



*Nevada State Contractors Board*

# **STRATEGIC PLAN**

**Executive Officer Report  
Quarter Three Report**

*January 1 - March 31, 2022*



## **Members of the Board**

Kent Lay, *Chairman*

Steve Menzies, *Treasurer*

Margaret Cavin

Bryan Cowart

Joe Hernandez

Jan B. Leggett

Boyd Martin

## **Executive Leadership**

Margi Grein, *Executive Officer*

Nancy Mathias, *Licensing Administrator*

Paul Rozario, *Director of Investigations*

Brian Hayashi, *Information Technology Manager*

Michael Phillips, *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.

members  
require  
and



## Message from the Executive Officer

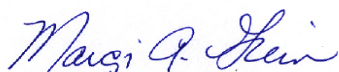
As we move towards spring and see the lifting of most pandemic restrictions, there is further confidence the construction industry will continue to thrive despite challenges like supply and staffing issues. To meet the demands of both the industry and the public, the Nevada State Contractors Board is back to full staffing and providing services in person.

Warmer weather and longer days motivate many in our communities into action around their homes. Often, homeowners utilize this time of year to consider painting their houses, planting new landscaping, installing a new patio cover or even undertaking major projects like the addition of a pool or another room.

At the Board, we see the end of winter and start of spring as an important time to remind everyone to utilize one of our state's more than 17,000 licensed contractors for home improvement. During the 3rd Quarter, we took this message to both the Sun City Summerlin Home Expo & Security Fair as well as the Reno Home & Garden Show. Each of these events allowed us to interact with hundreds of our neighbors to provide helpful information, answer questions, and receive important feedback.

The coming of spring is also a time when scammers and fraudulent actors may try to solicit work or bid on projects they are not licensed to perform. We have been using our participation at community events and our other external communications channels to emphasize the need for homeowners to verify a contractor's license with us to ensure they protect themselves.

During this time of renewal, the Board will continue to refine and refresh our efforts to ensure both contractors thrive in Nevada and homeowners have the resources to make informed decisions when choosing to have someone work around their home.



MARGI A. GREIN  
Nevada State Contractors Board Executive Officer

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# Executive Officer - Strategic Plan Initiatives

**Ensure that all applicants and licensees are qualified to provide construction services and that licensing services are delivered in a timely and professional manner. (Goal 1)**

Staff's efforts to streamline license processes have included the following:

- Expanding acceptable experience documentation to include a master's certification in a discipline substantially similar to the requested classification
- Facilitating rulemaking proceedings (pending) that will allow credit toward the experience requirement based on completion of a training program for occupational, vocational, career, trade or technical education
- Modifying reference certificate forms in an effort to ensure certification of proper employment periods and detailed work experience
- Establishing a subcommittee to explore the feasibility of creating a new license category for residential remodeling and address the need to provide licensure to smaller remodeling contractors that may not have the experience to obtain a B-2 or B-6 license

Additionally, Licensing Staff reviewed regulations and trade examination content, including addressing the following:

- Completing a review of all general engineering and general building exams to ensure they address the most recent building codes (Code reviews are ongoing related to other exam categories)
- Updating the electrical and photovoltaic exams to address changes in energy storage technology
- Identifying underperforming exams that may not address current practices; currently working with vendor to develop plan to address needed updates



**Southern Nevada Office Customer Service**

## Executive Officer - Strategic Plan Initiatives

**Reduce and prevent unlicensed activity and unprofessional and unprofessional conduct that pose a threat to public safety and threaten legitimate business activity. (Goal 2)**

In an effort to automate the paperwork associated with the Fraud Unit, documents associated with all files are now stored electronically. Case documents and evidence are scanned into the investigator case file. While criminal courts and prosecutors require hard copies of certain files, following their use in court those documents are scanned for retention.

The Compliance Unit has also been focused on paper reduction. Digital photographs of Compliance Investigations are directly scanned into a computer database, thereby significantly reducing, and in most cases, eliminating the need for paper copies. Compliance is also working on improvements to the complaint submittal process.

The Special Investigations Unit (SIU) has been working with industry representatives to identify new ways to address unlicensed contracting activity including regular meetings with contractor associations. SIU has shared valuable information regarding requirements to prosecute unlicensed offenders.



SIU and Fraud have also worked closely with the jurisdictions that issue building permits. These relationships have enabled NSCB to be involved with the application process to verify adherence to application requirements.

Furthermore, in the 3rd Quarter the Fraud unit worked closely with the Office of the Attorney General on specific cases to prosecute unlicensed contractors. The association with industry experts has allowed investigators to obtain professional inspections and diagnosis verifications that were used in determining the validity of allegations in certain cases.

# Executive Officer - Strategic Plan Initiatives

**Enhance the visibility of the NSCB and ensure that accurate information is available to the public and professionals through a variety of media (Goal 3)**

Staff, in conjunction with The Ferraro Group, developed recommendations to expand the functionality of the NSCB app in the short term and long term. Longer term changes to expand content and capability of the app will be postponed until the website is revised in the next fiscal year.

During the quarter, staff continued outreach to potential licensees to spark interest in the contractor profession. Outreach included social media posts tailored towards potential licensees, news releases, and an appearance on the Southern Nevada radio show, Neon and Beyond. In person events to promote the profession included: participation in the Sun City Summerlin Home Show, Reno Home & Garden Show, and a Lied STEM Academy Virtual Construction Experts Panel.



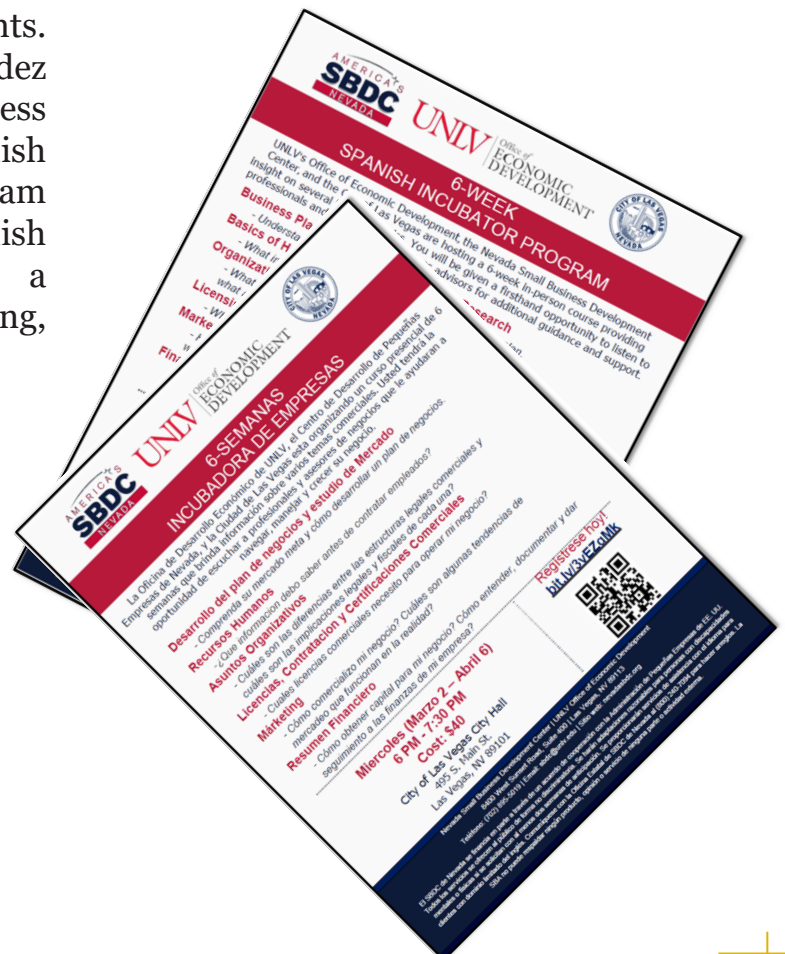
# Executive Officer - Strategic Plan Initiatives

