



Nevada State Contractors Board
STRATEGIC PLAN
EXECUTIVE OFFICER REPORT
QUARTER FOUR REPORT
April - June 2023
FY 2022-23 ANNUAL REPORT
July 2022 - June 2023



Members of the Board

Boyd Martin, *Chair*
Margaret Cavin, *Treasurer*
Bryan Cowart
Joe Hernandez
Kent Lay
Jan B. Leggett
Louis Polish, Jr.

Executive Leadership

Margi Grein, *Executive Officer*
David Behar, *Director of Investigations*
Susan, Broili-Kamesch, *Licensing Administrator*
Brian Hayashi, *IT 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
board
NSCB



Message from the Executive Officer

Having served as Executive Officer for over 25 years, I can say without a doubt that the most rewarding role the Nevada State Contractors Board is helping consumers in their time of need. While this is not an uncommon reality, our efforts this past quarter exemplified the commitment and integrity of our licensed contractors to make homeowners whole who found themselves in devastating situations as a result of unlicensed workers.

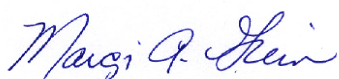
Every day we are challenged by the predatory actions of those operating unlawfully across our state. Our investigators meet daily with homeowners who have been taken advantage of and suffered significant financial losses. During the quarter, our team focused intently on efforts to bolster consumer awareness against scams, promote the Board's resources and license verification tools, and partner with state leaders to join us in combating and educating against unlicensed contracting activities.

The 2023 Legislative Session provided additional avenues for the Board to share these stories, as well as others, as statutory solutions were pursued and subsequently enacted that aim to protect consumers and standardize contracting requirements. Our next step will be a series of educational efforts to ensure homeowners and contractors alike are aware of the new requirements and the impacts they will have on future projects.

As we finish another fiscal year of strategic goals and objectives, it has been rewarding to see the advancements made. We have implemented many enhancements to the information available on our website and are currently in process of redesigning this interface. We have introduced new programs for licensed contractors and consumers that promote interactive information and resources for each respective audience.

Our Board has strengthened its relationships with state and local leaders to advance public safety initiatives, promote contractor licensure, and provide platforms for innovative and inspired strategic discussions.

It is this forward momentum that keeps our Board focused on tomorrow and the opportunities that await. As you will find in this final report for FY 2022-23, our goals and objectives for the next 12 months aim to continue improving our operations, enhancing public safety, and maximizing the efficiency with which we conduct business.

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

MARGI A. GREIN
Nevada State Contractors Board Executive Officer

Contents

Executive Officer - Quarter 4 Highlights	1
Executive Officer - FY 2022-23 Reflections	2
Licensing - Licensing & Cost Recovery Data Dashboard	3
Licensing - Dashboard Statistics	4
Licensing - Quarterly and Annual Statistics	5
Licensing - Trends	6
Licensing - Classification Trends	7
Licensing - Endorsement and Exam Trends	8
Licensing - Annual Highlights	9
Enforcement - Background Check Trends	10
Enforcement - Complaint Trends	11
Enforcement - Recovery Fund Highlights	12
Enforcement - Highlights	13
Information Technology - Quarter 4 Highlights	15
Public Information - Quarter 4 Highlights	16
Looking Forward: Fiscal Year 2023-24	17

Executive Officer - Quarter 4 Highlights

Board Sees Legislative Package Signed into Law (Goal 5)

The 82nd Legislative Session concluded during the quarter with each of the five legislative proposals sponsored by the Board being signed into law. Efforts to inform and address raised concerns were spearheaded by Executive Officer Grein and Board lobbyist The Ferraro Group through legislative testimony, meetings with legislators, and collaborative discussions with industry representatives.

Joint Board Meeting Highlights Future Projects in Nevada (Goals 4 & 5)

At its annual joint meeting with the California Contractors State License Board, members from both states welcomed a presentation from Brightline West on the high-speed rail system that is beginning development, which will connect Las Vegas to Southern California. Members also had the opportunity to tour the Formula 1 construction site, which is scheduled for November 2023. The meeting provides a platform for both states to share innovative opportunities, experiences, and lessons learned across licensing, enforcement, and public information departments.



Commission on Construction Education Meets (Goal 5)

At its May 2023 meeting, the Commission on Construction Education received presentation on final and quarterly reports from grant recipients, while also reviewing requests for grant funding from six industry and educational groups. The Commission awarded a total of \$342,734.02 to grant applicants.

Contractors Recognized for Coordinated Efforts to Give 90-Year Old Safe Home to Return To (Goals 2 & 3)

During the 4th quarter, nearly 15 different licensed

contractors voluntarily stepped up to assist an elderly woman and her daughter who were displaced from their home by an unlicensed contractor and forced to live without running water in their casita for nearly two years. Because of the dedicated efforts of so many, the Carlson family was able to move back into their home, which



was made practically new again. The Board recognized each of the contractors at its June meeting, commending their donations of both time and resources to make Ms.

Carlson whole again. The Board was successful in gaining significant media coverage on the case, leading to many positive stories for the industry and Board alike.

Staff Participates in a Variety of Educational Outreach Opportunities (Goals 1 & 3)

In April, Board staff were invited to serve as mock interviewers at an event held by the East Career & Technical Academy, which brings together professionals from all backgrounds to guide and provide feedback to students looking to interview for professional careers. Staff also attended the Veterans Economic Development Expo where representatives from state and local agencies provided information to veterans interested in starting a business. Lastly, the Lied Stem Academy in Southern Nevada welcomed Board staff to serve as a judge for its annual STEM Tank event where innovative ideas from students were presented.

Board Engagement in NASCLA Activities (Goals 2 & 5)

Executive Officer Grein continues to serve on NASCLA's Nominations Committee and participated in a meeting during the reporting period where current and future vacancies were discussed. The Board also participated in NASCLA's annual joint enforcement operation targeting unlicensed contractors.

NSCB Attends NCA Quarterly Meeting (Goal 5)

Executive Officer Grein and Director of Investigations David Behar attended the NCA Quarterly meeting where CEO Steve Hill of the Las Vegas Convention and Visitors Authority provided an update on current and future initiatives.



Executive Officer - FY 2022-23 Reflections

Regulatory Outlook

While the existing operations of the Nevada State Contractors Board were not immediately affected, the impact of placing occupational and professional licensing boards under the umbrella of the Department of Business and Industry will likely have future implications that are yet unknown.

Board staff has responded to several requests for information relative to the operations of the Board and the Commission on Construction Education. We will continue to be responsive to these requests from the executive branch and look forward to collaborating on these efforts.

Empowering Women

More and more, representatives across the construction industry are finding value in partnering together to promote the engagement, advancement, and acceptance of women in construction beyond Women in Construction Week. The Board's Hammers and Hope event has become an annual success that many women look forward to attending. Our workforce development panel discussions highlight the success stories of women in construction and help inspire future generations to consider the opportunities that await them.

