



Nevada State Contractors Board

STRATEGIC PLAN

*EXECUTIVE OFFICER REPORT
QUARTER ONE REPORT*

July 1 to September 30, 2024



Members of the Board

Boyd Martin, *Chairman*

Margaret Cavin, *Treasurer*

Bryan Cowart

Joe Hernandez

Kent Lay

Jan B. Leggett

Louis Polish, Jr.

Executive Leadership

David Behar, *Executive Officer*

Susan Broili-Kamesch, *Licensing Administrator*

Brian Hayashi, *Information Technology Manager*

Terry Wike, *Director of Investigations*

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
quality
work



Message from the Executive Officer



When most people think of a regulatory agency, opportunity is not commonly seen as a synonym for what we do, but that is exactly what we strive to provide. As I embark in my new role as Executive Officer, I am driven by the vast amount of opportunities that lie before us and the diversity of individuals we serve.

While our licensing process is in place to evaluate the competency and fiscal responsibility of applicants for licensure, we also have a responsibility to pave a path to licensure that is easily understood and widely recognized throughout the industry; ensuring any individual or entity ready to do business does so with the utmost integrity and protection of the public in mind.

You will find in our strategic reporting that these goals are being attained by expanding the scope of the Board's collaborative partnerships to include new organizations that work closely with underserved populations, like the Legal Aid Center. We are also encouraging more thoughtful conversations and innovative solutions with industry groups and local representatives to address opportunities to make licensed contractors more accessible to consumers when demands are high and economic conditions are not favorable.

We understand the imbalance that can sometimes be felt for all parties involved in construction projects. Contractors are challenged with increasing costs, project delays that are out of their control, and shortages of qualified workers. On the other side, consumers are challenged with navigating variables of cost and quality, shortfalls in project expectations, and a general lack of knowledge about construction and the resources at their disposal to assist them through their residential projects.

It is through the identification of such challenges that we can intentionally begin to identify the opportunities to improve the experience for all involved. Our efforts are best achieved when we tap into the knowledge, resources, and shared goals of a variety of organizations and agencies to create and promote solutions that will have a lasting, positive, and noticeable impact.

As we do better to encourage unlicensed contractors to become licensed, we uphold our priority to protect the public and industry as a whole. We afford consumers more cost-effective and timely opportunities to have their project concerns investigated and resolved, and we help support the men and women across our industry who have taken the necessary steps to operate lawfully and be held accountable for their work.

A handwritten signature in cursive script, appearing to read "David Behar".

DAVID BEHAR
Nevada State Contractors Board

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Executive Officer - Quarter Highlights

Executive Officer Behar Engages in Meetings with State Officials and Governor's Office

During the first quarter, Executive Officer Behar has been actively engaged in a variety of meetings concerning the Administration's restructuring initiative as it relates to Boards and Commissions under the State Department of Business and Industry. As Behar met with executives of the State and representatives of the Governor's office, he also welcomed opportunities to address questions and share details about the Board's operations, explain current trends and issues noticed, and acknowledge the many resources it makes available to the public and industry engaging in construction activities.

Preparation for 2025 Legislative Session Underway

During the quarter, the Board engaged its Legislative Subcommittee to discuss legislative initiatives for the 2025 Legislative Session. Recommendations from the subcommittee led to the approval of three bill draft requests, which have been condensed into two by the Legislative Counsel Bureau and are awaiting bill assignment.

62nd Annual NASCLA Conference Provides Updates on Regulatory Importance

The National Association of Contractor Licensing Agencies held its 62nd Annual Conference in Virginia Beach, Virginia. Executive Officer Behar attended the conference, which included training sessions on topics related to regulatory and administrative operations, caseload management, due process, and the impact of fraud on the residential solar industry. The NASCLA conference is the nation's single-largest gathering of state licensing agency executives.

Clark County Commissioner Hosts Town Hall with Nevada State Contractors Board

Clark County Commissioner Marilyn Kirkpatrick hosted a Town Hall with the NSCB at the Clark County Government Center in early August. During the event, key staff

presented on the importance of hiring licensed contractors and the benefits to homeowners. The event was televised on Clark County television and live streamed on YouTube.

NSCB forms Partnerships with Legal Aid of Southern Nevada and Senior Law Program

Two vital agencies in assisting seniors and vulnerable populations are partnering with the Board to protect homeowners from scams perpetrated by licensed and unlicensed contractors. Both the Legal Aid of Southern Nevada and the Southern Nevada Senior Law Program are working with the NSCB to host a joint presentation on October 18th, in Spanish, at the Whitney Library in Las Vegas.

NSCB Presents at the Division of Business and Industry's 12th Annual Workers' Compensation Educational Conference

The Division of Business and Industry invited key NSCB staff to present at the 12th Annual Worker's Compensation Educational Conference, allowing the Board to share current trends and information related to unlicensed contracting, the Underground Economy Task Force, solar scams and deceptive practices, community awareness, and consumer protection. Highlighted among the discussions were the values and protections of hiring licensed Nevada contractors.

NSCB Forms Partnership with NV Energy

NV Energy executives invited the Nevada State Contractors Board to its Solar Stakeholders Meetings at one of its operations facilities. The discussion centered around safety and stakeholder guidance. The meeting also included members of the Public Utilities Commission. NV Energy also highlighted the processes in approving applications for residential solar systems. A part of that process involves verifying that contractors are licensed by the NSCB. The NSCB is looking at building and expanding its partnerships throughout Nevada and include NV Energy.