**Ensure that Board Members are well-supported to develop policy and provide direction to staff. (Goal 4)** During their May meeting, the Commission on Construction Education will have an agenda item to discuss the scheduling of a joint meeting with the Board. It is anticipated this joint meeting will provide an opportunity for both bodies to further align in their common vision to foster the contractors of the future.



**Lincoln County High School students working on a Commission on Construction Education sponsored project**

In an effort to increase Board involvement in NSCB outreach activities, Board Member Hernandez has presented or appeared as a panelist at several Spanish language events. In March, Board Member Hernandez participated in the Nevada Small Business Development Center's 6 Week Spanish Incubator Program. The Incubator Program is aimed at entrepreneurs for whom English is a second language and featured a segment on "Licensing, Contracting, and Business Certifications."





# Executive Officer - Strategic Plan Initiatives



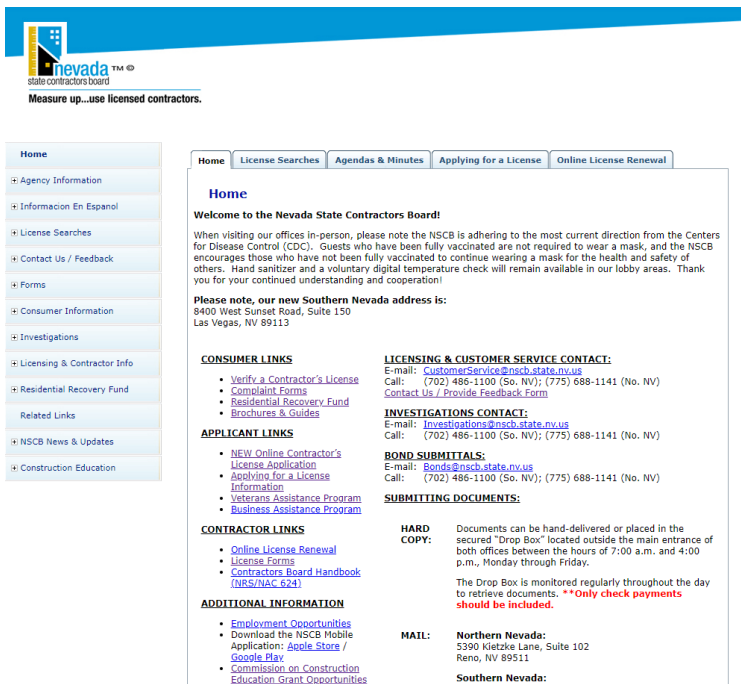
## Improve agency operations and technology (Goal 5)

During the quarter, an evaluation of the current legal and professional service costs and needs was completed, and resulting changes were implemented.

Last fall, Board Staff began reviewing the current website and content to analyze where improvements could be made. Based on the analysis, it was determined that the entire website should be refreshed. In preparation for the project, staff has done the following:

- Sought feedback from Board Staff on improvements
- Reviewed other state agency/outside organization websites for elements and design concepts
- Crafted a deck of favorite websites and elements
- Began initial discussions with web designers
- Composed a draft plan to complete redesign by December 2022 as outlined in Board's Strategic Planning process

The next step will be to determine budget and begin the formal selection process of a web designer.



The screenshot shows the website's navigation menu on the left and the main content area on the right. The navigation menu includes links for Home, Agency Information, Information in Spanish, License Searches, Contact Us / Feedback, Forms, Consumer Information, Investigations, Licensing & Contractor Info, Residential Recovery Fund, Related Links, NSCB News & Updates, and Construction Education. The main content area features a 'Home' section with a welcome message, a 'Please note' regarding the new address, and several contact links for consumer services, licensing, investigations, and bond submissions. It also includes information about hard copy submissions and mail services for both Northern and Southern Nevada offices.

# Executive Officer - Quarter Highlights

## Addressing and Investigating Elder Abuse

On January 25th, Former Deputy District Attorney, Paul Greenwood presented to staff, “Addressing & Investigating Elder Abuse in the Construction Industry” informing staff on how to better identify criminal activity. This presentation was applicable to Nevada statutes and stressed the importance of showing empathy towards our seniors and tenaciously prosecuting those who do them harm.

## Fight Fraud Taskforce

Executive Officer Grein participated in the Nevada Consumer Affairs, “Fight Fraud Taskforce Meeting” via Zoom on January 26th. The speakers were Matt Petty, Intelligence Analyst and Patrick Liddy, Senior Analyst with the Nevada Threat Analysis Center. Petty and Liddy gave a presentation for the group on the topics of fraud, financial crimes, criminal intelligence, and anti-terrorism support and how the State of Nevada handles these issues.

## NASCLA’s Bi-monthly State Member Call

In January, Executive Officer Grein also attended NASCLA’s bi-monthly State Member Call, where Public Information Officers were invited and Mr. Phillips represented the Board in a breakout group with the other PIOs.



## Lied Stem Academy Middle School “Virtual Construction Experts Panel

On February 11th, Executive Officer Grein moderated the Lied Stem Academy Middle School “Virtual Construction Experts Panel”. As Moderator, she was able to introduce and ask questions of great experts from across the construction industry spectrum. Then, we received insightful and fun questions from the Lied students who appeared motivated by the discussion of career options in the industry.

# Executive Officer - Quarter Highlights

## Legislative Commission Approves Regulation

Executive Officer Grein attended the February 28th meeting of the Legislative Commission, where regulation R021-21 was approved. The regulation amends NAC 624 to update the following sections of the chapter:

- NAC 624.590 was modified to allow credit toward the satisfaction of a portion of experience requirement for licensure to applicants who have completed certain occupational and vocational training programs.
- NAC 624.640 was modified pertaining to the display of license certificates.
- NAC 624.678 regarding duplicate licenses was repealed.

## Staff Receives Harassment Training

Also, in February, staff took part in the harassment training session previously offered to Supervisors and Managers. Attorney Jeff Winchester from Fisher & Phillips walked the team through the interactive training session that included videos with real life scenarios to help enforce the gravity and sensitivity of the topic.

## Strategic Planning Update

On March 1st, the Board held its annual strategic planning session with Daniel Iacofano of MIG. As usual, Mr. Iacofano pushed the Board and Staff toward goals that will challenge the status quo and keep moving towards greater efficiency and effectiveness.



