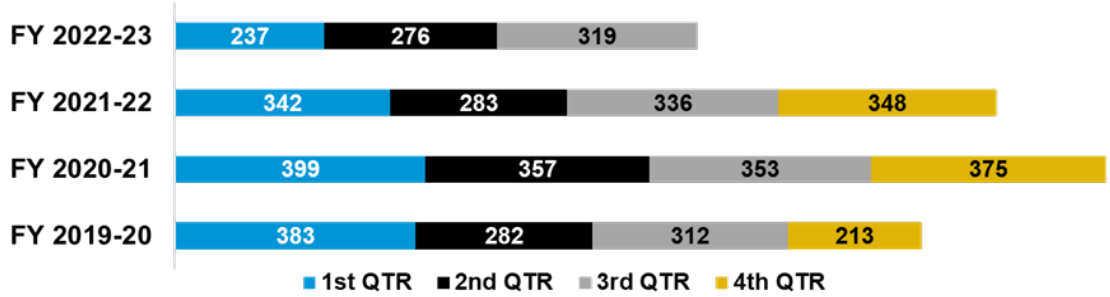
## ISSUED LICENSES BY CLASSIFICATION

PRIMARY LICENSE CLASSIFICATION	3RD QUARTER (FY 2021-22)			3RD QUARTER (FY 2022-23)		
	In	Out	Total	In	Out	Total
A General Engineering	18	23	41	18	17	35
AB General Building and General Engineering	0	0	0	0	2	2
B General Building	44	30	74	30	25	55
C-1 Plumbing and Heating	19	4	23	20	1	21
C-2 Electrical	22	19	41	21	13	34
C-3 Carpentry	23	4	27	26	4	30
C-4 Painting and Decorating	17	0	17	15	5	20
C-5 Concrete Contracting	10	1	11	6	1	7
C-6 Erecting Signs	3	1	4	3	0	3
C-7 Elevation and Conveyance	0	0	0	0	0	0
C-8 Glass and Glazing	4	1	5	2	4	6
C-10 Landscape	14	0	14	14	1	15
C-11 Spraying Mixtures Containing Cement	2	0	2	0	0	0
C-13 Using Sheet Metal	2	0	2	1	1	2
C-14 Steel Reinforcing and Erection	12	2	14	7	7	14
C-15 Roofing and Siding	4	3	7	7	1	8
C-16 Finishing Floors	8	0	8	6	5	11
C-17 Lathing and Plastering	3	0	3	3	1	4
C-18 Masonry	4	0	4	4	1	5
C-19 Installing Terrazzo and Marble	6	0	6	6	2	8
C-20 Tiling	7	0	7	6	1	7
C-21 Refrigeration and Air-Conditioning	14	2	16	14	4	18
C-23 Drilling Wells and Installing Pumps, Pressure Tanks and Storage Tanks	0	0	0	1	0	1
C-24 Erecting Scaffolds and Bleachers	0	0	0	0	1	1
C-25 Fencing and Equipping Playgrounds	1	0	1	1	0	1
C-26 Institutional Contracting	0	1	1	0	2	2
C-27 Individual Sewerage	0	2	2	0	0	0
C-28 Fabricating Tanks	0	2	2	0	0	0
C-30 Installing Equipment to Treat Water	1	1	2	1	0	1
C-31 Wrecking	3	0	3	0	0	0
C-33 Installing Industrial Machinery	0	0	0	0	2	2
C-36 Installing and Applying Polyurethane or Other Similar Products and Coatings	0	0	0	0	0	0
C-37 Solar Contracting	0	0	0	0	0	0
C-38 Installing Equipment Used with Liquefied Petroleum and Natural Gas	0	0	0	0	0	0
C-39 Installing Heaters	0	0	0	0	0	0
C-40 Specialties Not Authorized by Other Classifications	0	1	1	1	0	1
C-41 Constructing, Altering or Improving Video Service Networks	0	0	0	2	3	5
<b>TOTAL</b>	<b>241</b>	<b>97</b>	<b>338</b>	<b>215</b>	<b>104</b>	<b>319</b>
% NEW APPLICATIONS FROM APPLICANTS IN NEVADA			71%			67%
% NEW APPLICATIONS FROM APPLICANTS OUT OF STATE			29%			33%