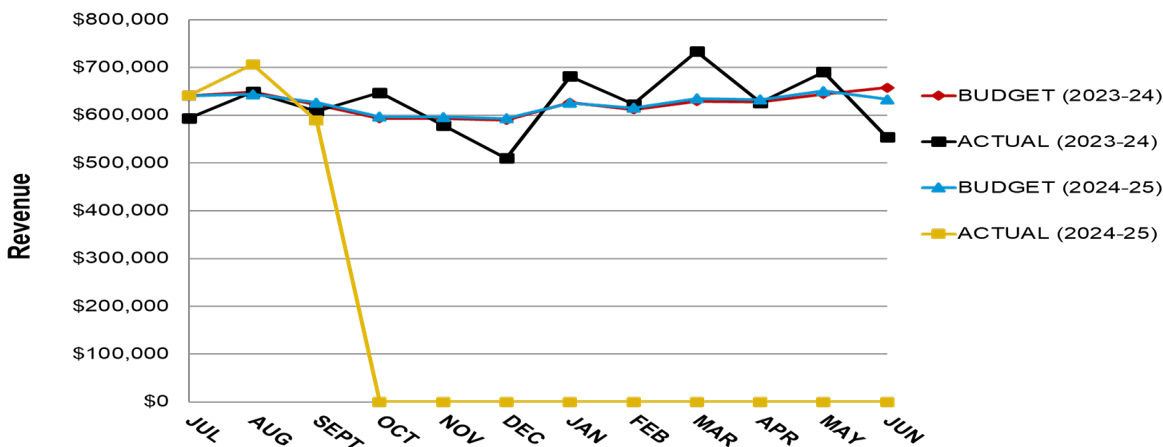
Licensing & Cost Recovery - Data Dashboard