## Nevada Chapter AGC President's Luncheon

Also, in early March, Executive Officer Grein attended the Associated General Contractors Presidents luncheon in Reno where Political Analyst and author, Chris Stirewalt was the guest speaker.

## Brainstorming Meetings with Staff Facilitate New Ideas and Problem Solving

Executive Officer Grein held Brainstorming Meetings with the Reno Office Staff in March to discuss concerns as well as share new ideas for improving processes. Similar meetings are planned for the Las Vegas office.

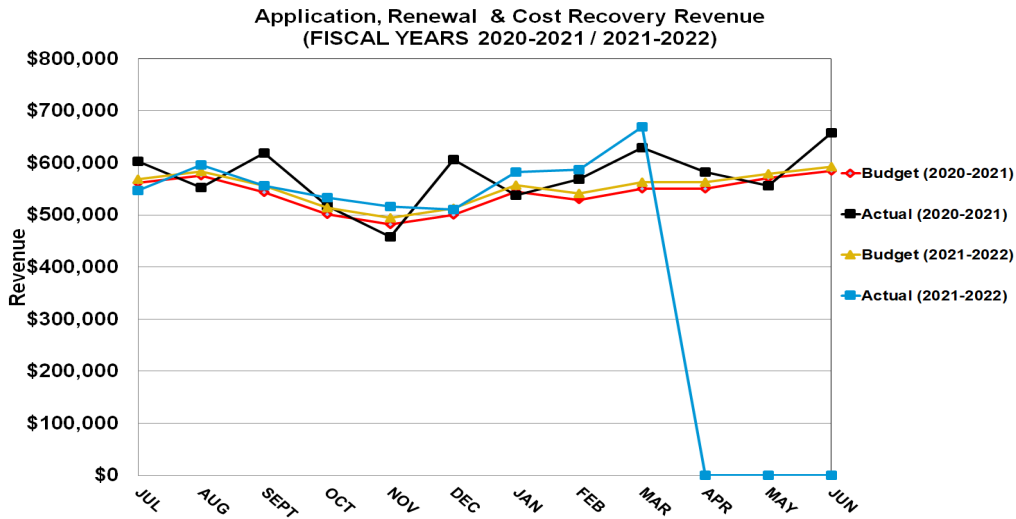
## Staff Quarterly Report Briefing

On March 9th, Executive Staff presented the Quarterly Report to Staff. The meeting also allowed staff to provide feedback and ask questions about subjects outside of their departments.

# Licensing & Cost Recovery - Data Dashboard

JULY-20	AUG-20	SEPT-20	OCT-20	NOV-20	DEC-20	JAN-21	FEB-21	MAR-21	APR-21	MAY-21	JUN-2021	TOTALS
\$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
\$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
\$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
\$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
\$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
\$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
\$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
JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	
\$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
JULY-20	AUG-20	SEPT-20	OCT-20	NOV-20	DEC-20	JAN-21	FEB-21	MAR-21	APR-21	MAY-21	JUN-2021	TOTALS
\$390,150	\$345,000	\$412,565	\$333,555	\$296,100	\$338,530	\$385,200	\$379,125	\$395,250	\$386,325	\$401,888	\$454,235	\$4,517,923
\$83,700	\$79,500	\$75,450	\$73,200	\$50,400	\$70,200	\$53,400	\$64,500	\$76,150	\$54,200	\$51,900	\$74,100	\$806,700
\$47,100	\$56,100	\$56,400	\$50,400	\$52,200	\$56,700	\$43,500	\$59,400	\$82,800	\$71,700	\$49,500	\$66,000	\$691,800
\$43,300	\$34,750	\$41,975	\$33,925	\$35,500	\$34,950	\$31,825	\$34,200	\$46,900	\$40,475	\$35,975	\$40,575	\$454,350
\$29,381	\$29,229	\$25,207	\$16,227	\$12,201	\$94,094	\$10,275	\$19,808	\$17,056	\$20,957	\$10,402	\$15,766	\$300,603
\$4,163	\$4,125	\$3,038	\$7,275	\$7,488	\$7,688	\$9,188	\$8,550	\$6,675	\$5,175	\$4,275	\$3,225	\$70,863
\$5,250	\$4,200	\$4,538	\$3,000	\$4,050	\$4,350	\$4,350	\$2,700	\$3,900	\$3,450	\$2,700	\$3,750	\$46,238
JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	
\$603,043	\$552,904	\$619,172	\$517,582	\$457,939	\$606,511	\$537,737	\$568,283	\$628,731	\$582,282	\$556,639	\$657,651	\$6,888,475
JULY-20	AUG-20	SEPT-20	OCT-20	NOV-20	DEC-20	JAN-21	FEB-21	MAR-21	APR-21	MAY-21	JUN-2021	TOTALS
\$1,150	(\$58,000)	\$38,565	\$2,455	(\$15,900)	\$8,530	\$10,200	\$19,125	\$14,250	\$6,325	\$1,988	\$39,235	\$67,923
\$22,034	\$17,833	\$13,783	\$11,534	(\$11,267)	\$8,533	(\$8,266)	\$2,833	\$14,483	(\$7,466)	(\$9,767)	\$12,433	\$66,700
\$3,767	\$12,767	\$13,066	\$7,067	\$8,867	\$13,366	\$167	\$16,067	\$39,466	\$28,367	\$6,167	\$22,666	\$171,800
\$8,300	(\$250)	\$6,975	(\$1,075)	\$500	(\$50)	(\$3,175)	(\$800)	\$11,900	\$5,475	\$975	\$5,575	\$34,350
\$8,548	\$8,396	\$4,373	(\$4,606)	(\$8,632)	\$73,260	(\$10,558)	(\$1,025)	(\$3,778)	\$124	(\$10,431)	(\$5,068)	\$50,603
(\$1,588)	(\$1,625)	(\$2,713)	\$1,525	\$1,738	\$1,938	\$3,438	\$2,800	\$925	(\$575)	(\$1,475)	(\$2,525)	\$1,863
(\$475)	(\$1,675)	\$1,213	(\$525)	\$975	\$1,125	\$725	\$275	\$575	(\$175)	(\$1,525)	\$725	\$1,238
JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	
\$41,736	(\$22,554)	\$75,262	\$16,375	(\$23,719)	\$106,701	(\$7,470)	\$39,275	\$77,821	\$32,075	(\$14,069)	\$73,041	\$394,475
JULY-21	AUG-21	SEPT-21	OCT-21	NOV-21	DEC-21	JAN-22	FEB-22	MAR-22	APR-22	MAY-22	JUN-22	TOTALS
\$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
\$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
\$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
\$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
\$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
\$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
\$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
JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	
\$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
JULY-21	AUG-21	SEPT-21	OCT-21	NOV-21	DEC-21	JAN-22	FEB-22	MAR-22	APR-22	MAY-22	JUN-22	TOTALS
\$356,290	\$378,450	\$379,225	\$353,245	\$331,200	\$335,080	\$406,650	\$390,075	\$437,100				\$3,367,315
\$76,500	\$80,300	\$64,750	\$69,600	\$61,500	\$61,050	\$57,150	\$61,950	\$84,700				\$617,500
\$52,800	\$63,900	\$52,500	\$54,300	\$57,900	\$57,000	\$44,100	\$58,500	\$72,000				\$513,000
\$32,325	\$46,300	\$34,325	\$33,500	\$41,600	\$35,150	\$44,250	\$44,850	\$47,350				\$359,650
\$19,830	\$17,695	\$19,018	\$10,050	\$12,809	\$8,567	\$17,638	\$18,548	\$15,962				\$140,117
\$4,050	\$4,500	\$3,638	\$8,550	\$6,635	\$8,363	\$9,338	\$9,113	\$7,688				\$61,873
\$4,800	\$4,800	\$2,888	\$3,600	\$4,800	\$4,800	\$3,600	\$3,900	\$4,200				\$37,388
JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	
\$546,595	\$595,945	\$556,343	\$532,845	\$516,444	\$510,010	\$582,726	\$586,936	\$668,999	\$0	\$0	\$0	\$5,096,842
JULY-21	AUG-21	SEPT-21	OCT-21	NOV-21	DEC-21	JAN-22	FEB-22	MAR-22	APR-22	MAY-22	JUN-22	TOTALS
(\$27,710)	(\$19,550)	\$5,225	\$22,145	\$19,200	\$5,080	\$31,650	\$30,075	\$56,100	(\$380,000)	(\$395,000)	(\$409,900)	(\$1,062,685)
\$14,000	\$17,800	\$2,250	\$7,100	(\$1,000)	(\$1,450)	(\$5,350)	(\$550)	\$22,200	(\$62,500)	(\$62,500)	(\$62,500)	(\$132,500)
(\$1,366)	\$9,733	(\$1,667)	\$134	\$3,733	\$2,833	(\$10,066)	\$4,333	\$17,833	(\$54,166)	(\$54,167)	(\$54,167)	(\$137,000)
(\$3,508)	\$10,467	(\$1,509)	(\$2,333)	\$5,767	(\$684)	\$8,417	\$9,017	\$11,516	(\$35,833)	(\$35,833)	(\$35,834)	(\$70,350)
(\$1,003)	(\$3,138)	(\$1,816)	(\$10,783)	(\$8,024)	(\$12,267)	(\$3,195)	(\$2,285)	(\$4,872)	(\$20,833)	(\$20,833)	(\$20,834)	(\$109,883)
(\$1,783)	(\$1,333)	(\$2,197)	\$2,717	\$802	\$2,529	\$3,505	\$3,280	\$1,854	(\$5,833)	(\$5,833)	(\$5,834)	(\$8,128)
(\$925)	(\$1,075)	(\$438)	\$75	\$1,725	\$1,575	(\$25)	\$1,475	\$875	(\$3,625)	(\$4,225)	(\$3,025)	(\$7,613)
JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	
(\$22,295)	\$12,904	(\$151)	\$19,055	\$22,203	(\$2,384)	\$24,936	\$45,345	\$105,505	(\$562,790)	(\$578,391)	(\$592,094)	(\$1,528,158)

