



Nevada State Contractors Board

STRATEGIC PLAN
EXECUTIVE OFFICER REPORT
QUARTER ONE REPORT

July 1 - September 30, 2020



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Jennifer Lewis, *Public Information Officer*

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.

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require
and



Message from the Executive Officer

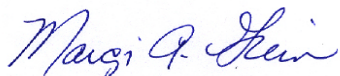
The beginning of FY 2020-21 continued to present challenges as Nevada started to reopen businesses. Ongoing uncertainties, temporary adjustments, and permanent changes in Board operations and policies have been necessary to meet the needs of those we serve.

The Contractors Board has spent much of the first quarter enhancing automated and virtual services. As budgetary concerns were at the forefront, we immediately evaluated each departments' programs to identify, streamline, and reduce operational expenses where possible. Agency-wide decisions were also implemented to balance our budget.

Our strategic goals were not compromised during this period, but they did adapt to reflect the new realities of the Board. The Board's outreach efforts have strengthened through the use of virtual platforms and the ability to collaborate with representatives across the state.

We have remained engaged in ongoing discussions with state leaders concerning regulatory reform strategies and solutions to ensure continued protection of the public's health and safety.

Committed to advancing the goals of the Board, we understand that every day requires thoughtful consideration and evaluation of our existing programs. The initiatives we've undertaken during these times help to exemplify our resiliency and our welcoming of the new environment we now operate under.



MARGI A. GREIN
Nevada State Contractors Board Executive Officer

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Executive Officer - Strategic Plan Initiatives

Recommendations Implemented to Reduce Processing Time & Costs (Goal 1)

Following approval of the Board, staff implemented several policy changes during the quarter in an effort to reduce processing times and costs associated with licensing services. Areas modified include limiting the use of credit reports and bank verification forms, and modifying fingerprint requirements under certain circumstances for existing licensees.

Reducing Barriers to Licensure; Promoting Licensure for Qualified Candidates (Goal 1)

The Licensing Department continues to evaluate and propose recommendations to enhance opportunities for licensure for qualified candidates. Efforts to study and initiate rulemaking to implement changes that reduce barriers to licensure remain ongoing.

Expansion of Online Application and Automated Processes (Goal 1)

In addition to the Board's online new license application project, actions were taken during the quarter to eliminate the use of paper application files. All application documents are scanned upon receipt and processed using electronic copies.

Maintenance of Enforcement Services Amid Reduced Resources (Goal 2)

During the quarter, the Enforcement Department continued to effectively address complaints in a timely and thorough manner through collaborative efforts of compliance and criminal investigators, support staff, and enforcement management. To help reduce increased caseloads for investigators as a result of reduced staffing, supervisors began

investigating complaints, which has helped to normalize case closure times. The Board has also implemented more effective coordination and management of disciplinary cases, resulting in time and cost savings for upcoming disciplinary hearings. These savings help allow investigators and staff to dedicate more time toward case resolution for Nevada's consumers, while saving on legal costs from outside counsel and Administrative Law Judges.

FY 2020-21 Communications Plan (Goal 3)

The Board's FY 2020-21 Communications Plan was developed with target audiences in mind, including specific focuses on seniors, homeowners, legislators, and contractors. Outreach initiatives are tailored to the needs of each audience and will incorporate print, television/radio, social media, and other virtual platforms to most effectively promote the Board's messages and resources.

Pandemic Results in Adjustment to Board Budget & Operating Expenses (Goal 5)

Following pandemic-related directives issued by the State and the immediate impacts noticed with regard to the Board's licensing revenue, modifications to the Board's budget were made. Board staff continues to monitor daily activities and recommend changes as needed.

Conduct staff workshops on FY 2020-21 Strategic Plan (Goal 5)

All staff participated in discussions with executive management regarding the FY 2020-21 Strategic Plan during the quarter. Department-related objectives were highlighted and staff input was received concerning future implementation of those initiatives.

Executive Officer - Quarter Highlights

Executive Officer Continues Engagement with National Regulatory Groups

Executive Officer Grein participated in several meetings held by the Federation of Association of Regulatory Boards (FARB) and the National Association of State Contractor Licensing Agencies (NASCLA) during the quarter. These include serving as project manager for the FARB Super Strategic Action Team; attending FARBSide Chat discussions addressing ADA compliance accommodations during the pandemic, and the portability, mobility and association of databanks; and participating in the NASCLA Nominations Committee meeting discussions.

Board Member Training Goals Advanced

In support of annual training requirements, the Board was presented a detailed training on Nevada's Open Meeting Law by the Attorney General's office. The Executive Director of the Ethics Commission also delivered current information and case studies on the application of and compliance with Nevada's ethics laws.

State-Led Regulatory Reform Discussions Ongoing; Executive Officer at the Table

As a variety of state leaders engage in discussions and initiatives aimed to address regulatory oversight and reform, Executive Officer Grein remains committed to being present and involved in the solutions being recommended. Her attendance at monthly occupational licensing working group meetings, licensing consortium network calls, OWINN's roundtable events, Occupational Licensing Data Infrastructure and Sharing roundtables, and the final meeting of the Sunset Subcommittee of the Legislative Commission for 2020 exemplify her interest in representing the Board's regulatory purpose and efforts to protect the health and safety of the public.

Executive Officer Participates in Interagency Solar Taskforce with the California Contractors State License Board (CSLB) and California Public Utilities Commission (CPUC)

During the quarter, the Executive Officer participated in an Interagency Solar Taskforce meeting with CSLB and CPUC, which focused on each state's experience with solar construction complaints, matters related to licensure, and

other opportunities to share resources and strategies to enhance consumer protections related to the Recovery Fund.