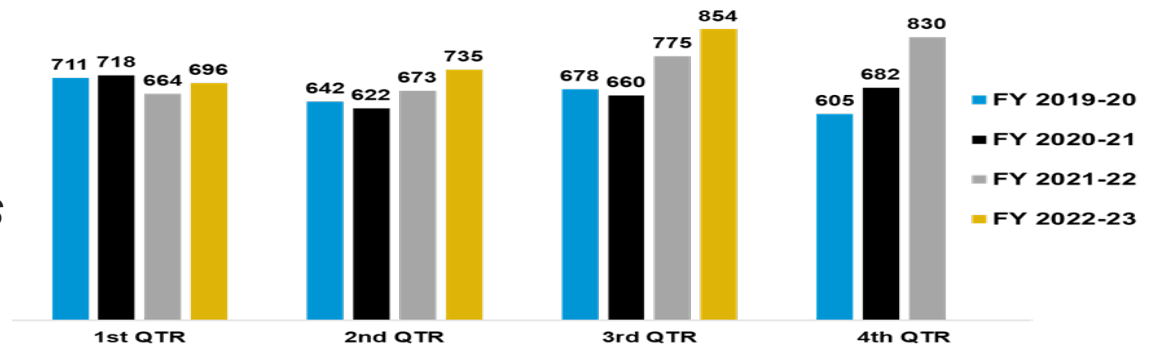
# Licensing - License & Renewal Trends

The charts below present annual data trends by quarter for comparison purposes.

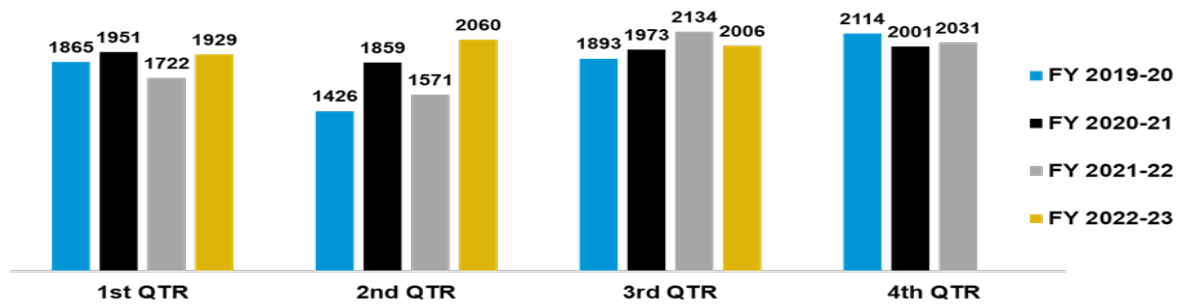
## ISSUED LICENSES



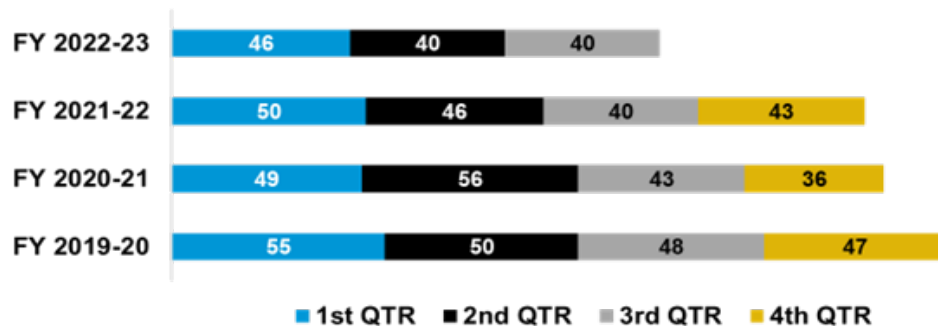
## LICENSE CHANGE APPLICATIONS



## ACTIVE LICENSE RENEWALS



## INACTIVE LICENSE RENEWALS



# Licensing - Quarter Highlights



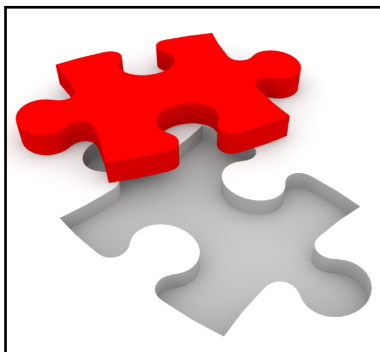
## CROSS-TRAINING EFFORTS AID IN RESOLVING LICENSING INQUIRIES

Among the nearly 12,000 calls fielded by staff during the quarter, several inquiries often relate to licensing matters. Given the complexity or specificity of the questions, answers are not always known or readily available by customer service and investigative staff to provide at the time of the call. To help streamline the Board's responsiveness, bi-weekly license informational sessions with supervisory staff were implemented, which aim to update and equip newer licensing and investigative staff members with the information to provide responses in a more timely and direct manner.