# Licensing & Cost Recovery - Data Dashboard



JANUARY TO MARCH 2022	
Licenses (Beginning of Quarter)	17,721
New Licenses Issued	336
Licenses Cancelled/Surrendered/Revoked	(239)
Variance in Suspended/Reinstated Licenses	(11)
Licenses (End of Quarter)	17,807
# of Licenses on Oct 1, 2021	17,721
# of Licenses on Dec 31, 2021	17,807
Licenses Gained / Lost	86
Renewal Revenue Gained / Lost	\$51,600
*Does not include suspended licenses	

FISCAL YTD LICENSING FEE TOTALS (FY 2021-2022)			
LICENSING FEES	Q2 BUDGET	Q2 ACTUAL	VARIANCE
License Renewals	1,116,000	1,233,825	117,825
New License Fee	187,500	203,800	16,300
Application Fee	162,500	174,600	12,100
License Changes	107,500	136,450	28,950
Invest Recov Costs	62,500	52,148	(10,352)
Renewal Late Fees	17,500	26,138	8,638
Renewal Inactive	9,375	11,700	2,325

180 DAY RETENTION RATE			
Projected Year-End Retention Rate	October 2021	17,638	
	Cancellations	(428)	(2.40%)
	New Licenses	619	3.48%
	Susp/Reinstate	(22)	(0.12%)
	March 2022	17,807	
	Change	169	
6 Month Rolling % Change	0.95%		

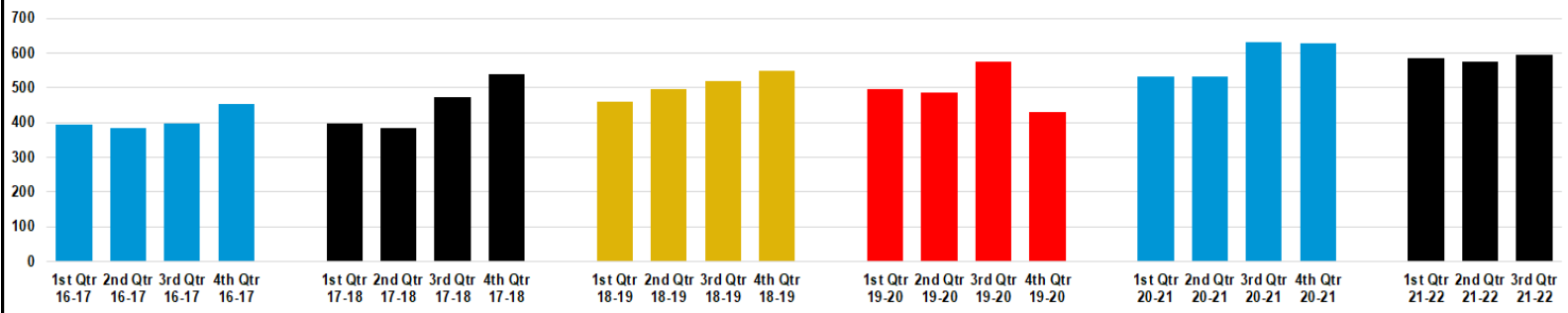
90 Day Retention Rate			
Projected Year-End Retention Rate	January 2022	17,721	
	Cancellations	(239)	(1.34%)
	New Licenses	336	1.89%
	Susp/Reinstate	(11)	(0.06%)
	March 2022	17,807	
	Change	86	
3 Month Rolling % Change	0.48%		