Outreach Initiatives Focus on Women in Construction; Senior Engagement

The Board hosted two Women in Construction panel discussions during the quarter. The forum seeks to connect women in need with industry professionals offering guidance on construction-related careers, apprenticeship programs, and mentorship opportunities. Grein collaborated with Assemblywoman Shea Backus to host a Senior Awareness Town Hall event aimed at educating individuals on home repair scams and resources available through the Board to help seniors protect themselves from becoming victim.

7th Annual Contractor Training Day

In August, the Board conducted its 7th Annual Contractor Training Day event, which helps connect contractors across the state to a variety of expert panelists on topics of interest to the construction industry. This year's program featured discussions on labor laws, compliance expectations, and the industry outlook.

Commission on Construction Education Awards Grant Funding

The Commission on Construction Education held a meeting in July and awarded \$33,715 in grant funding to the Northern Nevada Joint Apprenticeship & Training Committee for their proposal to advance construction education and training opportunities. The Commission also received quarterly reports on 11 previously-awarded grants.

Executive Officer Discusses Legislative, Public Relations Strategies

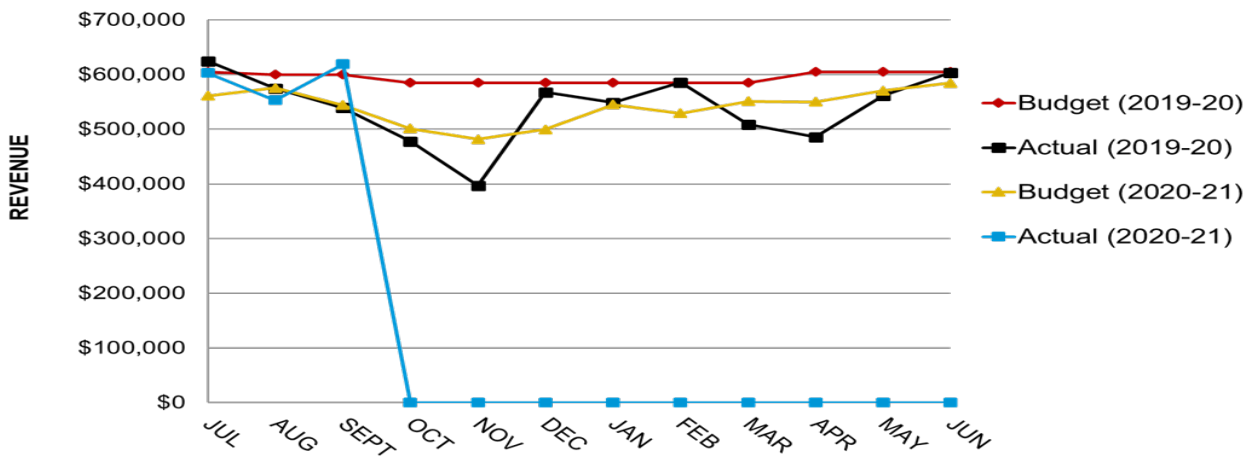
Executive Officer Grein meets weekly with The Ferraro Group representatives to discuss and direct legislative and public relations activities of importance to the Board. Recent topics have included the Board's bill draft requests, preparation for the 2021 Legislative Session and bill tracking efforts, and coordination of legislative town hall events promoting public safety messages concerning awareness of home repair scams.