At this year's joint meeting with the California Contractors State License Board, a presentation offered by CSLB Chair Mary Teichert reinforced the efforts being made in Nevada as she shared industry statistics supporting the need for women to engage at leadership levels across all facets of the industry. Our Board is proud to spearhead its own efforts in furtherance of these goals and will continue to look for new and innovative opportunities to empower women to see the value in joining the construction industry.

Combating Unlicensed Construction Activities

While unlicensed construction activities are nothing new in Nevada, the Board has found a great partnership in Attorney General Aaron Ford and his staff in collaborating with the Board on combating against our most egregious offenders. Additionally, the Board has reengaged the Underground Economy Task Force, which supports efforts statewide to combat and educate against unlicensed construction activities. The recent legislative session provided opportunities for the Board to increase public protections against unlicensed contractors, while also strengthening and streamlining its processes related to unlicensed activities.



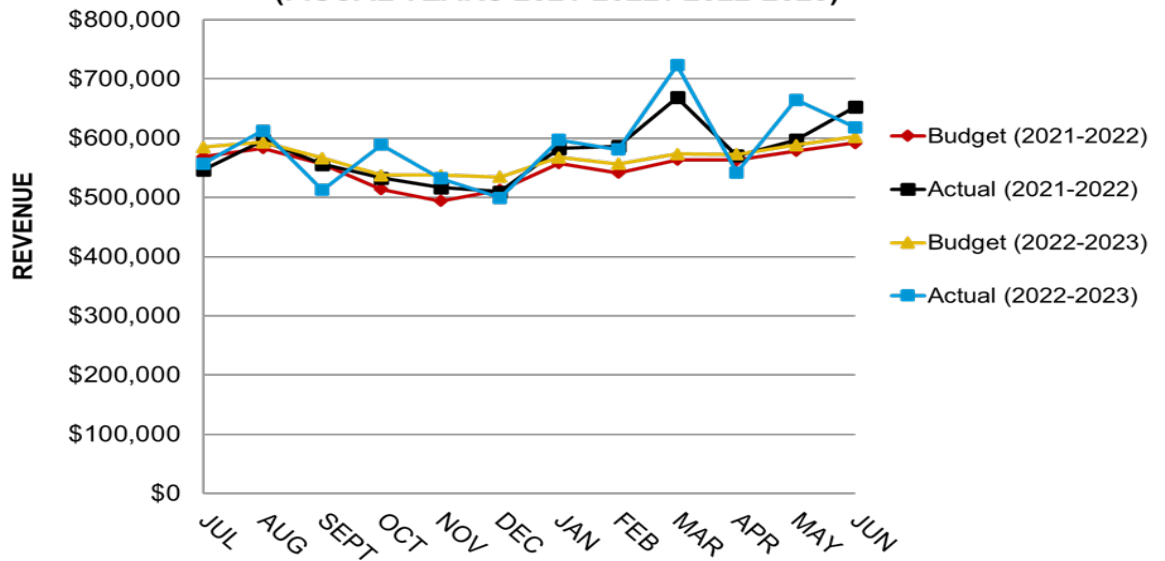
Licensing & Cost Recovery Data Dashboard