# Licensing - Quarter Statistics

<b>New License Apps</b>	<b>597</b>	<b>(6%)</b>
<b>Issued Licenses</b>	<b>336</b>	<b>(5%)</b>
<b>Change Apps</b>	<b>775</b>	<b>(17%)</b>
<b>Active Licenses</b>	<b>17,299</b>	<b>(3%)</b>
<b>Inactive Licenses</b>	<b>508</b>	<b>(5%)</b>
<b>Placed on Inactive Status</b>	<b>41</b>	<b>(28%)</b>
<b>Voluntary Surrender</b>	<b>70</b>	<b>(4%)</b>
<b>Licenses Canceled, Not Renewed</b>	<b>159</b>	<b>(24%)</b>
<b>Licenses Revoked</b>	<b>11</b>	<b>(120%)</b>
<b>License Suspensions (no bond)</b>	<b>166</b>	<b>(10%)</b>
<b>License Suspensions Initiated (DETR/DIR)</b>	<b>17</b>	<b>(0%)</b>
• Compliance with DETR/DIR Received	<b>10</b>	<b>(-64%)</b>
• Suspended	<b>1</b>	<b>(100%)</b>
• Pending Suspension	<b>14</b>	<b>(250%)</b>
<b>Active License Renewals</b>	<b>2,134</b>	<b>(13%)</b>
<b>Inactive License Renewals</b>	<b>40</b>	<b>(17%)</b>
<b>Online Renewals</b>	<b>1,448</b>	<b>(67% of all renewals)</b>
<b>New Online Registrations</b>	<b>458</b>	<b>(11,555 total registered)</b>
<b>Application Denial Hearings</b>	<b>7</b>	<b>(13%)</b>
<b>CMS Exams</b>	<b>419</b>	<b>(3%)</b>
<b>Trade Exams</b>	<b>471</b>	<b>(5%)</b>
<b>Certificates of Eligibility Requests</b>	<b>9</b>	<b>(0%)</b>
<b>Certificates of Eligibility Renewals</b>	<b>96</b>	<b>(8%)</b>
<b>Single Project Limit Increases</b>	<b>33</b>	<b>(43%)</b>
<b>Contractors Identified as Veterans</b>	<b>109</b>	<b>(4%)</b>
<b>Business Assistance Program Attendees</b>	<b>30</b>	<b>(27%)</b>
<b>Public Records Requests</b>	<b>16</b>	<b>(24%)</b>

# Licensing - New License Application Trends

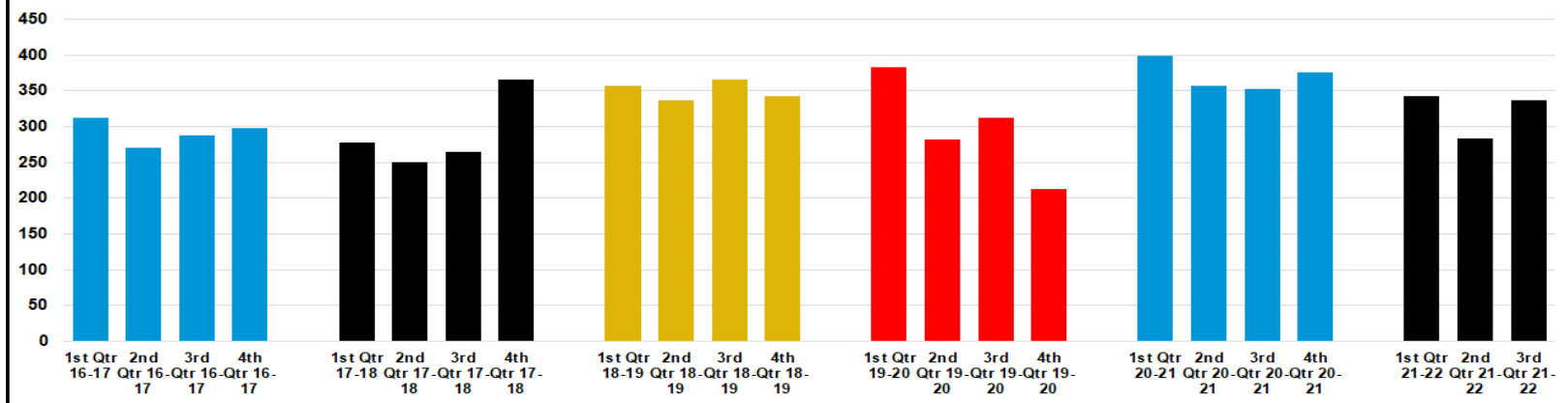
**NEW LICENSE APPLICATIONS RECEIVED  
ANNUAL QUARTERLY COMPARISON  
2016-17 to 2021-22**



License Applications By Primary Classification	3rd Qtr 2020-21			3rd Qtr 2021-22		
	In	Out	Total	In	Out	Total
A - General Engineering	36	19	55	27	34	61
AB - General Engineering & General Building		1	1	2	1	3
B - General Building	80	61	141	76	59	135
C-1 Plumbing and Heating	32	11	43	28	4	32
C-2 Electrical	42	34	76	32	27	59
C-3 Carpentry, Maintenance & Minor Repairs	43	10	53	30	4	34
C-4 Painting and Decorating	34	9	43	40	3	43
C-5 Concrete Contracting	22	6	28	23	4	27
C-6 Erecting Signs	1	1	2	2		2
C-7 Elevation and Conveyance	1	1	2		2	2
C-8 Glass and Glazing	5	2	7	5	1	6
C-10 Landscape Contracting	24	2	26	29	5	34
C-11 Spraying Mixtures Containing Cement			0	1		1
C-13 Using Sheet Metal	2	1	3		1	1
C-14 Steel Reinforcing and Erection	18	8	26	9	8	17
C-15 Roofing and Siding	13	3	16	10	4	14
C-16 Finishing Floors	8	1	9	10	4	14
C-17 Lathing and Plastering	2	2	4	4		4
C-18 Masonry	8	3	11	14	3	17
C-19 Installing Terrazzo and Marble	8		8	8	1	9
C-20 Tiling	12	1	13	12	4	16
C-21 Refrigeration and Air Conditioning	27	8	35	32	3	35
C-23 Drilling Wells & Installing Pumps, Pressure Tanks & Storage Tanks	2	1	3	3		3
C-24 Erecting Scaffolds & Bleachers			0	1		1
C-25 Fencing & Equipping Playgrounds	3	1	4	2	1	3
C-26 Institutional Contracting		3	3	3	2	5
C-27 Individual Sewerage				1		1
C-28 Fabricating Tanks		3	3			0
C-30 Installing Equipment to Treat Water	1		1	1	1	2
C-31 Wrecking	2	1	3	1		1
C-33 Installing Industrial Machinery	1	2	3	1	1	2
C-36 Installing Urethane			0	2		2
C-37 Solar Contracting	1		1	2	1	3
C-38 Installing Equipment used with Liquefied Petroleum & Natural Gas		1	1	1		1
C-39 Heaters			0			0
C-40 Specialties Not Authorized by Other Classifications	1	4	5	2	2	4
C-41 Fire Protection	2	2	4	1	2	3
<b>Total</b>	<b>431</b>	<b>202</b>	<b>633</b>	<b>415</b>	<b>182</b>	<b>597</b>
<b>% In Nevada</b>			<b>68%</b>			<b>70%</b>
<b>% Out of State</b>			<b>32%</b>			<b>30%</b>