## CALL TO ACTION MADE PROMINENT ON BOARD'S WEBSITE

To encourage transparency, share information, and promote participation in Board activities, the Licensing Department worked with IT to update the Board's website making subscription services more prominent. Members of the public have the opportunity to register for the NSCB newsletter, press releases and consumer alerts, public meetings and agendas, as well as the senior bulletin.

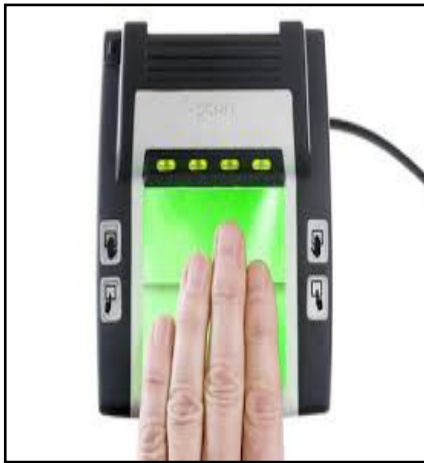


## EVALUATION OF COVERAGE AND STAFF ASSIGNMENTS LEADS TO ADJUSTMENTS

Maximizing efficiency remains an ongoing priority of the Licensing Department as part of the Board's larger strategic initiatives. During the quarter, an evaluation of phone coverage and staff duties was conducted resulting in staff reassignments based on areas of expertise. The changes made expect to improve the timeliness of task completion and customer service responses, while also contributing to staff growth and development through the opportunity to perform various functions within the Licensing Department.

# Enforcement - Background Check Data

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



<b>Fingerprint Cards Submitted</b>	<b>719</b>
Applicants with criminal histories	218
Applicants without criminal histories	501
<b>Criminal Histories</b>	<b>30%</b>

## Background Check Statistics

### 64 Investigations Initiated

- 27 Investigations pending
- 37 Investigations closed

## License Applicant Experience Review Investigations


During the quarter, the Enforcement Department conducted 3 license applicant experience review investigations. The findings of the investigation are shared with the Licensing team to aid them in their review and determination for licensure.

***BACKGROUND INTERVIEWS AID APPLICATION PROCESS***

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

Of the 22 applicants interviewed for this purpose during the reporting period, 17 were recommended for approval of licensure and 5 are still pending decision.

# Enforcement - Quarter Statistics & Trends



**623 Complaints Opened**

270	Workmanship	(43%)
110	Contracting w/o License	(18%)
106	Unlawful Advertising	(17%)
85	Industrial Regulation	(14%)
48	Money Owing	(8%)
4	Criminal Fraud	(<1%)



- **47 Disciplinary Hearings**  
2 Licenses Revoked  
6 Licenses Suspended  
\$49,510 in Restitution Ordered  
*(Fines & Costs Not Final)*
- **8 Criminal Affidavits Filed**
- **87 Cease & Desist Orders Issued to Unlicensed Contractors**



**120 Administrative Citations Issued**

**Licensed Contractors: 36**  
\$130,200 in Fines  
\$14,660 in Costs

**Unlicensed Contractors: 84**  
\$220,500 in Fines  
\$57,058 in Costs

## SIGNIFICANT HIGHLIGHTS (prior year comparison)

- 86% Increase in unlawful advertising
- 75% Increase in criminal fraud complaints
- 49% Increase in citation issued to unlicensed contractors
- 30% Increase in money owing complaints
- 28% Increase in citations issued to licensed contractors
- 24% Increase in Cease & Desist orders
- 21% Decrease in contracting without a license complaints

	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
<b>Complaints Opened</b>	<b>671</b>	<b>505</b>	<b>538</b>	<b>623</b>
Workmanship	180	131	283	270
Industrial Regulation	127	112	81	85
Money Owing	52	33	37	48
Unlawful Advertising	156	103	57	106
Contracting without a License	155	125	140	110
Criminal Fraud	1	1	1	4
<b>Disciplinary Hearings</b>	<b>33</b>	<b>23</b>	<b>36</b>	<b>47</b>
Licenses Revoked	14	3	9	2

	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
<b>Administrative Citations Issued</b>	<b>95</b>	<b>94</b>	<b>94</b>	<b>120</b>
To Licensed Contractors	44	42	34	36
Fines	\$62,350	\$69,650	\$56,500	\$130,200
Costs	\$15,562	\$15,025	\$15,713	\$14,660
To Unlicensed Contractors	51	52	58	84
Fines	\$86,800	\$93,000	\$119,000	\$220,500
Costs	\$21,986	\$34,114	\$34,724	\$57,058
<b>Criminal Affidavits filed with DA</b>	<b>41</b>	<b>9</b>	<b>9</b>	<b>8</b>
<b>Cease &amp; Desist Orders Issued to Unlicensed Contractors</b>	<b>85</b>	<b>63</b>	<b>70</b>	<b>87</b>

NOTE: All charts reflect 3rd quarter data only for each represented fiscal year.