Budget (2021-2022)	JULY-21	AUG-21	SEPT-21	OCT-21	NOV-21	DEC-21	JAN-22	FEB-22	MAR-22	APR-22	MAY-22	JUN-2022	TOTALS
License Renewals	\$384,000	\$398,000	\$374,000	\$331,100	\$312,000	\$330,000	\$375,000	\$360,000	\$381,000	\$380,000	\$395,000	\$409,900	\$4,430,000
New License Fee	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$750,000
Application Fee	\$54,166	\$54,167	\$54,167	\$54,166	\$54,167	\$54,167	\$54,166	\$54,167	\$54,167	\$54,166	\$54,167	\$54,167	\$650,000
License Changes	\$35,833	\$35,833	\$35,834	\$35,833	\$35,833	\$35,834	\$35,833	\$35,833	\$35,834	\$35,833	\$35,833	\$35,834	\$430,000
Investigative Recov Costs	\$20,833	\$20,833	\$20,834	\$20,833	\$20,833	\$20,834	\$20,833	\$20,833	\$20,834	\$20,833	\$20,833	\$20,834	\$250,000
Renewal Late Fees	\$5,833	\$5,833	\$5,834	\$5,833	\$5,833	\$5,834	\$5,833	\$5,833	\$5,834	\$5,833	\$5,833	\$5,834	\$70,000
Renewal Inactive Fee	\$5,725	\$5,875	\$3,325	\$3,525	\$3,075	\$3,225	\$3,625	\$2,425	\$3,325	\$3,625	\$4,225	\$3,025	\$45,000
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$568,890	\$583,041	\$556,494	\$513,790	\$494,241	\$512,394	\$557,790	\$541,591	\$563,494	\$562,790	\$578,391	\$592,094	\$6,625,000
Actual (2021-2022)	JULY-21	AUG-21	SEPT-21	OCT-21	NOV-21	DEC-21	JAN-22	FEB-22	MAR-22	APR-22	MAY-22	JUN-2022	TOTALS
License Renewals	\$356,290	\$378,450	\$379,225	\$353,245	\$331,200	\$335,080	\$406,650	\$390,075	\$437,100	\$367,125	\$397,125	\$435,560	\$4,567,125
New License Fee	\$76,500	\$80,300	\$64,750	\$69,600	\$61,500	\$61,050	\$57,150	\$61,950	\$84,700	\$74,000	\$66,000	\$72,000	\$829,500
Application Fee	\$52,800	\$63,900	\$52,500	\$54,300	\$57,900	\$57,000	\$44,100	\$58,500	\$72,000	\$56,700	\$58,200	\$75,300	\$703,200
License Changes	\$32,325	\$46,300	\$34,325	\$33,500	\$41,600	\$35,150	\$44,250	\$44,850	\$47,350	\$49,825	\$47,600	\$46,325	\$503,400
Investigative Recov Costs	\$19,830	\$17,695	\$19,018	\$10,050	\$12,809	\$8,567	\$17,638	\$18,548	\$15,962	\$11,538	\$16,810	\$12,214	\$180,679
Renewal Late Fees	\$4,050	\$4,500	\$3,638	\$8,550	\$6,635	\$8,363	\$9,338	\$9,113	\$7,688	\$8,025	\$7,688	\$7,800	\$85,385
Renewal Inactive Fee	\$4,800	\$4,800	\$2,888	\$3,600	\$4,800	\$4,800	\$3,600	\$3,900	\$4,200	\$3,600	\$3,600	\$3,600	\$48,188
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$546,595	\$595,945	\$556,343	\$532,845	\$516,444	\$510,010	\$582,726	\$586,936	\$668,999	\$570,813	\$597,023	\$652,799	\$6,917,477
Variance (2021-2022)	JULY-21	AUG-21	SEPT-21	OCT-21	NOV-21	DEC-21	JAN-22	FEB-22	MAR-22	APR-22	MAY-22	JUN-2022	TOTALS
License Renewals	(\$27,710)	(\$19,550)	\$5,225	\$22,145	\$19,200	\$5,080	\$31,650	\$30,075	\$56,100	(\$12,875)	\$2,125	\$25,660	\$137,125
New License Fee	\$14,000	\$17,800	\$2,250	\$7,100	(\$1,000)	(\$1,450)	(\$5,350)	(\$550)	\$22,200	\$11,500	\$3,500	\$9,500	\$79,500
Application Fee	(\$1,366)	\$9,733	(\$1,667)	\$134	\$3,733	\$2,833	(\$10,066)	\$4,333	\$17,833	\$2,534	\$4,033	\$21,133	\$53,200
License Changes	(\$3,508)	\$10,467	(\$1,509)	(\$2,333)	\$5,767	(\$684)	\$8,417	\$9,017	\$11,516	\$13,992	\$11,767	\$10,491	\$73,400
Investigative Recov Costs	(\$1,003)	(\$3,138)	(\$1,816)	(\$10,783)	(\$8,024)	(\$12,267)	(\$3,195)	(\$2,285)	(\$4,872)	(\$9,295)	(\$4,023)	(\$8,620)	(\$69,321)
Renewal Late Fees	(\$1,783)	(\$1,333)	(\$2,197)	\$2,717	\$802	\$2,529	\$3,505	\$3,280	\$1,854	\$2,192	\$1,855	\$1,966	\$15,385
Renewal Inactive Fee	(\$925)	(\$1,075)	(\$438)	\$75	\$1,725	\$1,575	(\$25)	\$1,475	\$875	(\$25)	(\$625)	\$575	\$3,188
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	(\$22,295)	\$12,904	(\$151)	\$19,055	\$22,203	(\$2,384)	\$24,936	\$45,345	\$105,505	\$8,023	\$18,632	\$60,705	\$292,477
Budget (2022-2023)	JULY-22	AUG-22	SEPT-22	OCT-22	NOV-22	DEC-22	JAN-23	FEB-23	MAR-23	APR-23	MAY-23	JUN-23	TOTALS
License Renewals	\$390,000	\$398,000	\$374,000	\$345,000	\$345,000	\$342,100	\$375,000	\$365,000	\$381,000	\$380,000	\$395,000	\$409,900	\$4,500,000
New License Fee	\$67,916	\$67,917	\$67,917	\$67,916	\$67,917	\$67,917	\$67,916	\$67,917	\$67,917	\$67,916	\$67,917	\$67,917	\$815,000
Application Fee	\$56,250	\$56,250	\$56,250	\$56,250	\$56,250	\$56,250	\$56,250	\$56,250	\$56,250	\$56,250	\$56,250	\$56,250	\$675,000
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	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$225,000
Renewal Late Fees	\$6,750	\$6,750	\$6,750	\$6,750	\$6,750	\$6,750	\$6,750	\$6,750	\$6,750	\$6,750	\$6,750	\$6,750	\$81,000
Renewal Inactive Fee	\$5,725	\$5,875	\$3,325	\$3,525	\$3,075	\$3,225	\$3,625	\$2,425	\$3,325	\$3,625	\$4,225	\$3,025	\$45,000
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$584,974	\$593,125	\$566,576	\$537,774	\$537,325	\$534,576	\$567,874	\$556,675	\$573,576	\$572,874	\$588,475	\$602,176	\$6,816,000
Actual (2022-2023)	JULY-22	AUG-22	SEPT-22	OCT-22	NOV-22	DEC-22	JAN-23	FEB-23	MAR-23	APR-23	MAY-23	JUN-23	TOTALS
License Renewals	\$381,340	\$380,850	\$346,650	\$416,425	\$354,625	\$326,278	\$407,097	\$393,000	\$477,188	\$342,750	\$438,225	\$386,325	\$4,650,753
New License Fee	\$55,500	\$69,200	\$52,000	\$50,700	\$62,600	\$55,000	\$66,750	\$62,850	\$72,600	\$63,750	\$72,300	\$75,600	\$758,850
Application Fee	\$48,000	\$60,000	\$52,200	\$45,100	\$55,200	\$50,100	\$59,400	\$56,700	\$73,500	\$60,600	\$72,300	\$75,900	\$709,000
License Changes	\$35,955	\$44,620	\$38,425	\$41,050	\$40,225	\$43,525	\$40,200	\$45,500	\$53,375	\$36,975	\$46,025	\$44,000	\$509,875
Investigative Recov Costs	\$22,938	\$40,796	\$12,279	\$18,271	\$9,032	\$12,289	\$11,172	\$11,690	\$33,207	\$26,478	\$23,071	\$22,941	\$244,162
Renewal Late Fees	\$8,025	\$11,888	\$8,363	\$13,863	\$7,373	\$8,288	\$8,362	\$8,213	\$8,475	\$8,250	\$8,138	\$9,713	\$108,947
Renewal Inactive Fee	\$5,700	\$5,700	\$2,700	\$3,750	\$3,450	\$3,600	\$4,050	\$3,000	\$4,800	\$3,600	\$4,650	\$4,200	\$49,200
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$557,458	\$613,053	\$512,617	\$589,158	\$532,504	\$499,079	\$597,031	\$580,952	\$723,145	\$542,403	\$664,708	\$618,678	\$7,030,787
Variance (2022-2023)	JULY-22	AUG-22	SEPT-22	OCT-22	NOV-22	DEC-22	JAN-23	FEB-23	MAR-23	APR-23	MAY-23	JUN-23	TOTALS
License Renewals	(\$8,660)	(\$17,150)	(\$27,350)	\$71,425	\$9,625	(\$15,822)	\$32,097	\$28,000	\$96,188	(\$37,250)	\$43,225	(\$23,575)	\$150,753
New License Fee	(\$12,416)	\$1,283	(\$15,917)	(\$17,216)	(\$5,317)	(\$12,917)	(\$1,166)	(\$5,067)	\$4,683	(\$4,166)	\$4,383	\$7,683	(\$56,150)
Application Fee	(\$8,250)	\$3,750	(\$4,050)	(\$11,150)	(\$1,050)	(\$6,150)	\$3,150	\$450	\$17,250	\$4,350	\$16,050	\$19,650	\$34,000
License Changes	(\$3,628)	\$5,037	(\$1,159)	\$1,467	\$642	\$3,941	\$617	\$5,917	\$13,791	(\$2,608)	\$6,442	\$4,416	\$34,875
Investigative Recov Costs	\$4,188	\$22,046	(\$6,471)	(\$479)	(\$9,718)	(\$6,461)	(\$7,578)	(\$7,060)	\$14,457	\$7,728	\$4,321	\$4,191	\$19,162
Renewal Late Fees	\$1,275	\$5,138	\$1,613	\$7,113	\$623	\$1,538	\$1,612	\$1,463	\$1,725	\$1,500	\$1,388	\$2,963	\$27,947
Renewal Inactive Fee	(\$25)	(\$175)	(\$625)	\$225	\$375	\$375	\$425	\$575	\$1,475	(\$25)	\$425	\$1,175	\$4,200
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	(\$27,516)	\$19,928	(\$53,959)	\$51,384	(\$4,821)	(\$35,497)	\$29,157	\$24,277	\$149,569	(\$30,471)	\$76,233	\$16,502	\$214,787