BUDGET (2023-24)	JULY-23	AUG-23	SEPT-23	OCT-23	NOV-23	DEC-23	JAN-24	FEB-24	MAR-24	APR-24	MAY-24	JUN-24	TOTALS
License Renewals	\$423,000	\$431,000	\$407,000	\$378,000	\$378,100	\$375,100	\$411,000	\$398,000	\$414,300	\$413,000	\$428,300	\$443,200	\$4,900,000
New License Fee	\$65,833	\$65,836	\$65,836	\$65,832	\$65,832	\$65,832	\$65,832	\$65,833	\$65,832	\$65,835	\$65,832	\$65,835	\$790,000
Application 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
License Changes	\$47,917	\$47,916	\$47,917	\$47,917	\$47,916	\$47,917	\$47,917	\$47,916	\$47,917	\$47,916	\$47,917	\$47,917	\$575,000
Investigative Recov Costs	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$300,000
Renewal Late Fees	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$120,000
Renewal Inactive Fee	\$6,225	\$6,375	\$3,825	\$4,025	\$3,575	\$3,725	\$4,125	\$2,925	\$3,825	\$4,125	\$4,725	\$3,525	\$51,000
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$640,475	\$648,627	\$622,078	\$593,274	\$592,923	\$590,074	\$626,374	\$612,174	\$629,374	\$628,376	\$644,274	\$657,977	\$7,486,000
ACTUAL (2023-24)	JULY-23	AUG-23	SEPT-23	OCT-23	NOV-23	DEC-23	JAN-24	FEB-24	MAR-24	APR-24	MAY-24	JUN-24	TOTALS
License Renewals	\$409,500	\$410,590	\$419,615	\$434,200	\$385,080	\$321,968	\$448,687	\$397,350	\$469,638	\$383,500	\$450,640	\$318,125	\$4,848,893
New License Fee	\$54,900	\$61,800	\$55,800	\$54,000	\$62,600	\$61,150	\$79,400	\$73,900	\$76,200	\$65,850	\$83,100	\$77,700	\$806,400
Application Fee	\$56,700	\$75,900	\$60,300	\$65,700	\$66,300	\$63,300	\$75,000	\$73,500	\$86,100	\$75,600	\$79,200	\$76,500	\$854,100
License Changes	\$45,025	\$51,100	\$39,950	\$43,650	\$35,550	\$38,575	\$50,700	\$51,450	\$55,325	\$46,000	\$45,450	\$44,125	\$546,900
Investigative Recov Costs	\$14,396	\$30,111	\$14,709	\$30,734	\$17,437	\$14,983	\$14,414	\$13,652	\$33,976	\$42,334	\$19,131	\$29,956	\$275,833
Renewal Late Fees	\$9,075	\$12,225	\$14,875	\$14,950	\$9,688	\$7,725	\$9,163	\$8,563	\$8,678	\$8,913	\$8,650	\$3,500	\$116,003
Renewal Inactive Fee	\$4,200	\$7,050	\$3,450	\$4,350	\$2,570	\$2,550	\$3,880	\$4,500	\$3,900	\$4,500	\$4,350	\$4,200	\$49,500
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$593,796	\$648,776	\$608,699	\$647,584	\$579,225	\$510,251	\$681,244	\$622,914	\$733,816	\$626,697	\$690,521	\$554,106	\$7,497,628
VARIANCE (2023-24)	JULY-23	AUG-23	SEPT-23	OCT-23	NOV-23	DEC-23	JAN-24	FEB-24	MAR-24	APR-24	MAY-24	JUN-24	TOTALS
License Renewals	(\$13,500)	(\$20,410)	\$12,615	\$56,200	\$6,980	(\$53,132)	\$37,687	(\$650)	\$55,338	(\$29,500)	\$22,340	(\$125,075)	(\$51,108)
New License Fee	(\$10,933)	(\$4,036)	(\$10,036)	(\$11,832)	(\$3,232)	(\$4,682)	\$13,568	\$8,067	\$10,368	\$15	\$17,268	\$11,865	\$16,400
Application Fee	(\$5,800)	\$13,400	(\$2,200)	\$3,200	\$3,800	\$800	\$12,500	\$11,000	\$23,600	\$13,100	\$16,700	\$14,000	\$104,100
License Changes	(\$2,892)	\$3,184	(\$7,967)	(\$4,267)	(\$12,366)	(\$9,342)	\$2,783	\$3,534	\$7,408	(\$1,916)	(\$2,467)	(\$3,792)	(\$28,100)
Investigative Recov Costs	(\$10,604)	\$5,111	(\$10,291)	\$5,734	(\$7,563)	(\$10,017)	(\$10,586)	(\$11,348)	\$8,976	\$17,334	(\$5,869)	\$4,956	(\$24,167)
Renewal Late Fees	(\$925)	\$2,225	\$4,875	\$4,950	(\$313)	(\$2,275)	(\$838)	(\$1,438)	(\$1,323)	(\$1,088)	(\$1,350)	(\$6,500)	(\$3,998)
Renewal Inactive Fee	(\$2,025)	\$675	(\$375)	\$325	(\$1,005)	(\$1,175)	(\$245)	\$1,575	\$75	\$375	(\$375)	\$675	(\$1,500)
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	(\$46,679)	\$149	(\$13,379)	\$54,310	(\$13,698)	(\$79,823)	\$54,870	\$10,740	\$104,442	(\$1,679)	\$46,247	(\$103,871)	\$11,628
BUDGET (2024-25)	JULY-24	AUG-24	SEPT-24	OCT-24	NOV-24	DEC-24	JAN-25	FEB-25	MAR-25	APR-25	MAY-25	JUN-25	TOTALS
License Renewals	\$418,000	\$421,000	\$407,000	\$378,000	\$378,100	\$375,100	\$406,000	\$398,000	\$414,300	\$413,000	\$428,300	\$413,200	\$4,850,000
New License Fee	\$66,700	\$66,700	\$66,700	\$66,000	\$66,000	\$66,000	\$67,000	\$66,000	\$67,000	\$67,000	\$67,900	\$67,000	\$800,000
Application Fee	\$68,400	\$68,400	\$68,400	\$68,300	\$68,300	\$68,300	\$68,300	\$68,300	\$68,400	\$68,300	\$68,300	\$68,300	\$820,000
License Changes	\$45,416	\$45,417	\$45,417	\$45,416	\$45,416	\$45,416	\$45,417	\$45,416	\$45,417	\$45,417	\$45,418	\$45,417	\$545,000
Investigative Recov Costs	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$300,000
Renewal Late Fees	\$11,000	\$11,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$11,000	\$10,000	\$11,000	\$11,000	\$125,000
Renewal Inactive Fee	\$6,225	\$6,375	\$3,825	\$4,025	\$3,575	\$3,725	\$4,125	\$2,925	\$3,825	\$4,125	\$4,725	\$3,525	\$51,000
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$640,741	\$643,892	\$626,342	\$596,741	\$596,391	\$593,541	\$625,842	\$615,641	\$634,942	\$632,842	\$650,643	\$633,442	\$7,491,000
ACTUAL (2024-25)	JULY-24	AUG-24	SEPT-24	OCT-24	NOV-24	DEC-24	JAN-25	FEB-25	MAR-25	APR-25	MAY-25	JUN-25	TOTALS
License Renewals	\$423,155	\$447,415	\$361,690										\$1,232,260
New License Fee	\$65,100	\$77,400	\$71,700										\$214,200
Application Fee	\$68,100	\$88,800	\$72,000										\$228,900
License Changes	\$50,775	\$50,600	\$52,425										\$153,800
Investigative Recov Costs	\$22,836	\$26,070	\$17,765										\$66,672
Renewal Late Fees	\$9,188	\$8,475	\$9,825										\$27,488
Renewal Inactive Fee	\$2,600	\$7,450	\$3,600										\$13,650
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$641,754	\$706,210	\$589,005	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,936,969
VARIANCE (2024-25)	JULY-24	AUG-24	SEPT-24	OCT-24	NOV-24	DEC-24	JAN-25	FEB-25	MAR-25	APR-25	MAY-25	JUN-25	TOTALS
License Renewals	\$5,155	\$26,415	(\$45,310)	(\$378,000)	(\$378,100)	(\$375,100)	(\$406,000)	(\$398,000)	(\$414,300)	(\$413,000)	(\$428,300)	(\$413,200)	(\$3,617,740)
New License Fee	(\$1,600)	\$10,700	\$5,000	(\$66,000)	(\$66,000)	(\$66,000)	(\$67,000)	(\$66,000)	(\$67,000)	(\$67,000)	(\$67,900)	(\$67,000)	(\$585,800)
Application Fee	(\$300)	\$20,400	\$3,600	(\$68,300)	(\$68,300)	(\$68,300)	(\$68,300)	(\$68,300)	(\$68,400)	(\$68,300)	(\$68,300)	(\$68,300)	(\$591,100)
License Changes	\$5,359	\$5,183	\$7,008	(\$45,416)	(\$45,416)	(\$45,416)	(\$45,417)	(\$45,416)	(\$45,417)	(\$45,417)	(\$45,418)	(\$45,417)	(\$391,200)
Investigative Recov Costs	(\$2,164)	\$1,070	(\$7,235)	(\$25,000)	(\$25,000)	(\$25,000)	(\$25,000)	(\$25,000)	(\$25,000)	(\$25,000)	(\$25,000)	(\$25,000)	(\$233,328)
Renewal Late Fees	(\$1,813)	(\$2,525)	(\$175)	(\$10,000)	(\$10,000)	(\$10,000)	(\$10,000)	(\$10,000)	(\$11,000)	(\$10,000)	(\$11,000)	(\$11,000)	(\$97,513)
Renewal Inactive Fee	(\$3,625)	\$1,075	(\$225)	(\$4,025)	(\$3,575)	(\$3,725)	(\$4,125)	(\$2,925)	(\$3,825)	(\$4,125)	(\$4,725)	(\$3,525)	(\$37,350)
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$1,013	\$62,318	(\$37,337)	(\$596,741)	(\$596,391)	(\$593,541)	(\$625,842)	(\$615,641)	(\$634,942)	(\$632,842)	(\$650,643)	(\$633,442)	(\$5,554,031)