# Licensing - Issued License Trends

**NEW LICENSES ISSUED  
ANNUAL QUARTERLY COMPARISON  
2016-17 to 2021-22**



Issued Licenses By Primary Classification	3rd Qtr 2020-21			3rd Qtr 2021-22		
	In	Out	Total	In	Out	Total
A - General Engineering	28	11	39	18	23	41
AB - General Engineering & General Building		2	2			0
B - General Building	42	31	73	44	30	74
C-1 Plumbing and Heating	12	8	20	19	4	23
C-2 Electrical	23	25	48	22	19	41
C-3 Carpentry, Maintenance & Minor Repairs	27	3	30	23	4	27
C-4 Painting and Decorating	8	1	9	17		17
C-5 Concrete Contracting	8		8	10	1	11
C-6 Erecting Signs			0	3	1	4
C-7 Elevation and Conveyance			0			0
C-8 Glass and Glazing	6	5	11	4	1	5
C-10 Landscape Contracting	16	1	17	14		14
C-11 Spraying Mixtures Containing Cement	1		1	2		2
C-13 Using Sheet Metal	2		2	2		2
C-14 Steel Reinforcing and Erection	15	2	17	12	2	14
C-15 Roofing and Siding	3	1	4	4	3	7
C-16 Finishing Floors	6	1	7	8		8
C-17 Lathing and Plastering	1		1	3		3
C-18 Masonry	10		10	4		4
C-19 Installing Terrazzo and Marble	6	2	8	6		6
C-20 Tiling	4	1	5	7		7
C-21 Refrigeration and Air Conditioning	22	6	28	14	2	16
C-23 Drilling Wells & Installing Pumps, Pressure Tanks & Storage Tanks	1	1	2			0
C-24 Erecting Scaffolds & Bleachers			0			0
C-25 Fencing & Equipping Playgrounds		1	1	1		1
C-26 Institutional Contracting			0		1	1
C-27 Individual Sewerage			0			0
C-28 Fabricating Tanks		1	1	2		2
C-30 Installing Equipment to Treat Water	2		2	1	1	2
C-31 Wrecking			0	3		3
C-33 Installing Industrial Machinery			0			0
C-36 Installing Urethane			0			0
C-37 Solar Contracting	1		1			0
C-38 Installing Equipment used with Liquefied Petroleum & Natural Gas			0			0
C-39 Heaters			0			0
C-40 Specialties Not Authorized by Other Classifications			0		1	1
C-41 Fire Protection	2	4	6			0
<b>Total</b>	<b>246</b>	<b>107</b>	<b>353</b>	<b>241</b>	<b>95</b>	<b>336</b>
<b>% In Nevada</b>	<b>70%</b>			<b>72%</b>		
<b>% Out of State</b>	<b>30%</b>			<b>28%</b>		



# Licensing - Quarter Highlights



## RESIDENTIAL REMODEL CLASSIFICATION

The Classification / Regulation Subcommittee held 3 subcommittee meetings during the quarter. On March 21, 2022, final draft language was approved and rulemaking file R034-22 was opened with the Legislative Counsel Bureau.

## EXAM PROGRAM UPDATES

The quarterly exam review conducted with PSI identified two under-performing exams: A – General Engineering and C-1d – Plumbing. Subject matter experts will be selected to assist with the job task analysis and item review in order to update these exams.



## ROOFING TRADES

A meeting was held with representatives from the United Union of Roofers, Waterproofers and Allied Workers concerning types of work permitted under the C-15 classification related to metal roofing and other roof systems.

DATA	For Filing Administrative Regulations	REGULATORY
J.505 10 pm 4:55	AGENCY: <b>STATE CONTRACTORS BOARD</b> LCB File No. R021-21	EFFECTIVE DATE EXPIRATION DATE GOVERNOR'S
<input type="checkbox"/> PROPOSED <input checked="" type="checkbox"/> ADOPTED BY AGENCY <input type="checkbox"/> EMERGENCY		
Description of Action: <i>The proposed regulation amends NAC 624.590 to provide for satisfaction of a portion of experience requirement for licensure to applicants who have completed certain occupational and vocational training programs as required by AB 330 passed during the 2021 legislative session. The regulation also amends NAC 624.640 related to display of license certificates and requirements to duplicate licenses.</i>		

## REPORT ENHANCEMENTS

Development work was completed on several enforcement reports to provide for better case management.

## RULEMAKING

Rulemaking initiative R021-21 addressing experience qualifications and display of license certificates was approved by the Legislative Commission and became effective March 4, 2022.



## PROGRAM UPDATES

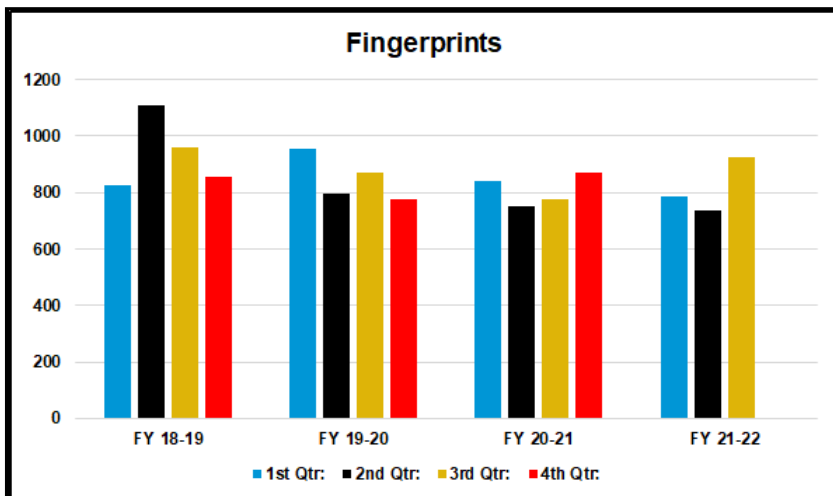
Policy and program updates were completed related to review of experience documents and to provide for acceptance of training programs as required under to provisions of AB330 and R021-21.

# 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.



<b>Fingerprint Cards Submitted</b>	<b>923</b>
Applicants with criminal histories	303
Applicants without criminal histories	620
<b>Criminal Histories</b>	<b>32%</b>



## **BACKGROUND INTERVIEWS AID APPLICATION PROCESS**

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

Of the 11 applicants interviewed regarding criminal history during the reporting period, 6 were recommended for approval and 5 were recommended for denial of licensure.