Licensing - Dashboard Statistics



**Application, Renewal & Cost Recovery Revenue
(FISCAL YEARS 2021-2022 / 2022-2023)**



APRIL TO JUNE 2023	
Licenses (Beginning of Quarter)	17,955
New Licenses Issued	361
Licenses Cancelled / Surrendered / Revoked	(266)
Variance in Suspended / Reinstated Licenses	(20)
Licenses (End of Quarter)	18,030
# of Licenses on April 1, 2023	17,955
# of Licenses on June 30, 2023	18,030
Licenses Gained / Lost	75
Renewal Revenue Gained / Lost	\$45,000
<i>*Does not include suspended licenses</i>	
90 Day Retention Rate	
April 2023	17,955
Cancellations	(266) (1.48%)
New Licenses	361 2.00%
Susp/Reinstat	(20) (0.11%)
June 2023	18,030
Change	75
3 Month Rolling	% Change
	0.42%

FISCAL YTD LICENSING FEE TOTALS (FY 2022-23)		
LICENSING FEES	Q4 ACTUAL	VARIANCE
License Renewals	1,167,300	(17,600)
New License Fee	211,650	7,900
Application Fee	208,800	40,050
License Changes	127,000	8,250
Invest Recov Costs	72,489	16,239
Renewal Late Fees	26,100	5,850
Renewal Inactive Fee	12,450	1,575
180 Day Retention Rate		
January 2023	17,885	
Cancellations	(569) (3.16%)	
New Licenses	680 3.77%	
Susp/Reinstat	56 0.31%	
June 2023	18,030	
Change	145	
6 Month Rolling	% Change	0.80%

Licensing - Quarter & Annual Statistics

4TH QUARTER

FISCAL YEAR 2022-23

New License Apps: 710 (10%)
 Issued Licenses: 361 (4%)
 License Change Apps: 747 (8%)
 Placed on Inactive Status: 31 (0%)
 Licenses Reactivated: 10 (29%)
 Voluntary Surrender: 90 (67%)
 Active License Renewals: 1,970 (2%)
 Inactive License Renewals: 51 (42%)
 Online Lic. Renewals: 1,232 (61% all renewals)
 Licenses Suspended (no bond): 242 (29%)
 Licenses Revoked: 4 (69%)
 Licenses Cancelled Not Renewed: 172 (42%)
 Single Project Increase Apps: 19 (37%)
 9 Application Denial Hearings (50%)
 15 Financial Reviews Initiated (200%)

- 5 Approved by Staff

 443 CMS Exams Administered by PSI (2%)
 461 Trade Exams Administered by PSI (7%)

- 12 applicants applied for waiver of the trade exam based on passing the NASCLA exam

 Certificates of Eligibility for Bidders Preference:

- 5 new/reinstated requests received
- 95 certificates renewed

 Public Records Requests: 16 (27%)
 Business Assist. Program Attendance: 36 (80%)
 Veteran Applicants New/Renewal: 63 (31%)
 11,037 Calls received

New License Apps: 2,405 (0.4%)
 Issued Licenses: 1,193 (9%)
 License Change Apps: 3,005 (3%)
 Active Licenses: 17,595 (1%)
 Inactive Licenses: 434 (15%)
 Placed on Inactive Status: 123 (15%)
 Licenses Reactivated: 36 (20%)
 Voluntary Surrender: 311 (25%)
 Active License Renewals: 7,965 (2%)
 Inactive License Renewals: 177 (4%)
 Online Renewals: 5,574 (68% total licenses)
 Licenses Suspended (no bond): 876 (22%)
 Licenses Revoked: 27 (36%)
 Licenses Cancelled Not Renewed: 701 (12%)
 Single Project Increase Apps: 109 (9%)
 47 Application Denial Hearings (47%)
 1 Financial Responsibility Hearings (86%)
 47 Financial Reviews (88%)

- 26 Approved by Staff; 11 Received; 16 Pending Due Not Received; 14 Tabled

 1,598 CMS Exams Administered by PSI (0.19%)
 1,633 Trade Exams Administered by PSI (8%)

- 37 applicants applied for waiver of the trade exam based on passing the NASCLA exam

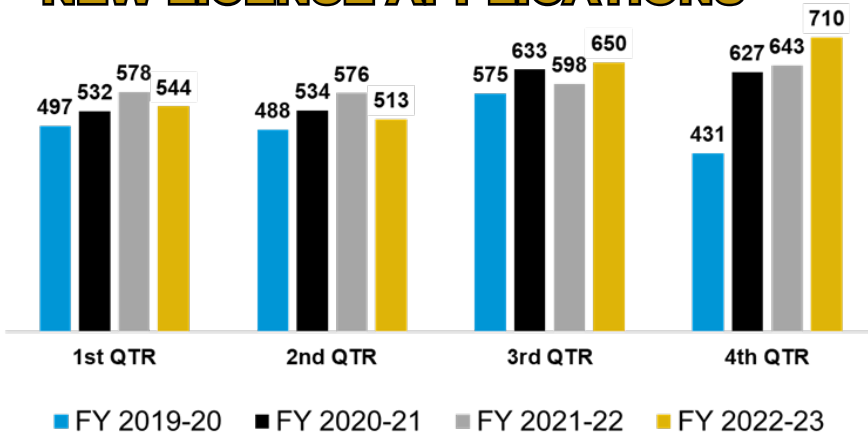
 Certificates of Eligibility for Bidders Preference

- 29 new/reinstated requests received
- 372 certificates renewed

 Public Records Requests: 67 (9%)
 Business Assist. Program Attendance: 143 (39%)
 Veteran Applicants New/Renewal: 248 (29%)
 42,066 Calls received

Licensing - Trends

NEW LICENSE APPLICATIONS

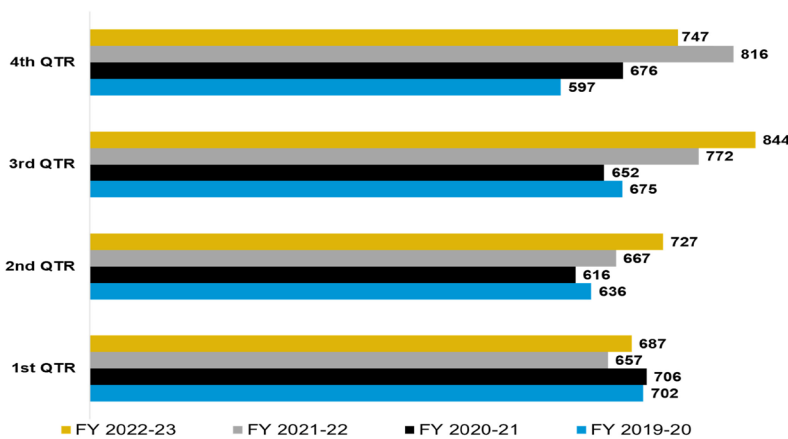


The Board noticed the greatest number of new applications received over the most recent four fiscal years.