Licensing & Cost Recovery - Data Dashboard

**Application, Renewal & Cost Recovery Revenue
(FISCAL YEARS 2023-24 / 2024-25)**



JULY TO SEPTEMBER 2024

Licenses (Beginning of Quarter)	18,385
New Licenses Issued	381
Licenses Cancelled / Surrendered /Revoked	(241)
Variance in Suspended/Reinstated Licenses	6
Licenses (End of Quarter)	18,531
# of Licenses on April 1, 2024	18,385
# of Licenses on June 30, 2024	18,531
Licenses Gained / Lost	146
Renewal Revenue Gained / Lost	\$87,600

*Does not include suspended licenses

FISCAL YTD LICENSING FEE TOTALS (FY 2024-2025)

LICENSING FEES	Q1 BUDGET	Q1 ACTUAL	VARIANCE
License Renewals	1,246,000	1,232,260	(13,740)
New License Fee	200,100	214,200	14,100
Application Fee	205,200	228,900	23,700
License Changes	136,250	153,800	17,550
Invest Recov Costs	75,000	66,672	(8,328)
Renewal Late Fees	32,000	27,488	(4,513)
Renewal Inactive Fee	16,425	13,650	(2,775)

90 DAY RETENTION RATE

Projected Year-End Retention Rate	July 2024	18,385	
	Cancellations	(241)	(1.30%)
	New Licenses	381	2.06%
	Susp/Reinstated	6	0.03%
	September 2024	18,531	
	Change	146	
3 Month Rolling	% Change	0.79%	

180 DAY RETENTION RATE

Projected Year-End Retention Rate	April 2024	18,347	
	Cancellations	(477)	(2.57%)
	New Licenses	745	4.02%
	Susp/Reinstated	(84)	(0.45%)
	September 2024	18,531	
	Change	184	
6 Month Rolling	% Change	0.99%	



Licensing - Quarter Statistics

New License Apps	773	(18%)
Issued Licenses	381	(11%)
Change Apps	903	(13%)
Active Licenses	18,093	(2%)
Inactive Licenses	413	(8%)
Placed on Inactive Status	36	(38%)
Voluntary Surrender	90	(17%)
Licenses Canceled, Not Renewed	138	(19%)
Licenses Revoked	13	(8%)
License Suspensions (no bond)	285	(8%)
License Suspensions Initiated (DETR/DIR)	40	(400%)
• Compliance with DETR/DIR Received	32	(220%)
• Suspended	4	(0%)
• Referred to Enforcement	3	(25%)
<hr/>		
Active License Renewals	2,088	(8%)
Inactive License Renewals	53	(15%)
Online Renewals	1,670	(78% of all renewals)
New Online Registrations	514	(16,360 total registered)
Application Denial Hearings	4	(64%)
Financial Reviews Initiated	12	(14%)
• 7 Approved; 2 Tabled		
• 76 Pending Bankruptcies		
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CMS Exams	588	(28%)
Trade Exams	651	(38%)
NASCLA Exam Transcripts	34	(55%)
Licensure by Endorsement	78	(10% of all new applications)
• Trade & Experience	67	
• Experience Only	11	
Certificates of Eligibility Requests	11	(10%)
Certificates of Eligibility Renewals	106	(2%)
Single Project Limit Increases	36	(24%)
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Contractors Identified As Veterans	60	(22%)
Business Assistance Program Attendees	43	(4%)
Licensing Assistance Program Attendees	13	(13%)
Public Records Requests	40	(54%)
Total Calls Received	10,681	

Licensing - New License Trends

NEW LICENSE APPLICATIONS

Primary Classification	Trade	1st Quarter 2024-25		
		In State	Out of State	Total
B	General Building	85	82	167
C-2	Electrical	51	39	90
A	General Engineering	33	48	81
C-3	Carpentry	41	20	61
C-21	Refrigeration & Air Conditioning	45	12	57
C-1	Plumbing	36	14	50
C-10	Landscape	35	4	39
C-4	Painting	25	9	34
C-15	Roofing & Siding	11	16	29
C-5	Concrete	17	10	27

New license application trends continue to show consistent gains for the fourth year in a row, increasing by 18% in FY 2024-25 compared to the same period last year. This data combined with the 13% increase in license change applications during the quarter reflect the growth in Nevada’s construction industry since the pandemic. Despite times of higher costs across the economy, most licenses being applied for demonstrate that residential and commercial improvements and new building construction remain in high demand. Approximately 10% of applicants utilized the Board’s license by endorsement program to qualify them for trade and experience requirements.