Licensing & Cost Recovery - Data Dashboard

| Budget (2019-20) | JULY-19 | AUG-19 | SEPT-19 | OCT-19 | NOV-19 | DEC-19 | JAN-20 | FEB-20 | MAR-20 | APR-20 | MAY-20 | JUN-20 | TOTALS |
|---------------------------|----------------|---------------|----------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| License Renewals | \$370,000 | \$365,000 | \$365,000 | \$350,000 | \$350,000 | \$350,000 | \$350,000 | \$350,000 | \$350,000 | \$370,000 | \$370,000 | \$370,000 | \$4,310,000 |
| New License Fee | \$75,000 | \$75,000 | \$75,000 | \$75,000 | \$75,000 | \$75,000 | \$75,000 | \$75,000 | \$75,000 | \$75,000 | \$75,000 | \$75,000 | \$900,000 |
| Application Fee | \$66,666 | \$66,667 | \$66,667 | \$66,666 | \$66,667 | \$66,667 | \$66,666 | \$66,667 | \$66,667 | \$66,666 | \$66,667 | \$66,667 | \$800,000 |
| License Changes | \$48,333 | \$48,333 | \$48,334 | \$48,333 | \$48,333 | \$48,334 | \$48,333 | \$48,333 | \$48,334 | \$48,333 | \$48,333 | \$48,334 | \$580,000 |
| Investigative Recov Costs | \$33,333 | \$33,333 | \$33,334 | \$33,333 | \$33,333 | \$33,334 | \$33,333 | \$33,333 | \$33,334 | \$33,333 | \$33,333 | \$33,334 | \$400,000 |
| Renewal Late Fees | \$6,666 | \$6,667 | \$6,667 | \$6,666 | \$6,667 | \$6,667 | \$6,666 | \$6,667 | \$6,667 | \$6,666 | \$6,667 | \$6,667 | \$80,000 |
| Renewal Inactive Fee | \$5,000 | \$5,000 | \$5,000 | \$5,000 | \$5,000 | \$5,000 | \$5,000 | \$5,000 | \$5,000 | \$5,000 | \$5,000 | \$5,000 | \$60,000 |
| TOTALS | JUL | AUG | SEPT | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | |
| | \$604,998 | \$600,000 | \$600,002 | \$584,998 | \$585,000 | \$585,002 | \$584,998 | \$585,000 | \$585,002 | \$604,998 | \$605,000 | \$605,002 | \$7,130,000 |
| Actual (2019-20) | JULY-19 | AUG-19 | SEPT-19 | OCT-19 | NOV-19 | DEC-19 | JAN-20 | FEB-20 | MAR-20 | APR-20 | MAY-20 | JUN-20 | TOTALS |
| License Renewals | \$419,400 | \$337,200 | \$361,990 | \$284,620 | \$249,600 | \$383,440 | \$374,700 | \$384,000 | \$309,750 | \$370,800 | \$435,375 | \$370,723 | \$4,281,598 |
| New License Fee | \$79,200 | \$86,400 | \$63,600 | \$64,800 | \$43,800 | \$78,000 | \$52,800 | \$66,600 | \$79,390 | \$35,400 | \$37,200 | \$98,100 | \$785,290 |
| Application Fee | \$49,200 | \$51,681 | \$46,420 | \$61,580 | \$39,220 | \$43,500 | \$47,700 | \$59,400 | \$57,300 | \$35,830 | \$38,400 | \$53,100 | \$583,330 |
| License Changes | \$42,106 | \$41,545 | \$34,875 | \$37,975 | \$36,900 | \$34,325 | \$38,175 | \$41,800 | \$37,350 | \$24,950 | \$32,575 | \$38,400 | \$440,975 |
| Investigative Recov Costs | \$21,871 | \$46,498 | \$20,112 | \$20,641 | \$17,675 | \$17,592 | \$24,009 | \$24,097 | \$14,948 | \$12,909 | \$13,810 | \$28,795 | \$262,958 |
| Renewal Late Fees | \$7,575 | \$8,100 | \$5,438 | \$5,550 | \$7,125 | \$5,175 | \$6,975 | \$7,350 | \$5,925 | \$2,475 | \$1,125 | \$9,525 | \$72,338 |
| Renewal Inactive Fee | \$5,400 | \$3,300 | \$6,450 | \$2,700 | \$2,400 | \$5,400 | \$4,200 | \$2,100 | \$4,220 | \$3,300 | \$3,300 | \$4,930 | \$47,700 |
| TOTALS | JUL | AUG | SEPT | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | |
| | \$624,751 | \$574,723 | \$538,884 | \$477,866 | \$396,720 | \$567,432 | \$548,559 | \$585,347 | \$508,883 | \$485,664 | \$561,785 | \$603,572 | \$6,474,188 |
| Variance (2019-20) | JULY-19 | AUG-19 | SEPT-19 | OCT-19 | NOV-19 | DEC-19 | JAN-20 | FEB-20 | MAR-20 | APR-20 | MAY-20 | JUN-20 | TOTALS |
| License Renewals | \$49,400 | (\$27,800) | (\$3,010) | (\$65,380) | (\$100,400) | \$33,440 | \$24,700 | \$34,000 | (\$40,250) | \$800 | \$65,375 | \$723 | (\$28,403) |
| New License Fee | \$4,200 | \$11,400 | (\$11,400) | (\$10,200) | (\$31,200) | \$3,000 | (\$22,200) | (\$8,400) | \$4,390 | (\$39,600) | (\$37,800) | \$23,100 | (\$114,710) |
| Application Fee | (\$17,466) | (\$14,987) | (\$20,248) | (\$5,086) | (\$27,447) | (\$23,167) | (\$18,966) | (\$7,267) | (\$9,367) | (\$30,836) | (\$28,267) | (\$13,567) | (\$216,670) |
| License Changes | (\$6,228) | (\$6,789) | (\$13,459) | (\$10,358) | (\$11,433) | (\$14,009) | (\$10,158) | (\$6,533) | (\$10,984) | (\$23,383) | (\$15,758) | (\$9,934) | (\$139,025) |
| Investigative Recov Costs | (\$11,462) | \$13,165 | (\$13,222) | (\$12,692) | (\$15,658) | (\$15,742) | (\$9,324) | (\$9,236) | (\$18,386) | (\$20,424) | (\$19,523) | (\$4,539) | (\$137,042) |
| Renewal Late Fees | \$909 | \$1,433 | (\$1,230) | (\$1,116) | \$458 | (\$1,492) | \$309 | \$683 | (\$742) | (\$4,191) | (\$5,542) | \$2,858 | (\$7,663) |
| Renewal Inactive Fee | \$400 | (\$1,700) | \$1,450 | (\$2,300) | (\$2,600) | \$400 | (\$800) | (\$2,900) | (\$780) | (\$1,700) | (\$1,700) | (\$70) | (\$12,300) |
| TOTALS | JUL | AUG | SEPT | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | |
| | \$19,753 | (\$25,277) | (\$61,118) | (\$107,132) | (\$188,280) | (\$17,570) | (\$36,439) | \$347 | (\$76,119) | (\$119,334) | (\$43,215) | (\$1,430) | (\$655,812) |
| Budget (2020-21) | JULY-20 | AUG-20 | SEPT-20 | OCT-20 | NOV-20 | DEC-20 | JAN-21 | FEB-21 | MAR-21 | APR-21 | MAY-21 | JUN-21 | TOTALS |
| License Renewals | \$389,000 | \$403,000 | \$374,000 | \$331,100 | \$312,000 | \$330,000 | \$375,000 | \$360,000 | \$381,000 | \$380,000 | \$399,900 | \$415,000 | \$4,450,000 |
| New License Fee | \$61,666 | \$61,667 | \$61,667 | \$61,666 | \$61,667 | \$61,667 | \$61,666 | \$61,667 | \$61,667 | \$61,666 | \$61,667 | \$61,667 | \$740,000 |
| Application Fee | \$43,333 | \$43,333 | \$43,334 | \$43,333 | \$43,333 | \$43,334 | \$43,333 | \$43,333 | \$43,334 | \$43,333 | \$43,333 | \$43,334 | \$520,000 |
| License Changes | \$35,000 | \$35,000 | \$35,000 | \$35,000 | \$35,000 | \$35,000 | \$35,000 | \$35,000 | \$35,000 | \$35,000 | \$35,000 | \$35,000 | \$420,000 |
| 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 | \$5,750 | \$5,750 | \$5,750 | \$5,750 | \$5,750 | \$5,750 | \$5,750 | \$5,750 | \$5,750 | \$5,750 | \$5,750 | \$5,750 | \$69,000 |
| 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 | |
| | \$561,307 | \$575,458 | \$543,910 | \$501,207 | \$481,658 | \$499,810 | \$545,207 | \$529,008 | \$550,910 | \$550,207 | \$570,708 | \$584,610 | \$6,494,000 |
| Actual (2020-21) | JULY-20 | AUG-20 | SEPT-20 | OCT-20 | NOV-20 | DEC-20 | JAN-21 | FEB-21 | MAR-21 | APR-21 | MAY-21 | JUN-21 | TOTALS |
| License Renewals | \$390,150 | \$345,000 | \$412,565 | | | | | | | | | | \$1,147,715 |
| New License Fee | \$83,700 | \$79,500 | \$75,450 | | | | | | | | | | \$238,650 |
| Application Fee | \$47,100 | \$56,100 | \$56,400 | | | | | | | | | | \$159,600 |
| License Changes | \$43,300 | \$34,750 | \$41,975 | | | | | | | | | | \$120,025 |
| Investigative Recov Costs | \$29,381 | \$29,229 | \$25,207 | | | | | | | | | | \$83,818 |
| Renewal Late Fees | \$4,163 | \$4,125 | \$3,038 | | | | | | | | | | \$11,325 |
| Renewal Inactive Fee | \$5,250 | \$4,200 | \$4,538 | | | | | | | | | | \$13,988 |
| TOTALS | JUL | AUG | SEPT | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | |
| | \$603,043 | \$552,904 | \$619,172 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$1,775,120 |
| Variance (2020-21) | JULY-20 | AUG-20 | SEPT-20 | OCT-20 | NOV-20 | DEC-20 | JAN-21 | FEB-21 | MAR-21 | APR-21 | MAY-21 | JUN-21 | TOTALS |
| License Renewals | \$1,150 | (\$58,000) | \$38,565 | (\$331,100) | (\$312,000) | (\$330,000) | (\$375,000) | (\$360,000) | (\$381,000) | (\$380,000) | (\$399,900) | (\$415,000) | (\$3,302,285) |
| New License Fee | \$22,034 | \$17,833 | \$13,783 | (\$61,666) | (\$61,667) | (\$61,667) | (\$61,666) | (\$61,667) | (\$61,667) | (\$61,666) | (\$61,667) | (\$61,667) | (\$501,350) |
| Application Fee | \$3,767 | \$12,767 | \$13,066 | (\$43,333) | (\$43,333) | (\$43,334) | (\$43,333) | (\$43,333) | (\$43,334) | (\$43,333) | (\$43,333) | (\$43,334) | (\$360,400) |
| License Changes | \$8,300 | (\$250) | \$6,975 | (\$35,000) | (\$35,000) | (\$35,000) | (\$35,000) | (\$35,000) | (\$35,000) | (\$35,000) | (\$35,000) | (\$35,000) | (\$299,975) |
| Investigative Recov Costs | \$8,548 | \$8,396 | \$4,373 | (\$20,833) | (\$20,833) | (\$20,834) | (\$20,833) | (\$20,833) | (\$20,834) | (\$20,833) | (\$20,833) | (\$20,834) | (\$166,182) |
| Renewal Late Fees | (\$1,588) | (\$1,625) | (\$2,713) | (\$5,750) | (\$5,750) | (\$5,750) | (\$5,750) | (\$5,750) | (\$5,750) | (\$5,750) | (\$5,750) | (\$5,750) | (\$57,675) |
| Renewal Inactive Fee | (\$475) | (\$1,675) | \$1,213 | (\$3,525) | (\$3,075) | (\$3,225) | (\$3,625) | (\$2,425) | (\$3,325) | (\$3,625) | (\$4,225) | (\$3,025) | (\$31,013) |
| TOTALS | JUL | AUG | SEPT | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | |
| | \$41,736 | (\$22,554) | \$75,262 | (\$501,207) | (\$481,658) | (\$499,810) | (\$545,207) | (\$529,008) | (\$550,910) | (\$550,207) | (\$570,708) | (\$584,610) | (\$4,718,880) |