Among the 710 applications received in the 4th quarter this year, 79% were approved for licensure compared to 59% from the 4th quarter of FY 2021-22.

Annually, the Board approved 72% of all applications received, representing a 3% increase from the year prior.

LICENSE CHANGE APPLICATIONS



Although the license change applications are down by 11% this quarter compared to the same period last year, the Board approved 12% more applications in the 4th quarter this year over last.

Respectively, the Board approved 80% of all license change applications received during the current fiscal year, noting a 5% increase over FY 2021-22 approval outcomes.

As the Board continues to see an upward trend in the number of applicants becoming licensed - a 6.6% increase from FY 2019-20 license counts - it is also noticing an increase in the number of license suspensions, voluntary surrenders, and licenses cancelled not renewed.

The number of license suspensions as a result of no bond has been steadily increasing over the last four fiscal years. FY 2022-23 figures are 22% higher than FY 2021-20 and 30% higher than FY 2019-20. Licenses that have been voluntarily surrendered by a licensee or at the direction of the Board are up 25% compared to last year, while the number of licenses cancelled not renewed is the highest now among all four years.

Licensing - Classification Trends

MOST APPLIED FOR CLASSIFICATIONS						
Classification	FY 2021-22			FY2022-23		
	In-State	Out-of-State	Total	In-State	Out-of-State	Total
A	117	149	266	127	133	260
B	304	232	536	282	233	515
C-1	119	24	143	113	33	146
C-2	158	116	274	172	140	312
C-3	143	32	175	136	40	176
C-4	124	17	141	112	20	132
C-5	79	12	91	62	13	75
C-10	94	10	104	82	15	97
C-15	41	24	65	53	33	86
C-21	129	18	147	109	34	143
TOTALS	1308	634	1942	1248	694	1942

Overall, the most applied for classifications have continued to stay consistent between the past two fiscal years, reflecting approximately 80% of all applications received.

While the in- and out-of-state percentages for all applications received falls generally around 65% and 35%, the top classifications make up over 80% of each category.

MOST ISSUED LICENSE CLASSIFICATIONS						
Classification	FY 2021-22			FY2022-23		
	In-State	Out-of-State	Total	In-State	Out-of-State	Total
A	77	33	150	57	94	151
B	117	97	214	157	117	274
C-1	57	6	63	60	11	71
C-2	88	54	142	97	80	177
C-3	76	21	97	89	13	102
C-4	56	12	68	65	6	71
C-5	39	6	45	37	7	44
C-10	49	5	54	49	2	51
C-14	33	16	49	31	16	47
C-21	59	14	73	72	10	82
TOTALS	651	264	955	714	356	1070

The same statistics are true of licenses issued across the two fiscal years, with the exception of in- versus out-of-state data.

In FY 2021-22, the top license classifications issued to in-state applicants made up 81%, where out-of-state licenses made up only 68% compared to 84% in FY 2022-23.

The growth can be attributed to an increase in the areas of General Building and Electrical classifications.

Licensing - Endorsement & Exam Trends

Endorsement Classification	FY 2022-23			4TH QUARTER			3RD QUARTER			2ND QUARTER			1ST QUARTER		
	Trade & Experience	Trade Only	Experience Only	Trade & Experience	Trade Only	Experience Only	Trade & Experience	Trade Only	Experience Only	Trade & Experience	Trade Only	Experience Only	Trade & Experience	Trade Only	Experience Only
A	13	1	3	7		1	4		2				2	1	
B	59		7	17		2	12		1	6		1	24		3
C-1	1												1		
C-2	24	1	3	11		1	1			3	1	1	9		1
C-4	4			1									3		
C-5	3			2			1								
C-6	2			1						1					
C-7															
C-8			2			2									
C-10	4			3						1					
C-15	2			1			1								
C-16	3		1				1						2		1
C-18	1		1							1					
C-20	4			2									2		1
C-21	1									1					
C-41	1	1	1		1	1	1								
TOTALS	122	3	18	45	1	7	21	0	3	13	1	2	43	1	6

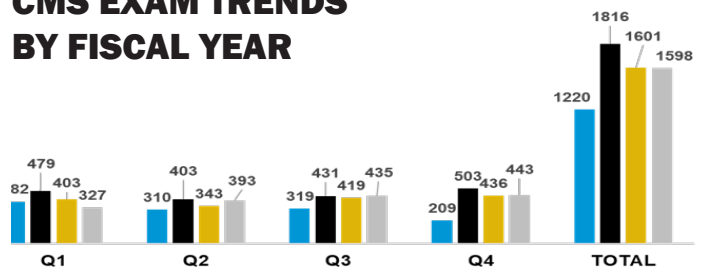
During the 4th quarter, 53 applicants have requested endorsement of a trade exam and/or experience qualifications based on licensure in another state, which is 7% of all New License Applications received in the same period this year with no percentage change compared to the same period last year.

NASCLA EXAM

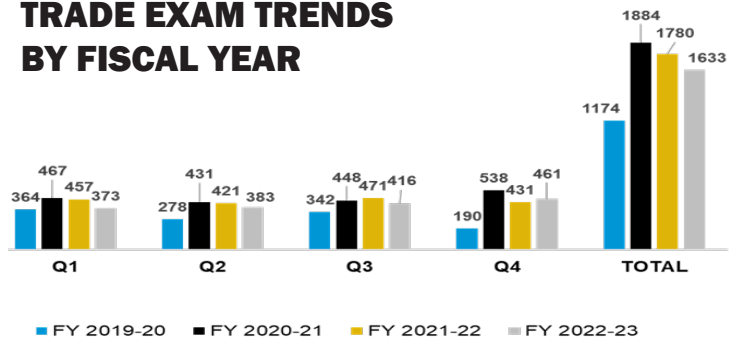
A total of 26 candidates who passed the NASCLA exam requested their transcripts from NASCLA in order to apply for a Nevada contractor's license during the 4th quarter, which is a 160% increase over the same period last year and a 65% increase from the 4th quarter in FY 2019-20. This year's total of 90 reflects a 20% increase from FY 2021-22.

While the number of those who applied for waiver of the general building exam based on passing the NASCLA exam increased 200% in the 4th quarter compared to the same period last year, annual figures were down 8% over FY 2021-22.

CMS EXAM TRENDS BY FISCAL YEAR



TRADE EXAM TRENDS BY FISCAL YEAR



Licensing - Annual Highlights

Residential Remodeling License Becomes Available

The Board pursued rulemaking to create a new B-7 Residential Remodeling classification as part of its strategic goals this year. Recent trends and input from the industry highlighted a need for contractors to be able to perform limited remodeling work in residential buildings that didn't require the full scope of a B-General Building license. Upon finalizing the new regulation, the Board worked with subject matter experts on the development of the trade exam to be administered as a condition of licensure. The new license was launched in January of 2023. The Board promoted the new opportunity through an industry bulletin, social media, industry opportunities, and other outreach engagements.