Among the new applications received during the reporting period, 41% were tabled or pended for more information, 23% were approved, 17% were denied, and the remainder are awaiting review. The average processing time for new license applications during the quarter was 67 days, which is a 19% improvement from the same time last year. Processing times for license change applications remains relatively stable at 24 days for the reporting period.

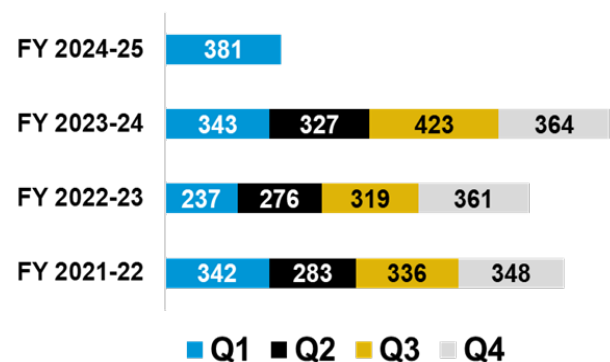
Although the Board’s processing times are often delayed due to missing information on applications, improvements to contractors’ financial responsibility have been noticed by lower numbers of financial reviews being conducted and a declining number of application denial hearings, which dropped 64% this quarter.

NEW & EXISTING LICENSE TRENDS

Increases were realized in both new licenses issued and the total number of active licenses during the first quarter, compared to the same period last year. Supporting this trend was a decline of 19% in the number of licenses that were canceled or not renewed.

Despite the positive indicators, the Board is also closely monitoring growth in the number of licenses revoked, placed on inactive status, voluntarily surrendered, and suspended. While only 40 licenses were suspended by the State Department of Industrial Relations for lack of compliance with workers’ compensation insurance, this represents an increase of 400% over the same period last year. The majority of contractors regain compliance with less than 1% being referred to enforcement for possible discipline.

New Licenses Issued





Licensing - Quarter Highlights



LANGUAGE ACCESS PLAN IMPLEMENTED

To further reduce barriers to its programs and services, the Board produced a Language Access Plan (LAP) that was published to its website and distributed throughout the industry and to targeted community groups who serve individuals with limited English proficiency. To support the initiatives under the LAP, staff training was conducted on the new procedures for obtaining certain language information. Information was also posted in the lobby of the Board and a dedicated page placed on the Board's website, which included a survey link to solicit responses on how the Board's existing services can be improved. Among translating priority documents and information in other languages, upon request, staff can utilize translations services for in-person interactions.

NEW REGULATIONS FINALIZED & ENACTED

On September 16, 2024, a series of regulations were updated following hearings and workshops held by the Board in the previous quarter. Included in the updates were:

- Clarifying language to define "new work" and "repairs" as it relates to residential home improvement projects.
- Broadening the subclassifications for contractors working on doors and windows to allow for both metal and wood materials to be used.
- Requiring that applicants for licensure must pay any unpaid fines, costs, and Recovery Fund reimbursements ordered before licensure will be considered for approval.
- Making updates to the information that must be provided to consumers concerning the Mechanics' and Materialmen's Liens.

EXAM & APPLICATION UPDATES

The Licensing Department completed its review and updates to all trade exams in conjunction with exam provider PSI, including the General Building and Plumbing exams. Additionally, based on information received from the Nevada Secretary of State's Office, staff updated all applicable applications and website content to inform applicants of legal name requirements outlined in NRS 624.254.

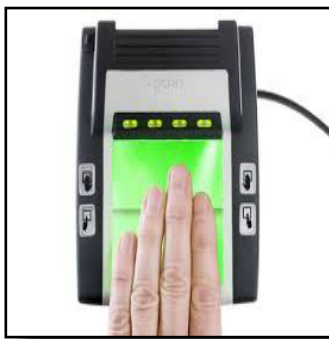
APPLICATION PROCESSING TIMES & DASHBOARD INDICATORS EVALUATED

As directed by the FY 2024-25 Strategic Plan, Licensing staff were charged with identifying methods to reduce application processing times. During the quarter, a review of individual analysts' processes was conducted to ensure consistency and accuracy among each staff member. Based on the information collected, management made enhancements to the Board's back-end server to streamline procedures, including requesting fingerprints upon receipt of an application, sending all correspondence by e-mail when permissible, and scheduling routine maintenance of the database to ensure it is always functioning properly. Staff is also working with IT to develop a monitoring and data collection effort on different licensing process indicators to improve reporting of timeframes.



Investigations - Background Check Trends

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.



BACKGROUND CHECK STATISTICS

26 Investigations Initiated

- 11 Investigations pending
- 44 Investigations closed
- 3 Administrative Citations issued for misrepresentation

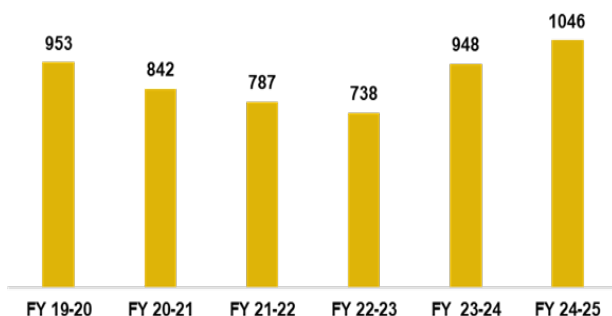
Fingerprint Cards Submitted	1,046
Applicants with criminal histories	300
Applicants without criminal histories	746
Criminal Histories	29%

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.