Licensing & Cost Recovery - Data Dashboard

**Application, Renewal & Cost Recovery Revenue
(FISCAL YEARS 2019-20 / 2020-21)**



| JULY TO SEPTEMBER 2020 | |
|---------------------------------------------|-----------|
| Licenses (Beginning of Quarter) | 16,943 |
| New Licenses Issued | 399 |
| Licenses Cancelled / Surrendered /Revoked | (99) |
| Variance in Suspended/Reinstated Licenses | (57) |
| Licenses (End of Quarter) | 17,186 |
| # of Licenses on July 1, 2020 | 16,943 |
| # of Licenses on Sept 30, 2020 | 17,186 |
| Licenses Gained / Lost | 243 |
| Renewal Revenue Gained / Lost | \$145,800 |
| <i>*Does not include suspended licenses</i> | |

| FISCAL YTD LICENSING FEE TOTALS (FY 2020-2021) | | | |
|------------------------------------------------|-----------|-----------|----------|
| LICENSING FEES | Q1 BUDGET | Q1 ACTUAL | VARIANCE |
| License Renewals | 1,166,000 | 1,147,715 | (18,285) |
| New License Fee | 185,000 | 238,650 | 53,650 |
| Application Fee | 130,000 | 159,600 | 29,600 |
| License Changes | 105,000 | 120,025 | 15,025 |
| Investigative Costs | 62,500 | 83,818 | 21,318 |
| Renewal Late Fees | 17,250 | 11,325 | (5,925) |
| Renewal Inactive | 14,925 | 13,988 | (938) |