Efficiency Enhancements and Staff Training

Several areas across the Licensing Department were evaluated during the year. In some cases staff reassignments were found to improve processing times, while affording employees the opportunity to cross-train and expand their knowledge of various licensing operations. In others, forms and applications like the single-project limit increase form were reviewed and updated to reflect current language and clear instructions.

Staff also updated the cash/surety bond handling process, providing training to responsible positions, and also ensured all staff were familiar with the records retention imaging system (scanning) to ensure accuracy of material and compliance with the state records center.

Exam Updates

In addition to the efforts surrounding the newly added B-7 classification, licensing staff engaged with exam provider PSI to update existing content across all exam areas to ensure consistency with changes to the law. Staff also worked with PSI to develop new trade exams for Drywall and Sheet Metal Studs classifications.

License Contractor Assistance Program

With the ongoing interest in the Board's Business Assistance Program, staff found value in continuing this platform for licensees who may have questions or concerns related to post-licensure needs, such as license change requests. The License Contractor Assistance Program was developed and promoted through the Board's website and social media pages. Staff currently offer the online presentation using Zoom once a month guiding licensed contractors through the process of when and how to submit applications to make license changes.

Enforcement - Background Check Trends

4th QUARTER

Fingerprint Cards Submitted	1,115
Applicants with criminal histories	310
Applicants without criminal histories	805
Criminal Histories	28%

FY 2022-23

Fingerprint Cards Submitted	3,339
Applicants with criminal histories	882
Applicants without criminal histories	2,457
Criminal Histories	26%

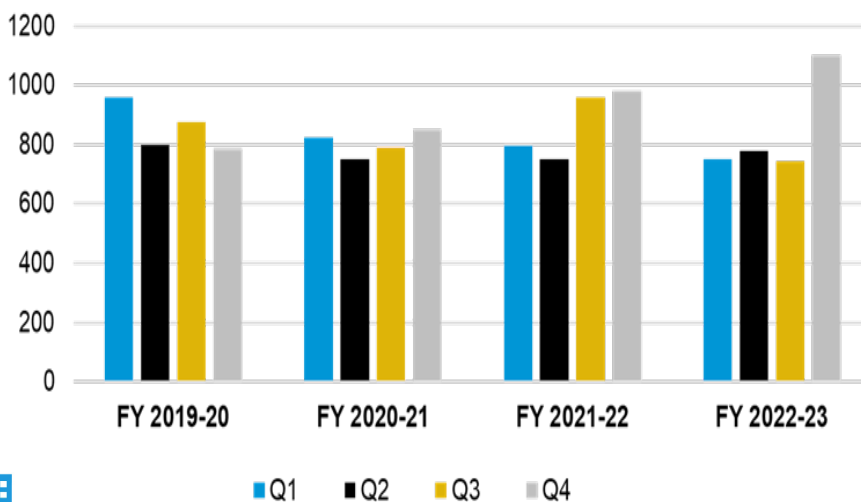
BACKGROUND CHECKS

- 95 Investigations initiated
- 93 Investigations closed
- 16 Misrepresentation Citations
- 33 Background interviews conducted
- 3 Backgrounds recommended for denial
- 4 Experience checks conducted

BACKGROUND CHECKS

- 279 Investigations initiated
- 212 Investigations closed
- 43 Misrepresentation Citations
- 86 Background interviews conducted
- 19 Backgrounds recommended for denial
- 15 Experience checks conducted

BACKGROUND CHECK TRENDS



Enforcement - Complaint Trends

4th QUARTER

681 Complaints Opened

- Workmanship: 354 (52%)
- Contracting w/o a License: 128 (19%)
- Industrial Regulation: 99 (15%)
- Money Owing: 51 (7%)
- Unlawful Advertising: 48 (7%)
- Criminal Fraud: 1 (<0%)

119 Citations Issued

- 52 Administrative Citations issued to licensed contractors
 - \$83,350 in Fines
 - \$15,855 in Costs
- 67 Administrative Citations issued to unlicensed contractors
 - \$193,000 in Fines
 - \$47,230 in Costs

32 Disciplinary Hearings

- 2 Licenses Revoked

10 Criminal Affidavits Filed with District Attorney Offices

79 Cease & Desist Orders Issued to Unlicensed Contractors

FY 2022-23

2,543 Complaints Opened

- Workmanship: 1,239 (49%)
- Contracting w/o a License: 524 (21%)
- Industrial Regulation: 338 (13%)
- Unlawful Advertising: 237 (9%)
- Money Owing: 189 (7%)
- Criminal Fraud: 16 (1%)

452 Citations Issued

- 171 Administrative Citations issued to licensed contractors
 - \$360,550 in Fines
 - \$62,965 in Costs
- 281 Administrative Citations issued to unlicensed contractors
 - \$758,400 in Fines
 - \$185,820 in Costs

124 Disciplinary Hearings

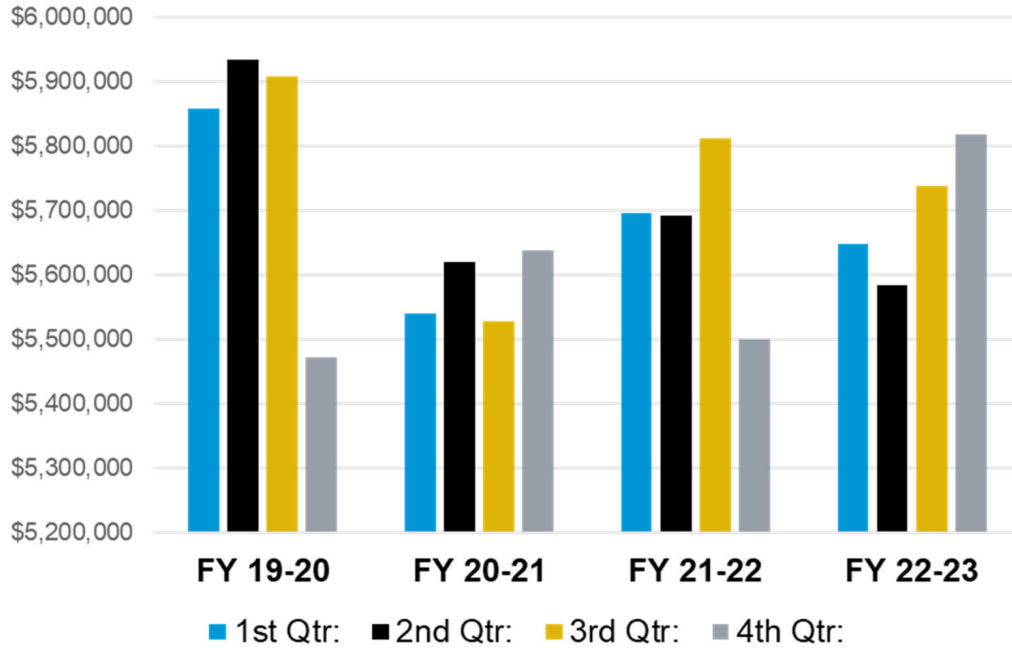
- 19 Licenses Revoked

32 Criminal Affidavits Filed with District Attorney Offices

316 Cease & Desist Orders Issued to Unlicensed Contractors

Enforcement - Recovery Fund Highlights

RECOVERY FUND BALANCE



	Q4	FY 2022-23
Claims Considered	6	57
Claims Awarded	5	42
Total Award Value	\$76,882	\$507,858
Average Claim Award	\$15,376	\$12,092



Enforcement - Highlights

Unlicensed Contractor Takes Money from Professional Golfer in Southern Nevada

In April, an investigation in Southern Nevada revealed that unlicensed contractor Steve Pantalemon, dba Custom Wine Cellars Design and Wine Cellar Designers Group, entered into an agreement to build a custom walk-in wine cellar at the residence of a professional golfer, which required a B-2 license.