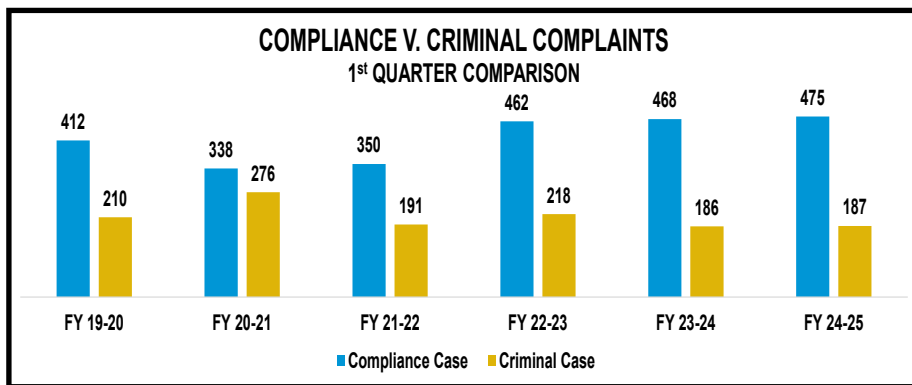
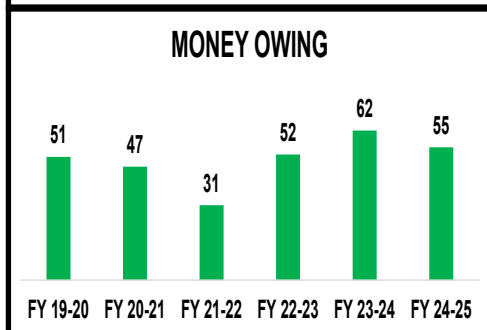
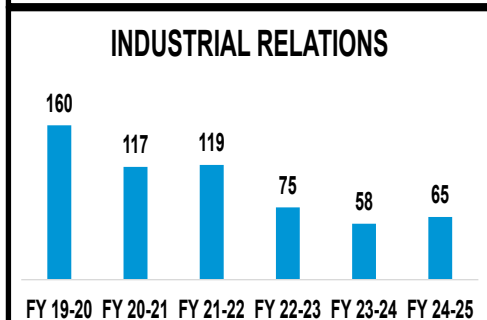
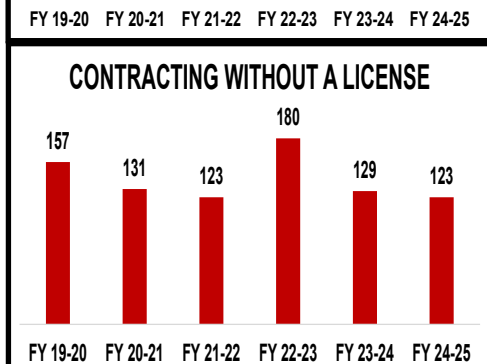
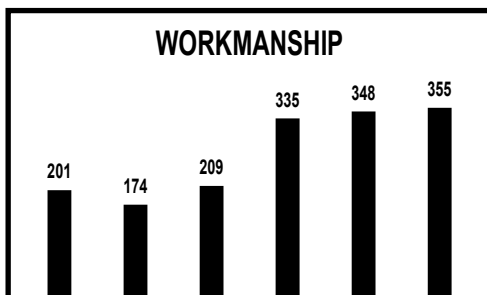
Of the 2 applicants interviewed for this purpose during the reporting period, 1 was recommended for approval and 1 was recommended for denial of licensure.

FINGERPRINTS SUBMITTED
1st QUARTER



Investigations - Quarter Statistics

1ST QUARTER COMPLAINTS BY FISCAL YEAR



106 ADMINISTRATIVE CITATIONS ISSUED

- Licensed Contractors: 32
 - \$68,300 in Fines
 - \$14,390 in Costs
- Unlicensed Contractors: 74
 - \$154,500 in Fines
 - \$57,000 in Costs

662 COMPLAINTS OPENED

- 355 Workmanship (54%)
- 123 Contracting w/o License (19%)
- 65 Industrial Regulation (10%)
- 64 Unlawful Advertising (10%)
- 55 Money Owing (7%)

34 DISCIPLINARY HEARINGS

- 10 Licenses Revoked

6 CRIMINAL AFFIDAVITS FILED WITH DA OFFICES

83 CEASE & DESIST ORDERS ISSUED TO UNLICENSED CONTRACTORS

INVESTIGATIVE TRENDS

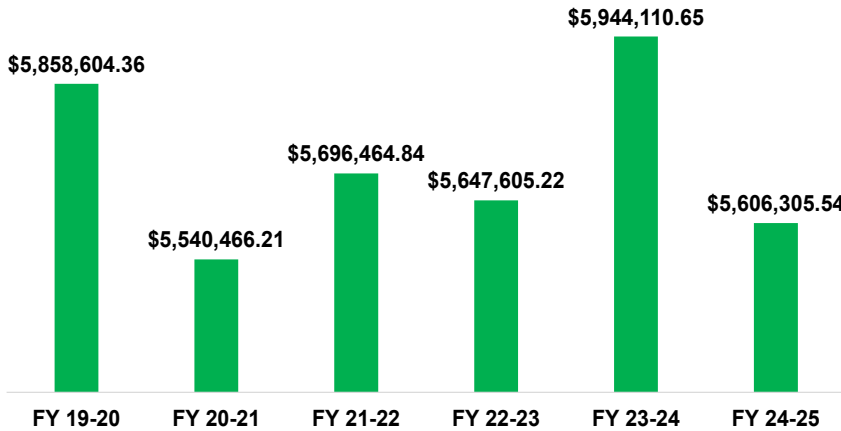
During the quarter, resources from the Board's Criminal Investigations Division were redirected to assist with the high volume of compliance investigations related to industry regulation violations and initial workmanship complaints.