| 180 DAY RETENTION RATE | | | |
|-----------------------------------|----------------------|--------|---------|
| Projected Year-End Retention Rate | April 2020 | 16,878 | |
| | Cancellations | (191) | (1.11%) |
| | New Licenses | 612 | 3.56% |
| | Suspended/Reinstated | (113) | (0.66%) |
| | Sept 2020 | 17,186 | |
| | Change | 308 | |
| 6 Month Rolling | % Change | 1.79% | |

| 90 DAY RETENTION RATE | | | |
|-----------------------------------|----------------------|--------|---------|
| Projected Year-End Retention Rate | July 2020 | 16,943 | |
| | Cancellations | (99) | (0.58%) |
| | New Licenses | 399 | 2.32% |
| | Suspended/Reinstated | (57) | (0.33%) |
| | Sept 2020 | 17,186 | |
| | Change | 243 | |
| 3 Month Rolling | % Change | 1.41% | |

Suspension and cancellation of licenses based on failure to renew was paused from March through September 2020 based on Emergency Directive 009. Data reflected on this report is not adjusted for potential suspensions or cancellations.

Licensing - Quarter Statistics

| | | |
|-------------------------------------------------|---------------|---------------------------------|
| New License Apps | 532 | (8%) |
| Issued Licenses | 399 | (4%) |
| Change Apps | 718 | (1%) |
| Active Licenses* | 16,664 | (3%) |
| Inactive Licenses | 522 | (16%) |
| Placed on Inactive Status | 38 | (16%) |
| Voluntary Surrender | 94 | (57%) |
| Licenses Canceled, Not Renewed** | 0 | |
| Licenses Revoked | 5 | (95%) |
| License Suspensions (no bond) | 190 | (22%) |
| License Suspensions Initiated (DETR/DIR) | 23 | (8%) |
| • Compliance with DETR/DIR Received | 6 | (77%) |
| • Pending Suspension | 24 | |
| Active License Renewals | 1,951 | (7%) |
| Inactive License Renewals | 49 | (37%) |
| Online Renewals | 1,305 | (65% of all renewals) |
| New Online Registrations | 420 | (8,566 total registered) |
| Application Denial Hearings | 11 | (8%) |
| CMS Exams | 479 | (25%) |
| Trade Exams | 467 | (28%) |
| NASCLA Exam Transcripts | 26 | (4%) |
| • General Building Exam Waiver | 10 | (23%) |
| Licensure by Endorsement | 50 | |
| • Trade & Experience | 34 | |
| • Trade Only | 7 | |
| • Experience Only | 9 | |
| Certificates of Eligibility Requests | 12 | (0%) |
| Certificates of Eligibility Renewals | 92 | (6%) |
| Single Project Limit Increases | 35 | (27%) |
| Contractors Identified As Veterans | 71 | (24%) |
| Business Assistance Program Attendees | 45 | (55%) |
| Public Records Requests | 51 | (19%) |
| Total Calls Received (1/1/20 - 3/13/20) | 8,055 | |

*Suspension of licenses based on failure to renew was paused in March 2020. When suspension of licenses resumes October 2, 2020, it is anticipated that 327 licenses will be suspended.

**Cancellation of licenses based on failure to renew were paused in March 2020. Cancellation will resume in January 2021.

Licensing - New Application Quarter Statistics

1st Quarter New Applications: Processing & Classification Data

| 1ST QUARTER NEW APPLICATION STATS | | | |
|-----------------------------------|------------|------------|----------|
| | FY 2019-20 | FY 2020-21 | % Change |
| Received | 497 | 532 | 7% |
| Approved | 422 | 487 | 15% |
| Tabled | 2 | 3 | 50% |
| Denied | 20 | 11 | -45% |
| Pending | 586 | 712 | 22% |

% Change from Q1 FY 2019-20

| 1ST QUARTER FY 2020-21 | | | | |
|------------------------|-------------------------------------------------------------------|------------|--------------|------------|
| PRIMARY CLASSIFICATION | | IN-STATE | OUT-OF-STATE | TOTAL |
| A | General Engineering | 25 | 27 | 52 |
| AB | General Engineering & General Building | 1 | 3 | 4 |
| B | General Building | 59 | 62 | 121 |
| C-1 | Plumbing & Heating | 28 | 7 | 35 |
| C-2 | Electrical | 36 | 37 | 73 |
| C-3 | Carpentry, Maintenance & Minor Repair | 34 | 6 | 40 |
| C-4 | Painting & Decorating | 25 | 3 | 28 |
| C-5 | Concrete Contracting | 14 | | 14 |
| C-6 | Erecting Signs | 1 | 4 | 5 |
| C-7 | Elevation & Conveyance | 0 | 1 | 1 |
| C-8 | Glass & Glazing | 6 | 1 | 7 |
| C-10 | Landscape Contracting | 17 | 1 | 18 |
| C-11 | Spraying Mixtures Containing Cement | 2 | | 2 |
| C-13 | Using Sheet Metal | | 1 | 1 |
| C-14 | Steel Reinforcing & Erection | 15 | 6 | 21 |
| C-15 | Roofing & Siding | 5 | 8 | 13 |
| C-16 | Finishing Floors | 5 | 3 | 8 |
| C-17 | Lathing & Plastering | 1 | 2 | 3 |
| C-18 | Masonry | 7 | 1 | 8 |
| C-19 | Installing Terrazzo & Marble | 2 | | 2 |
| C-20 | Tiling | 11 | 1 | 12 |
| C-21 | Refrigeration & Air Conditioning | 35 | 6 | 41 |
| C-23 | Drilling Wells & Installing Pumps, Pressure Tanks & Storage Tanks | 1 | | 1 |
| C-24 | Erecting Scaffolds & Bleachers | | 1 | 1 |
| C-25 | Fencing & Equipping Playgrounds | 1 | | 1 |
| C-26 | Institutional Contracting | 1 | 2 | 3 |
| C-28 | Fabricating Tanks | 1 | | 1 |
| C-30 | Installing Equipment to Treat Water | 2 | | 2 |
| C-31 | Wrecking | 3 | | 3 |
| C-37 | Solar Contracting | 1 | | 1 |
| C-40 | Specialties Not Authorized by Other Classifications | 2 | 2 | 4 |
| C-41 | Fire Protection | 3 | 3 | 6 |
| TOTAL | | 344 | 188 | 532 |
| % In Nevada | | 65% | | |
| % Out of State | | 35% | | |