# Enforcement - Residential Recovery Fund

## RESIDENTIAL RECOVERY FUND



During the reporting period, the Board opened 14 Recovery Fund cases following receipt of claims from consumers.

One Recovery Fund meeting was held where 11 claims were considered by the Committee.

A total of \$112,541.94 was awarded to eight claimants for an average award amount of approximately \$14,068.

As of March 31, 2023, the Recovery Fund maintains a balance of approximately \$5.739 million.

### **89-Year-Old's House Made Inhabitable, Left to Fill Water Bucket to Flush Toilet**

In what would be described as one of the most egregious unlicensed contractor cases to come before the Board, an 89-year-old senior from Southern Nevada was left without running water for nearly a year and a half and forced to reside in a detached casita due to the demolished state of her home.

In March of 2021, the elderly homeowner - with the assistance of her daughter - entered into a contract with Drews Plumbing, LLC (Respondent) following an assessment by an unlicensed contractor that mold was present in two bathrooms from multiple water leaks and an infestation of rodents throughout the house.

The Respondent quoted the work to repair the leaks at \$1,400; an amount that increased to \$14,000 just prior to the beginning of the project's start date. The homeowner paid a deposit of \$250 and 50% of the contract price (\$7,240) by check.

The Respondent then demolished three bathrooms stripping all insulation and drywall, including select areas of the ceiling in the home; removing tile, toilets, and all cabinets; disconnecting the water and water softener (reinstalled incorrectly), and left her bathtub sitting in her backyard. The damage left areas of the home exposed to the elements, making her residence inhabitable.

The Respondent demanded another \$4,500 payment before he would proceed further, only to abandon the project when the homeowner paid by check. The homeowner and her daughter had no choice but to live in their detached casita with limited running water since the summer of 2021. Filling buckets of water to flush the toilet and cleaning laundry at laundry mats, a complaint was filed with Contractors Board and the Respondent's license was subsequently revoked.

The homeowner was awarded nearly \$12,000 from the Recovery Fund in December 2022.



## Enforcement - Significant Cases



### Homeowners Out Thousands of Dollars by Unlicensed Contractor Agreeing to Demo and Flooring Work

Business is not always easily managed, but legitimate contractors often do the right thing by their clients when conditions no longer favor the agreements they have entered into. That is not the case for one unlicensed contractor in Southern Nevada.

Between October 2022 and January 2023, more than \$110,000 had been taken from homeowners who expected to have demolition work and new flooring installed in their residences. Upon providing 50% downpayments ranging from \$4,500 to \$30,000, the homeowners would never hear from the contractor again.

The Board's investigation learned that the unlicensed contractor was in debt with creditors and struggling to retain her workforce. She also pointed to material shortages and delays as another reason to justify her actions. With the money spent and not available to make the homeowners whole, the NSCB has and will continue to file criminal charges with the local District Attorney as additional cases are learned of in hopes of obtaining restitution for the victims.

### Revoked Contractor Signs \$707,000 in Contracts Agreeing to Perform Work for More Than 38 Complainants

The Contractors Board office in Northern Nevada completed a massive investigation during the quarter into allegations that a revoked contractor, now operating unlawfully, was continuing to enter into contracts for work.

Board investigators found themselves conducting numerous interviews, issuing subpoenas, and analyzing volumes of records to corroborate the illicit activities of the previously licensed contractor.

Their investigation uncovered the more than \$380,000 funds received in contract deposits were being diverted by the contractor for other purposes. In total, nearly \$707,500 in signed contracts for work to be performed were validated among the more than 38 complainants included in the investigation.

The case was submitted to the District Attorney's office for prosecution.

### Board Summarily Suspends License After Multiple Abandonment Complaints Received

Between October 2022 and January 2023, the NSCB received 14 consumer complaints against a licensed kitchen and bath contractor alleging poor workmanship and abandonment. In many cases the homeowners made down payments with little to no work completed.

The Board received a copy of a letter sent to the homeowners by the contractor indicating that he was no longer performing any work as of January 2023, which resulted in a Summary Suspension of the contractor's license to prevent any additional harm to homeowners and subcontractors.