Common violations being noticed among several of the Board's investigations include contractors bidding and completing work outside the scope of their license. Of greatest concern with this trend is the absence of building permits being pulled on these projects that contractors are not qualified to perform.



Investigations - Residential Recovery Fund

**RESIDENTIAL RECOVERY FUND BALANCE
1ST QUARTER COMPARISON**



- 19 Recovery Fund cases opened.
- 24 Claims considered by the Committee with no cases being continued or denied.
- 24 Claims awarded a total of \$529,703.
- Average award amount: \$22,071.

Recovery Fund Committee Finds Majority of Claims Related to Projects Where Funds Were Paid, But Work Not Performed

Among the claims considered during the reporting period, the Residential Recovery Fund Committee awarded the maximum value of \$40,000 to five claimants, with several other receiving awards in excess of \$20,000. With the Recovery Fund being a resource for owners of single-family residences who hire licensed contractors, many of the projects heard by the Committee were for larger home improvements; often the same contractor was found to have harmed multiple homeowners seeking recovery for damages.

As Nevada’s housing market continues to trend upward with little relief on interest rates, more homeowners are using their equity and budgets to invest in their current dwellings, often hiring contractors to perform large remodel or new construction to their homes. This growing demand is met by shortages of workers across the industry and rising material costs, which can have an adverse effect on a contractor’s ability to adhere to the terms of a contract. As a result, contractors are brought before the Board for discipline, which may result in the suspension or revocation of their license when remedy ordered by the Board is not satisfied.

Investigations - Case Highlights

Patio Covers 4 Less Has License Suspended, Criminal Charges Filed After Abandoning Residential Projects

Ryan Vozzola, Managing Member and CMS Qualified Individual, dba Patio Covers 4 Less, is facing 15 counts of theft following a series of complaints filed by senior homeowners after their patio cover projects were abandoned with no work performed or materials provided.

Patio Covers 4 Less is alleged to have received a total of \$111,307.50 from its victims and has made no effort to-date to refund any of the monies collected back to the owners.

The Nevada State Contractors Board has filed charges with the Clark County District Attorney's Office for prosecution, including the Theft charges pursuant to NRS 205.0832; seven counts of crimes committed against a person 60 years of age or older (NRS 193.167); and multiple transactions involving fraud or deceit in course of enterprise or occupation, pursuant to NRS 205.377.

The Board is also seeking criminal charges against co-defendants Benjamin Vozzola (one count of NRS 205.0832 Theft) and Corey Verret (three counts of NRS 205.0832 theft).



Residential and Small Commercial Contractor Loses License After 75 Complaints Filed in Less than One Year

In August of 2024, Las Vegas Kitchen and Bath Remodeling, LLC, had its license revoked at a Disciplinary Hearing before the Board.

A total of 75 complaints were filed against the contractor since November 2023 relating to project abandonment, substandard workmanship and money owing concerns.

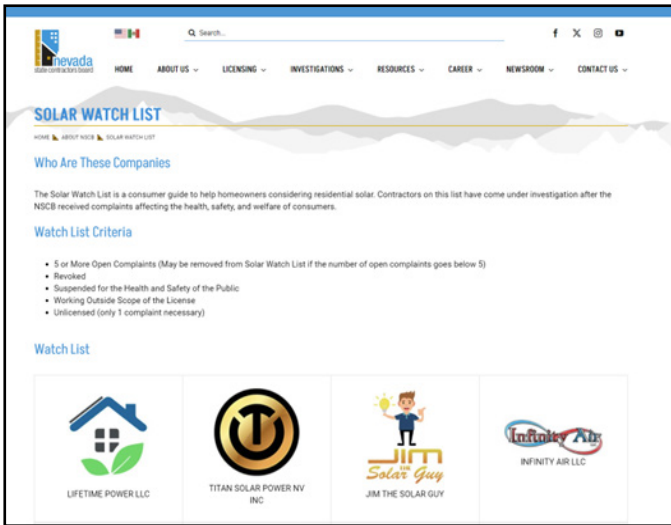
Las Vegas Kitchen and Bath Remodeling, LLC was summarily suspended on June 24, 2024. A disciplinary hearing was held on August 7, 2024 where the Administrative Law Judge found the contractor liable on multiple allegations and assessed fines totaling \$370,000.

The Administrative Law Judge found Dennis Lawrence Caruso (Respondent), Paul Orkin, Wes Clark and Tom Perks jointly and severally liable on each allegation to the same extent as the Respondent. The same individuals are "prohibited from serving as an officer, director, associate or partner of a licensee." The Respondent and the individuals listed above are required to reimburse the Residential Recovery Fund to the extent of any amounts are paid therefrom for the wrongdoings upon which they have been found liable.