Licensing - Issued Licenses Quarter Statistics

During the first quarter of FY 2020-21, the Contractors Board issued nearly 400 licenses. Among the classifications with the highest number of licenses issued were B-General Building, C-2 Electrical, A - General Engineering, C-3 Carpentry, C-21 Refrigeration & Air Conditioning, and C-4 Painting & Decorating. These trades are reflective of the types of projects being noticed across the state in both residential and commercial construction.

| 1ST QUARTER FY 2020-21 | | | | |
|------------------------|-------------------------------------------------------------------|------------|--------------|------------|
| PRIMARY CLASSIFICATION | | IN-STATE | OUT-OF-STATE | TOTAL |
| A | General Engineering | 20 | 24 | 44 |
| AB | General Engineering & General Building | | 1 | 1 |
| B | General Building | 52 | 35 | 87 |
| C-1 | Plumbing & Heating | 13 | 1 | 14 |
| C-2 | Electrical | 21 | 31 | 52 |
| C-3 | Carpentry, Maintenance & Minor Repair | 20 | 11 | 31 |
| C-4 | Painting & Decorating | 22 | 5 | 27 |
| C-5 | Concrete Contracting | 13 | 3 | 16 |
| C-6 | Erecting Signs | 2 | | 2 |
| C-7 | Elevation & Conveyance | 1 | 1 | 2 |
| C-8 | Glass & Glazing | 3 | 1 | 4 |
| C10 | Landscape Contracting | 11 | 2 | 13 |
| C11 | Spraying Mixtures Containing Cement | 1 | | 1 |
| C13 | Using Sheet Metal | | 2 | 2 |
| C14 | Steel Reinforcing & Erection | 13 | 4 | 17 |
| C15 | Roofing & Siding | 3 | 4 | 7 |
| C16 | Finishing Floors | 5 | 1 | 6 |
| C17 | Lathing & Plastering | 4 | | 4 |
| C18 | Masonry | 6 | | 6 |
| C19 | Installing Terrazzo & Marble | 6 | 1 | 7 |
| C20 | Tiling | 7 | 1 | 8 |
| C21 | Refrigeration & Air Conditioning | 21 | 9 | 30 |
| C23 | Drilling Wells & Installing Pumps, Pressure Tanks & Storage Tanks | | 2 | 2 |
| C24 | Erecting Scaffolds & Bleachers | 1 | 1 | 2 |
| C26 | Institutional Contracting | 2 | 3 | 5 |
| C28 | Fabricating Tanks | 1 | 2 | 3 |
| C30 | Installing Equipment to Treat Water | 1 | | 1 |
| C31 | Wrecking | 1 | | 1 |
| C36 | Installing & Applying Polyurethane or Similar Products & Coatings | | 1 | 1 |
| C41 | Fire Protection | 2 | 1 | 3 |
| TOTAL | | 252 | 147 | 399 |
| % In Nevada | | 63% | | |
| % Out of State | | 37% | | |

Licensing - Quarter Highlights



EFFORTS INITIATED TO REDUCE APPLICATION PROCESSING TIMES AND COSTS

During the quarter, the Licensing Department evaluated processes and procedures with a focus on reducing processing times and costs. Recommendations were presented and approved by the Board on June 18, 2020. Process changes implemented during the first quarter included:

- Limiting use of credit reports and bank verification forms to applicants identified as having certain risk factors and licensees subject to financial responsibility or disciplinary proceedings.
- Modifying fingerprint requirements for individuals that hold a current, active, contractor’s license in Nevada and are seeking additional licensure.
- Limiting efforts to gather experience documentation and offering applicants a pathway to licensure based on the information provided.



RECOMMENDATIONS MADE TO REDUCE BARRIERS AND ENCOURAGE LICENSURE FOR ALL QUALIFIED CANDIDATES

Expanding upon its efforts to reduce barriers to licensure, Licensing Department staff completed an evaluation of existing statutory and regulatory requirements and presented its findings to the Board on June 18, 2020. The Board will continue study and rulemaking initiatives in support of encouraging all qualified candidates to apply for licensure.

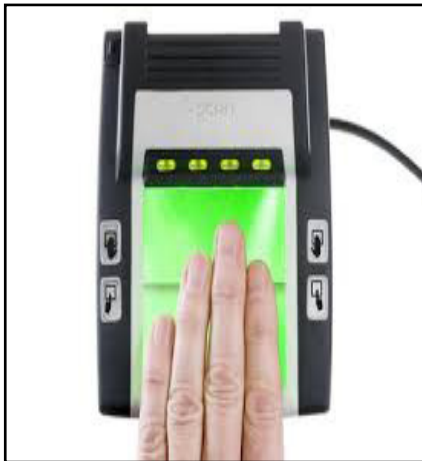


AUTOMATION CHANGES UNDERWAY

The Board has engaged IPM to evaluate opportunities for automation and preparing specification documents. The online new license application project being developed by the Board’s software vendor is currently in the user testing phase. Procedural changes implemented during the first quarter include reduction of paper working files and enhanced use of electronically stored documents.