The estimate for provided for the project was \$82,974.00, of which a down payment for labor and materials in the amount of \$41,487.00 was paid.

A three-person crew arrived at the residence and in one day removed drywall and insulation, exposing wooden beams and electrical wires located inside an attic and the underside of the property's roof. The homeowner decided to halt the project and ask for her money to be refunded, minus the labor that had occurred at the location.

The homeowner attempted numerous times to contact the contractor with no success. During the Board's investigation, investigators verified minimal work was performed and no materials had been delivered. Based on the facts surrounding the case, the matter was forwarded to the Clark County District Attorney's Office for prosecution for Felony Theft and Contracting Without a License. Pantalemon has also recently been added to the NSCB Most Wanted Violators list to help protect unsuspecting homeowners of his illicit activity.

Northern Nevada Unlicensed Contractor Facing Potential Criminal Charges

Criminal investigators in Northern Nevada conducted a criminal investigation into Richard Eaton, dba Legacy Fence for contracting without a license.

During the course of the investigation, Eaton was paid over \$23,000 for a fence project he never completed. The type of work referenced in his case required him to possess a C- 25 license.

The investigation revealed that Eaton had three prior cases with the NSCB for the same activity, including a prior conviction of contracting without a license. Additionally, investigators learned that Eaton had also been the subject of several news stories in Northern Nevada for scamming money from people as an unlicensed contractor under false pretenses.

Eaton's significant criminal history, which stretches across several states, has led to charges being filed against him. The Nevada Attorney General's Office is pursuing criminal prosecution for Eaton not having Workers Compensation insurance coverage following a severe injury to one of his employees; while the Lyon County District Attorney's Office is pursuing criminal charges for Eaton's offenses of contracting without a license.

Enforcement - Highlights


Annual NASCLA Enforcement Efforts

In support of annual enforcement efforts targeting unlicensed contracting, the Nevada State Contractors Board joined 12 states in a national enforcement effort led by the National Association of State Contractors Licensing Agencies (NASCLA) to combat unlicensed construction activities.

Over the course of three weeks, NSCB investigators visited 168 job sites across the state where licensed and unlicensed contractors were found in violation of NRS Chapter 624.

The Board also conducted a consumer awareness summer workshop and two coordinated undercover operations in which six of ten individuals were found to be unlawfully contracting.

In total, the Board's efforts resulted in 28 criminal cases opened against unlicensed contractors, and the issuance of 19 Cease and Desist Orders, 26 Administrative Citations, and three Violation Letters.



NEVADA STATE CONTRACTORS BOARD
NEWS RELEASE

FOR IMMEDIATE RELEASE
June 27, 2023

CONTACT: Public Information Office
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**CONTRACTORS BOARD JOINS NATIONAL ENFORCEMENT INITIATIVE
FOCUSED ON UNLICENSED CONTRACTING ACTIVITIES**

LAS VEGAS and RENO, NEV. – In support of its ongoing mission to protect the health, safety, and welfare of the public and promote integrity and professionalism in the construction industry, the Nevada State Contractors Board (NSCB) joined 12 states in a national enforcement effort led by the National Association of State Contractors Licensing Agencies (NASCLA) to combat unlicensed construction activities.

Over the course of three weeks, the NSCB visited 168 jobsites across the state where licensed and unlicensed contractors were found in violation of NRS Chapter 624. The Board also conducted a public awareness summer workshop and two coordinated undercover operations in which six of ten individuals were found to be unlawfully contracting. In total, the Board's efforts resulted in 28 criminal cases opened against unlicensed contractors, and the issuance of 19 Cease and Desist Orders, 26 Administrative Citations, and three Violation Letters.

"The dangers of unlicensed contracting activities are not often apparent to the victim until it is too late," cautions NSCB Executive Officer Margi A. Grein. "Our goal at the Contractors Board will always be protection of the public, and we appreciate the opportunity to contribute to a national conversation about the importance of hiring licensed contractors. We want those operating unlawfully to know we are working daily to prevent them from harming members of our community, and we encourage the public to always verify a contractor is properly licensed with the Contractors Board to ensure they have access to every option for remedy and recourse available in their time of need."

The Nevada State Contractors Board makes verifying a contractor's license convenient and easy through its website – www.nscb.nv.gov – or by downloading its mobile application (NSCB Mobile). A license is best searched using the contractor's license number, but can also be searched using the company name. Once entered, it is important to verify the status of a license is "active," ensure the license classification aligns with the work being performed, and review any disciplinary action that may have been taken against the licensee.

"The NSCB offers many resources for the public to utilize during all stages of a construction project," explains NSCB Director of Investigations David Behar. "Beyond verifying a contractor's license is active, homeowners are encouraged to file a complaint with the Board when they are unable to resolve issues with their contractor or they do not feel the terms of their contract have been adhered to."

Information Technology - Quarter 4 Highlights

Updates and Upgrades

In the last quarter, IT completed updating evidence monitors in the Las Vegas Board room and upgrading the wireless technology in the Reno office.

Work continued on updating the Board's website and mobile application. This project includes staff across each department and the Board's contracted website developer.