# Investigations - Quarter Statistics

## Investigations Highlights January - March 2022

### 340 Licensed Complaints Opened

- 253 Workmanship (74%)\*
- 55 Industrial Regulation (16%)\*
- 32 Money Owing (9%)\*

\* Percentage of total cases

### 198 Unlicensed Complaints Opened

- 140 Contracting Without A License
- 57 Unlawful Advertising

### 92 Administrative Citations Issued

- **Licensed Contractors: 34**
  - \$56,500 in Fines
  - \$15,713 in Costs
- **Unlicensed Contractors: 58**
  - \$119,000 in Fines
  - \$34,724 in Costs

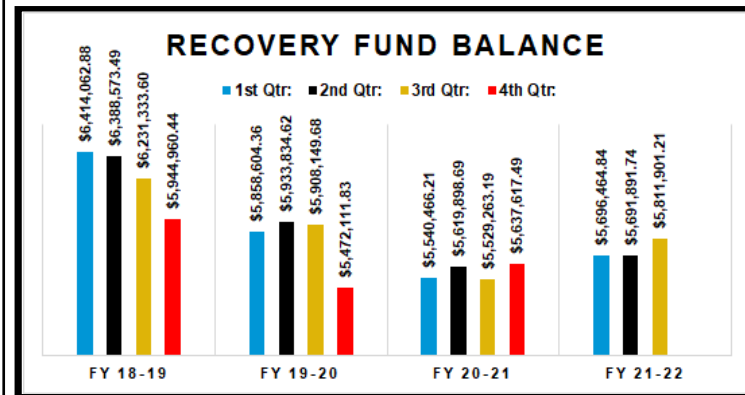
### 19 Disciplinary Hearings

- 1 License Revoked

### 9 Criminal Affidavits Filed with District Attorney Offices

### 70 Cease & Desist Orders Issued to Unlicensed Contractors

## RESIDENTIAL RECOVERY FUND



During the reporting period, the Board opened 16 Recovery Fund cases following receipt of claims from consumers.

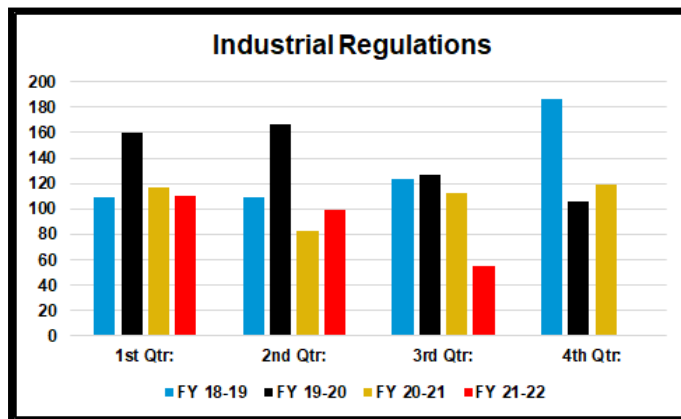
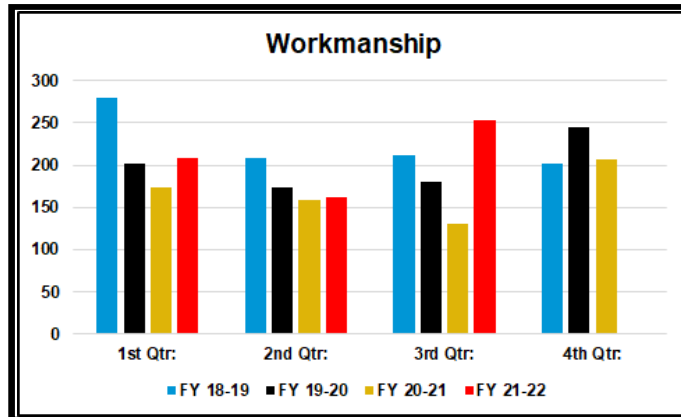
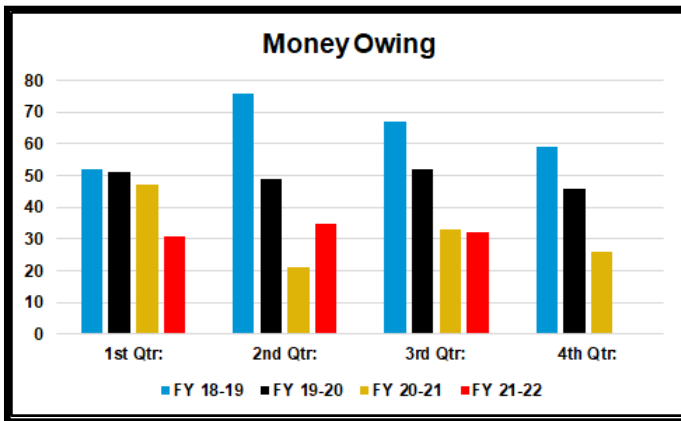
One Recovery Fund meeting was held where 13 claims were considered by the Committee. A total of \$96,852.41 was awarded to 11 claimants for an average award amount of approximately \$8,805.

As of March 31, 2022, the Recovery Fund maintains a balance of approximately \$5.812 million.

# Investigations - Quarter Statistics

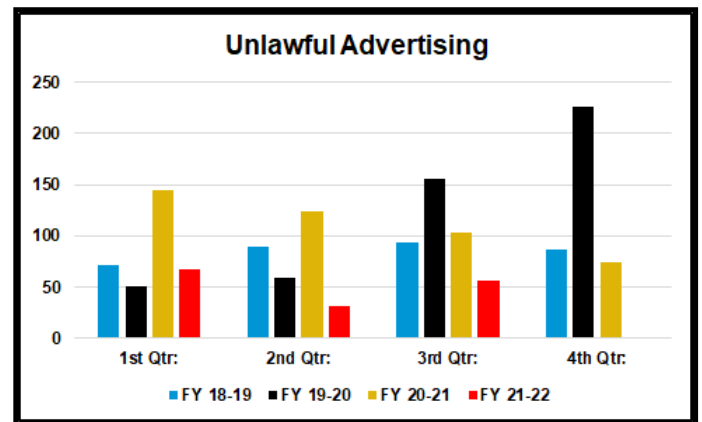
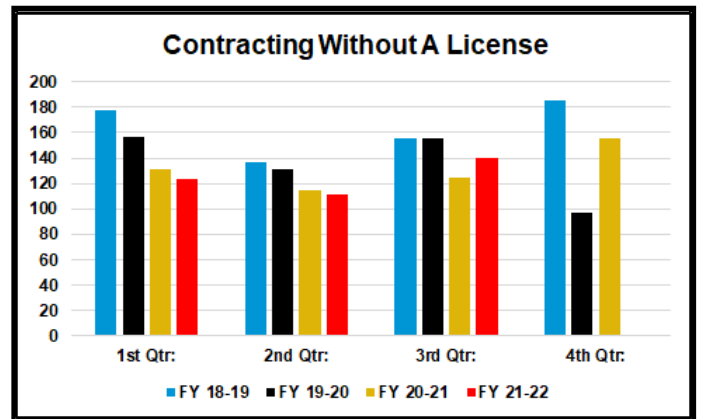
## Compliance Enforcement

### Complaints Opened Past 4 Years



## Criminal Enforcement

### Complaints Opened Past 4 Years



# Investigations - Significant Cases

## Homeowner Bilked By Unlicensed Contractor Using A Licensed Contractor's License

A local homeowner faced a bill of several hundreds of thousands of dollars after an unlicensed contractor performed sub-standard work and severely damaged their home. The homeowner thought she had hired a licensed contractor when Jose Lopez dba Golden Hammer showed her a contractor's license.

However, Lopez was using a licensed contractor's license to bid work after making an agreement with the contractor. He had billed the homeowner for more than \$403,000. Lopez now faces misdemeanor contracting without a license charges in the Clark County District Attorney's Office.