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.



| | |
|---------------------------------------|------------|
| Fingerprint Cards Submitted | 842 |
| Applicants with criminal histories | 209 |
| Applicants without criminal histories | 633 |
| Criminal Histories | 25% |

Background Check Statistics

49 Investigations Initiated

- 12 Investigations pending
- 42 Investigations closed

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 6 applicants interviewed for this purpose during the reporting period, 3 were recommended for approval and 3 were recommended for denial of licensure.

Investigations - Quarter Statistics

JULY - SEPTEMBER 2020

614 Complaints Opened

- 174 Workmanship (28%)*
- 145 Unlawful Advertising (24%)*
- 131 Contracting w/o License (21%)*
- 117 Industrial Regulation (19%)*
- 47 Money Owing (8%)*

* Percentage of total cases

97 Administrative Citations Issued

- **Licensed Contractors: 31**
 - \$37,500 in Fines
 - \$10,790 in Costs
- **Unlicensed Contractors: 66**
 - \$117,800 in Fines
 - \$38,195 in Costs

2 Licenses Summarily Suspended

18 Disciplinary Hearings

- 2 Licenses Revoked
- Assessed fines & costs
 - \$31,300 in Fines
 - \$29,153 in Costs

17 Criminal Affidavits Filed with District Attorney Offices

78 Cease & Desist Orders Issued to Unlicensed Contractors

RESIDENTIAL RECOVERY FUND



During the reporting period, the Board opened 22 Recovery Fund cases following receipt of claims from consumers.

Two Recovery Fund meetings were held and 17 cases were considered by the Committee. A total of \$93,714.81 was awarded to 14 claimants for an average award amount of approximately \$6,700.00.

As of September 30, 2020, the Recovery Fund maintains a balance of \$5.540 million.

Investigations - Significant Cases

Unlicensed Contractor Hired by Elderly Owners for Construction of a Therapy Pool Allegedly Trespasses, Steals Project Materials

During the quarter, the Contractors Board received a complaint from a husband and wife, both in their 70s, concerning Romaldo Moreno, an unlicensed contractor hired to build a small swimming pool for therapy purposes at their residence for a contract value of \$38,000.

During the build, many workmanship issues arose that were not addressed and Moreno refused to finish the project. A total of \$26,000 was paid to Moreno.

Moreno later trespassed on the homeowner's property taking the pool pump and filter while they were home. Police were called, a crime report for grand larceny was taken and the homeowners applied for a Temporary Order for Protection, which was granted by the Court.

Moreno was issued a \$3,000 Administrative Citation and investigative costs by the Board for violating NRS 624.700.



Board Investigation Leads to Corrective Action by Home Warranty Company After Unlicensed Contractor Performed Work on Water Softener System

In September, an elderly homeowner contacted her home insurance company to assist in having her water softener tank repaired. The home warranty company sent out Juan Cardona, dba, NV Handyman, LLC, to troubleshoot the system.

After being told to wait several days before using the water softener system, the homeowner turned it back on only to notice it leaking from the same location as before. After reporting her concerns to the home warranty company a second time, a licensed contractor was sent out who noted that the repairs were insufficient and the entire water softener system would need to be replaced.

The homeowner filed a complaint with the Contractors Board. During the investigation, the Board discussed the situation with the home warranty company, who subsequently reached out to the homeowner and replaced the water softener unit, only charging \$300.00 for the permit and insurance co-pay.