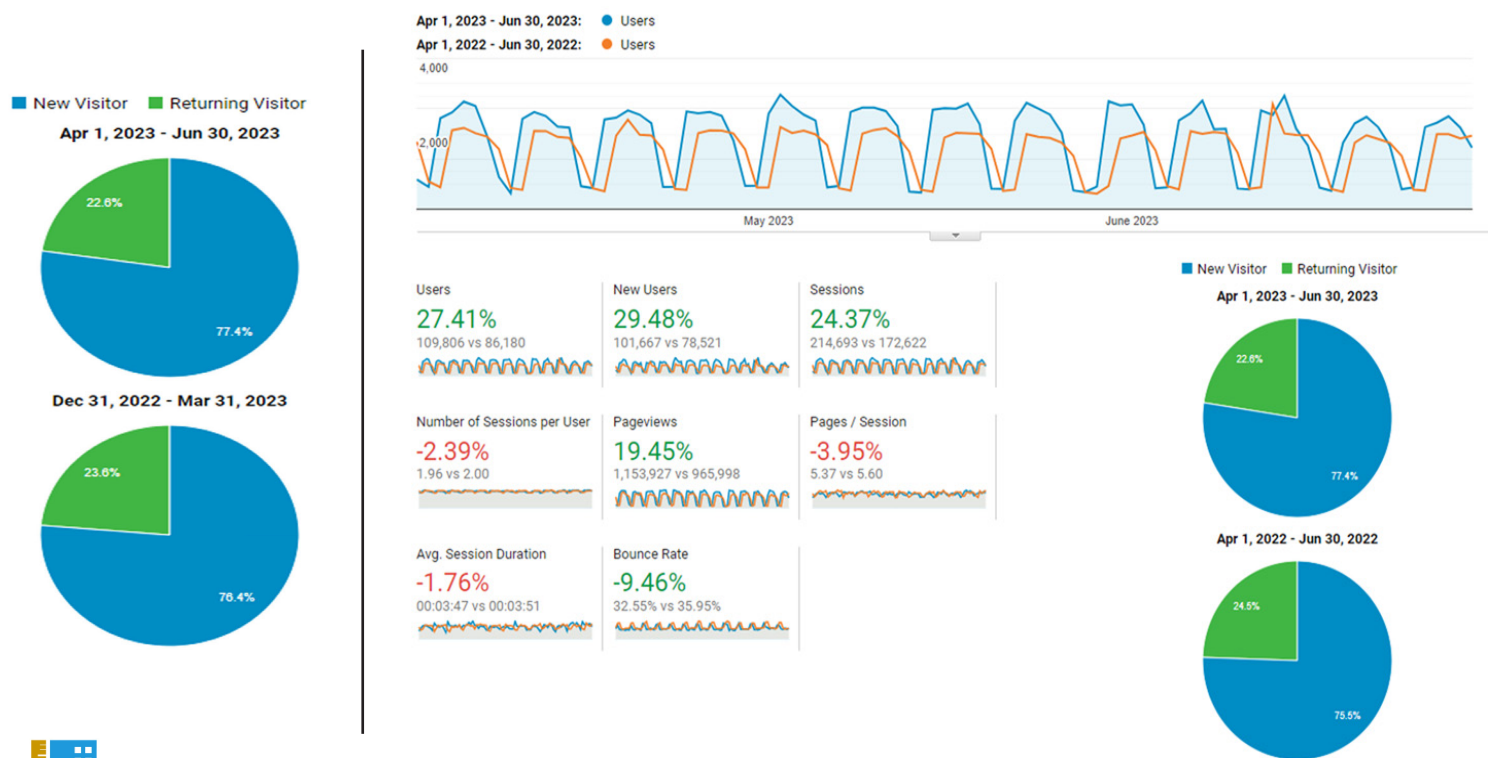
Other ongoing work included the final phase of mailbox migrations and participation in NCJIS modernization.

Website Traffic

Last quarter, about 110,000 users visited our website.

Compared to the previous quarter, this was 12% more users and 8% more sessions. The average user sessions went from 2.02 to 1.96.

Compared to the same period during the previous year, this was 27% more users and 24% more sessions. The average user sessions went from 2.00 to 1.96.



Public Information - Quarter 4 Highlights

Investigative Outcomes Lead to Positive Media Coverage

During the quarter, the Public Information Office worked closely with Enforcement to stay abreast of significant case outcomes and facilitate pitching the stories to media outlets. Two cases that gained significant attention from Southern Nevada media included a displaced 90-year-old woman and her daughter and a disabled veteran who had his home torn apart and exposed to the outside elements. Both stories highlighted the dangers of unlicensed contractors, touted the industry’s response to voluntarily remedy both situations, and educated consumers on best practices for hiring contractors and utilizing the Board’s complaint process for assistance.

PIO Supports Enforcement in Summer Workshop



In June, the PIO and The Ferraro Group helped to promote the Board’s Summer Workshop in both English and Spanish across its social media channels and by delivering printed flyers in businesses and senior facilities across Southern Nevada. The workshop, provided an opportunity for senior and low-income households to learn about the warning signs of unlicensed contractors performing home repair scams and the actions that can be taken to protect themselves.

Attorney General Ford Promotes License Verification in Public Safety-Focused

The Board welcomed the opportunity to partner with Attorney General Ford in the first of a series of public service announcements that will launch in the Fall of 2023. Ford’s message speaks to the tactics of unlicensed contractors and directs consumers to always verify a contractor is properly licensed by the Nevada State Contractors Board.

Licensing Engages in Outreach Events



During the quarter, Licensing staff attended an Older Americans Month Fair in Washoe County in May where Board resources were put on display for consumers. A presentation was also provided to IBEW Local 401 regarding applying for a contractor’s license.

Other Highlights

- *Making a Difference* article submitted to ZipCode Magazine.
- Article concerning unlicensed activities across solar and pool industries published in Review Journal Real Estate.
- News release distributed on Board’s NASCLA Joint Enforcement Operations.
- *Most Wanted Contractors* added to Board’s website, lobby presentation, and social media.
- New Licensed Contractor Assistance Program promoted with Industry Bulletin, website updates.

Looking Forward - Fiscal Year 2023-24

Following the Board's strategic planning meeting near the end of the third quarter, goals and objectives were outlined setting the course of actions to be taken in the year ahead. Listed below are the areas of focus, which include opportunities for small businesses, expanded contractor and applicant support, investigator efficiencies and data collection/reporting, enhanced outreach initiatives, Board training programs, and cost-savings recommendations.

- Review contractor financial capacity requirements for licensure and determine if adjustments can be made to make the licensing process easier for small size contractors.
- Implement an online "help desk" function to assist applicants with the licensing application.
- Create a consumer complaint tracking system and provide a status report to the Board on a periodic basis.
- Explore drone technology to support enforcement personnel field operations.
- Fill vacant compliance investigator positions and increase the number of enforcement personnel with expertise in commercial buildings.
- Equip all field investigators with electronic tablets to increase efficiency of compliance reporting and tracking.
- Inform the industry about the new B-7 license classification.
- Expand the use of social media to communicate to target audiences regarding the Board's consumer protection role and the importance of hiring licensed contractors; use storytelling techniques and target homeowners, real estate agents, and others.
- Conduct an informal session with the interagency task force to emphasize the Board's role in consumer protection.
- Expand the use of online, in-person, and hybrid webinars to reach contractors, applicants, and consumers.
- Inform the industry about new laws that may impact contracting.
- Implement new programs to guide Board operations and deliberations
- Distribute onboarding materials to new members expected to join the Board.
- Engage the Board in a discussion regarding the complaint process using the new complaint status report as a foundation.
- Develop and implement strategies to lower the costs and impacts of Board operations.
- Implement upgrades to the Board's IT infrastructure.

These are exciting times for the construction industry in Nevada. With many new projects in development and upcoming, the Board looks forward to accomplishing its objectives and making its operations and resources more user-friendly and accessible for all.



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