# Information Technology



During the quarter, the Information Technology Department continued work with migration of mailboxes from the old server to an intermediate server. The Reno Board room also received a site survey as part of its system upgrade.



New displays for evidence presented during Board meetings were added to the Las Vegas Board room, which will enhance the experience for those attending.



Efforts to redesign the Board’s website and mobile application progressed during the quarter following approval of the contract for services.

*The 3rd Quarter welcomed increased traffic to the Board’s website, compared to 2nd Quarter reports.*

	QUARTER 3	QUARTER 2	% CHANGE
Users	98,090	79,399	23.54%
New Users	90,791	72,320	25.54%
Sessions	198,351	157,640	25.83%
Number of Sessions Per User	2.02	1.99	1.85%
Pageviews	1,103,770	875,914	26.01%
Pages / Sessions	5.56	5.56	0.15%
Average Session Duration	00:03:54	00:03:55	0.56%
Bounce Rate	34.80%	36.86%	5.61%

Jan 1, 2023 - Mar 31, 2023: ● Users  
 Oct 1, 2022 - Dec 31, 2022: ● Users



# Public Information Office

## Board Collaborates with Small Business Development Center to Promote Licensure Among Hispanic Community

Contributing to his role as a representative of the public, Board member Joe Hernandez participated in a Small Business Development Center day-long training in which he shared information with the up-and-coming Hispanic business owners on the process and related requirements for obtaining a Nevada contractor's license.

The forum welcomed several guest speakers, including testimonies from licensed contractors about their experiences, lessons learned, and opportunities to pursue.

The collaborative session is a valuable opportunity for the Contractors Board to offer its Business Assistance Program in new settings with an increased number of participants.



**Nevada State Contractors board members urge students to join their industry**



The Nevada State Contractors board visited Desert Rose High School Thursday, helping to entice seniors into the building industry.



### STATS AT-A-GLANCE:

- 6 Press releases issued
- 1 Industry Bulletin regarding B-7 classification
- 45 Social media posts
- 1.5K Facebook followers
- 544 Instagram followers

## Media Coverage Covers Many of the Board's Activities & News

During the quarter, the Board was pleased to see media cover many of the Board's activities and updates.

In addition to the Hammers & Hope event, which is featured on the next page, media attended and interviewed students who attended the Workforce Development Panel at Desert Rose High School.

The Board's press release on Director of Investigations David Behar was also picked up by several publications, including Vegas, Inc., Nevada Business online, Las Vegas Business Press, and This is Reno.

# Public Information Office - Hammers & Hope

## ANNUAL HAMMERS AND HOPE EVENTS INSPIRE MORE THAN 150 WOMEN TO JOIN THE CONSTRUCTION WORKFORCE



During the quarter, the Nevada State Contractors Board with the assistance of The Ferraro Group hosted its Third Annual Hammers and Hope event in Las Vegas and its Second Annual event in Reno, Nevada. Welcoming more than 150 attendees combined, this event continues to grow year with each year and welcomes new community organizations and industry groups ready to participate and share their resources and opportunities.

The events would not be successful without the insights and contributions from the female industry professionals who dedicate their time to mentor and empower women in attendance with their testimonies, shared experiences, and tips for a long-term career in construction.

Making this event more memorable for the Board this year was the level of community support received to provide donated transportation services for women in need and refreshments for guests to enjoy. Most influential, however, was the community being an instrumental voice encouraging women to attend to learn how the construction industry can be a catalyst to a prosperous and sustainable future.

Efforts to promote the event included social media postings on more than 36 Facebook groups, distributing flyers to more than 61 locations, and media interviews on both television and radio. In total, 41 stories aired highlighting women in construction, with 27 specific to Hammers & Hope. Nielsen reports indicated our event reached more than 407,000 individuals for an ad value of nearly \$25,000.

## Looking Forward - Quarter 4

With three months left in FY 2022-23, the Contractors Board welcomes the opportunity to finalize the remaining strategic initiatives that were outlined nearly one year ago. Although the objectives noted below may not be extensive, the Board looks forward to informing the public of all activities and efforts we will continue to pursue and accomplish toward the advancement of our strategic goals overall.

- Implement customer service training for enforcement personnel involved in field operations, especially highlighting the skills needed to work with those whose first language is not English.
- Develop and implement a “carbon footprint” reduction program to lower the costs and impacts of Board operations.

As Spring-like weather settles into the hot summer months, we know the months ahead will bring an increase in both residential and commercial construction projects. It will remain our mission to proactively remind consumers about the importance of hiring licensed contractors and promote the services available at the Board for remedy and possible restitution when issues arise.



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