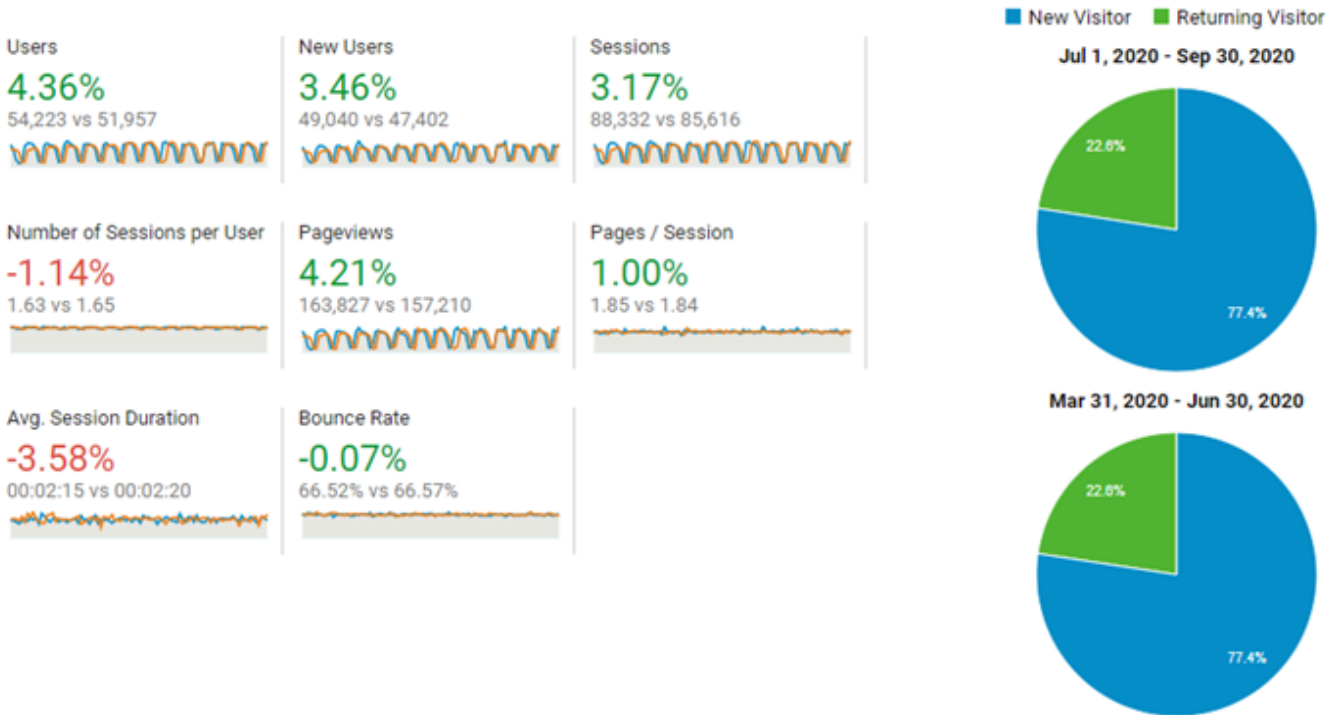
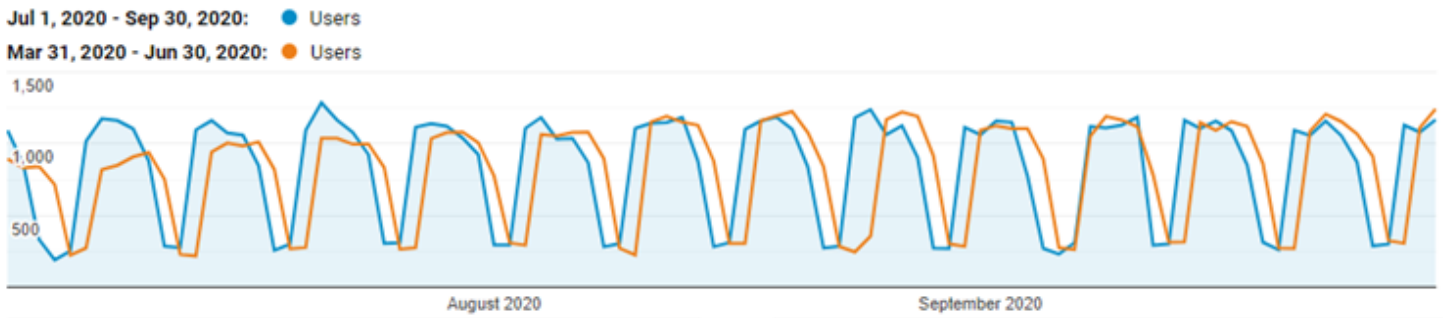
The Board's investigation concluded with an Administrative Citation being issued to Cardona for unlawfully performing plumbing work without a license.



Information Technology

Website Statistics - 1st Quarter

During the first quarter, the Board welcomed a 4% increase in visitors from the previous reporting period (March 31 - June 30), and a 6% increase in visitors compared to the first quarter of FY 2019-20.



Throughout the reporting period, IT worked closely with Licensing Department management to review products to address the current needs of the Board’s phone operating system.

Public Information Office

Communications Plan Helps Set Directives for Coming Year

A strategic initiative set by the Board, the FY 2020-21 Communications Plan outlines key strategies for outreach and engagement of Nevada seniors, homeowners, legislators, and contractors. Targeted efforts will maximize the Board's message, while promoting engagement and interaction with the Board across a variety of mediums, including social media and virtual events.

Board Helps Promote Construction Careers to Women in Need

Following the success of the Board's Hammers and Hope event in March, 2020, a series of Women in Construction panel discussions are being coordinated to continue sharing valuable construction opportunities with women across the State of Nevada. A key focus of this initiative is partnering with local organizations whose mission is dedicated to serving women in need, and connecting them with professionals in construction to share the opportunities and life benefits a career in construction can offer.

These discussions take place virtually, and offer a more intimate setting with small groups of women, as opposed to the large event platform. Attendees learn about the personal and professional backgrounds of the construction representatives, various career paths and skill sets that can be acquired, paid-for training and apprenticeship opportunities, and how to connect directly with mentors in the industry.



Annual Contractor Training Day

The Board was pleased to host its 7th Annual Contractor Training Day on August 25, 2020; the first to be held virtually. Over 90 attendees joined the online event to hear the insights of 11 expert panelists on topics concerning Nevada's labor laws; contractor compliance with state and local requirements; and the current and future state of the construction industry. Highlights included discussion on the state's 8-1-1 Call Before You Dig program; employer guidance for complying with COVID-19-related directives; apprenticeship program requirements; mitigating consumer complaints; and effects noticed across residential, commercial, and public works projects by the pandemic. Closing out the session, industry representatives shared valuable ways contractors across the state volunteered their time and resources to assist health care professionals, educational institutions, and communities in need during recent months. A moment that truly defined and exemplified the value and benefit of Nevada's construction industry.

Looking Forward - Quarter 2

As we enter the 2nd quarter of FY 2020-21, the Contractors Board will continue to monitor its operations and adapt to future changes and expectations that may be required during these pandemic times.

Goals for the next three months will include:

- Meeting with the Nevada Highway Patrol to evaluate the feasibility and frequency of sting operations.
- Expanding outreach initiatives to potential licensees to generate new interest in the contractor profession.
- Working with state legislators to conduct town hall meetings and help share valuable information with the public on the role of the Board.
- Reviewing and updating the Board's staff succession plan.
- Researching best practices and efficiency improvements related to the Board's operations and making recommendations to the Board for potential adoption.
- Conducting a review of Board policies and procedures and update as necessary.

Maintaining our commitment to protecting the public's health and safety, the Contractors Board looks forward to using these opportunities to advance its mission, while continuing efforts to enhance and streamline operations and the delivery of services to the customers we serve.



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