Information Technology

IT WORKS WITH DEPARTMENTS TO ADD NEW CONTENT TO WEBSITE



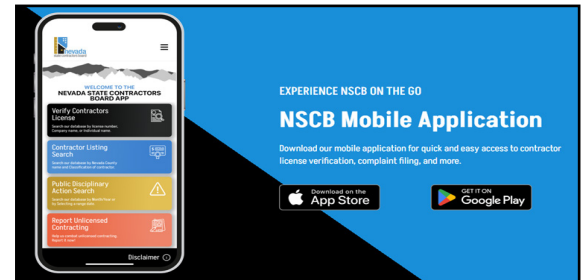
During the quarter, Information Technology worked closely with the Investigations, Licensing, and Public Information Departments to add new content to the Board’s website. The new content highlights the Board’s Language Access Plan and Solar Watch List, both of which are live.

The Solar Watch List is similar to the Most Wanted Unlicensed Contractor list, sharing real-time information with consumers about solar contractors who have received 5 or more complaints against their license, have had their license suspended or revoked, or who are found to be working outside the scope of their license.

MOBILE APPLICATION RECEIVES UPDATE

With the welcomed launch of the Board’s new website, Information Technology has been working to make updates to its mobile application platform, which now mirrors the design and iconic features noticed online.

The mobile application, accessible for download on all smart phone devices, helps to enhance the user’s experience by displaying pertinent information for license verification and unlicensed contractor reporting in an easy-to-view mobile format.



SYSTEM GRADES IMPROVE PERFORMANCE ACROSS DEPARTMENTS

The Strategic Plan places emphasis on the Board to evaluate and streamline its processes and procedures, including license application processing times and timeframes to complete an investigation. In advancement of these goals, Information Technology met with department leadership to make improvements to various systems and databases utilized by staff that will improve data collection efforts and user experience. IT also started work on changes to the Reno office, which will improve wireless communications and security.

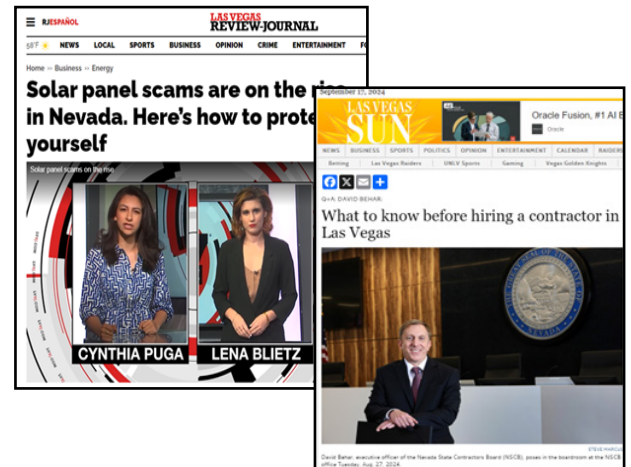
Public Information Office

Public Outreach and Community Engagement Efforts Inform Nevadans of the Importance of Hiring Licensed Contractors

The Public Information Office assisted in coordinating a variety of outreach opportunities throughout the State during the first quarter of FY 2024-25. These efforts including meeting with seniors and other vulnerable populations to educate them on the resources of the Board, including how to verify a contractor's license, protecting oneself from construction-related scams, and guidance on filing complaints with the Board when project concerns go unresolved. Other efforts in coordination with industry entities and groups have focused on the Board's licensing process and promoting the applicant and licensed contractor assistance programs offered at no cost by the Board.

The majority of these outreach activities have welcomed the collaborative efforts of local and state officials, industry representatives, community partners, and other agency personnel, including, but not limited to:

- NV Energy
- Tahoe Reno Industrial Center
- Las Vegas Ward 3 with Councilwoman Olivia Diaz
- Associated General Contractors Reno
- Town Hall with Clark County Commissioner Marilyn Kirkpatrick
- Nevada Contractors Association
- Las Vegas Board of Realtors
- Southern Nevada Senior Legal Services
- Legal Aid of Southern Nevada
- Reno Senior Fair
- Nevada Hispanic Construction Alliance



Interest in Solar-Related Topics Grows

As the Board remains vigilant in addressing increases in solar construction complaints, the Public Information Office has been at the forefront of publicizing significant disciplinary cases against solar contractors who have had their license revoked or suspended.

News releases and Industry Bulletins, coupled with social media posts, have resulted in several media outlets contacting the Board for an interview, attending disciplinary hearings, and speaking with victims about the circumstances that led to undesirable outcomes in their projects.

SOCIAL MEDIA STATISTICS



- Reach: 462
- Content Interactions: 132
- Unique Clicks: 2



- Published Posts: 16
- New Followers: 84
- Page Views: 166
- Unique Visitors: 72
- Reactions: 330
- Comments: 27
- Reposts: 24



- Reach: 2,700
- Content Interactions: 520
- Unique Clicks: 45



Looking Forward - Quarter 2

Having completed the first quarter of FY 2024-25 with several noteworthy accomplishments, the Board looks forward to keeping pace as it welcomes new strategic objectives. In addition to continuing the outreach, engagement, and process improvement efforts highlighted in this report, the second quarter will include the following areas of focus:

- Implementing a series of improvements to the licensing operation including document management and complaint investigations.
- Increasing efforts to address unlicensed contracting activities of both prime and subcontractors, especially large-scale projects being conducted by out-of-state developers.
- Identifying areas where the penalties for unlicensed contracting may be increased.
- Engaging a consultant to complete the assessment and analysis of Board processes and provide the Board with recommendations for improvement.

With a steadfast momentum to expand collaborative working relationships, the Nevada State Contractors Board looks forward to ongoing discussions that seek to provide our construction industry and members of the community with innovative solutions that expand access to licensed contractors, promote the protections of hiring licensed contractors, and raise awareness of the multitude of resources available to interested parties engaging in construction projects.



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