## Unlicensed Contractor Has Multiple Cases Pending In District Attorney Offices

Jason Brown, dba Spartan's Custom Barn Doors is an unlicensed contractor who has been in the sights of NSCB investigators since the fall of 2021. Brown has had 3 cases sent to the respective district attorney offices in Southern Nevada for theft and contracting without a license.

In total, the Board investigated four complaints, including one in September 2021 where a cease and desist order as well as an administrative citation were given for contracting without a license.

## Kitchen and Bath Contractor's License Summarily Suspended After Numerous Allegations

In March 2022, Executive Officer Grein summarily suspended MJM Consulting Inc., dba Kitchen and Bath Transformations who is a licensed contractor. The contractor's actions were deemed to endanger the public health, safety and welfare and do not demonstrate the good character and financial responsibility required for contractors in the State of Nevada. Board Staff had presented preliminary evidence to the Executive Officer with 10 investigations against the contractor and as many as 6 violations per investigation.

The contractor had agreed to install tile, flooring, and other remodeling work to multiple homeowners, but did not complete the work to industry standards for most of the homeowners. Additionally, the contractor did not start work, nor deliver materials to the homeowners.

# Information Technology - 3rd Quarter

## Projects Update

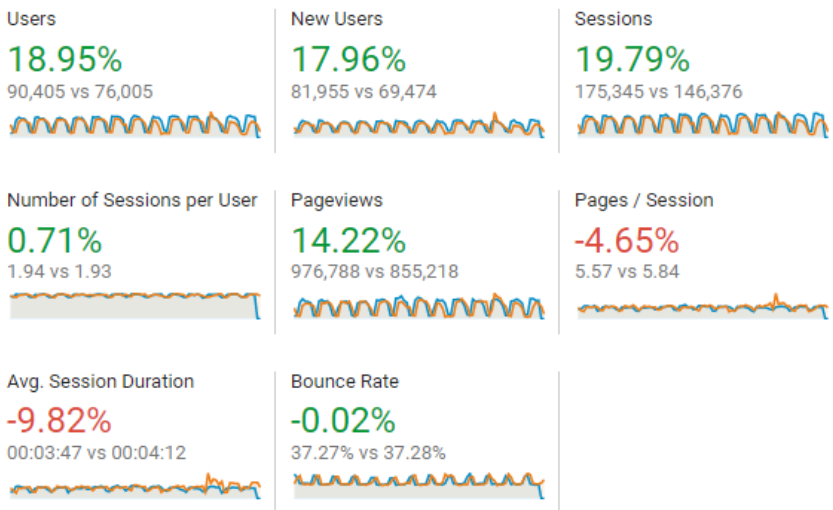
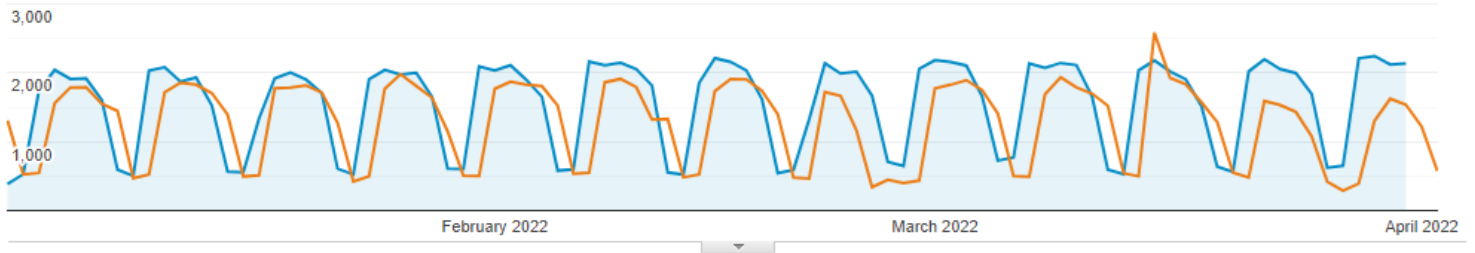
1. Southern Nevada office upgrade video conference system. Ongoing work affected by supply chain issues.
2. Phone system. Working on completion of training.
3. Northern Nevada office upgrade servers. Ongoing work.

## Website Traffic & Statistics

Number of users is up compared to Quarter 2 (see chart below).

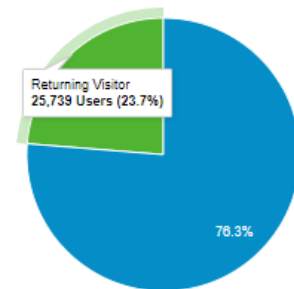
Jan 1, 2022 - Mar 31, 2022: ● Users

Oct 1, 2021 - Dec 31, 2021: ● Users

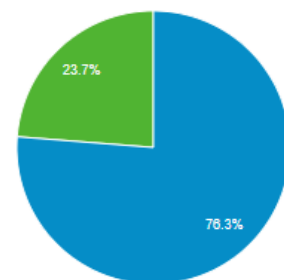


■ New Visitor ■ Returning Visitor

Jan 1, 2022 - Mar 31, 2022



Oct 1, 2021 - Dec 31, 2021



# Public Information Office

## Home Shows Provide Board Opportunity to Connect Directly with Homeowners and Contractors

Through the 3rd Quarter, the Public Information Office focused on reengaging with the community at in-person events. These included the Sun City Summerlin Home Expo & Safety Fair as well as the Reno Home and Garden Show.

On March 5, Public Information Officer Michael Phillips spoke to hundreds of homeowners at the Sun City Summerlin Home Expo & Safety Fair. A few weeks later, Phillips and colleagues Susan Broili Kamesch, Diana Wallace, and Barbara Miller engaged with the crowd over three days at The Reno Home and Garden Show, March 25-27.

Staff shared key information like the importance of hiring licensed contractors and answered dozens of questions over a wide range of topics. Next, Mr. Phillips will be representing the Board at the Sun City Anthem Home Expo on April 30th.



## Board Partners with Office of Attorney General for Consumer Protection Week

During consumer protection week, February 28-March 6 the Board partnered with Attorney General Aaron Ford to develop joint communication collateral to expand each agency's reach to consumers, the media, and other stakeholders. Together, NSCB and the Office of the Attorney General composed talking points, a news release, and social media posts. The communication pieces focused on educating consumers about potential scams and ways for homeowners to protect themselves.

## PIO Guest on Reno Senior Citizen Advisory Committee Radio Show

On March 17, Mr. Phillips was a guest of Paco Lachoy on the Reno Senior Citizen Advisory Committee (SCAC) Radio Show on KFOY 1060 AM. The SCAC is a committee who advises the City Council on senior issues.

Mr. Lachoy provided thoughtful questions and the discussion included reminding seniors how they can get information from the Board through traditional communication channels and how homeowners can prevent scams.



## Looking Forward Quarter 4

The Contractors Board remains steadfast in addressing each of its strategic initiatives for the fourth quarter. As we continue to provide quality customer service through delivery of our programs and resources, the Board will also be focused on accomplishing the following objective outlined for the fourth quarter of FY 2021-'22:

- Implement customer service training for enforcement personnel involved in field operations.

Additionally, the Board will put specific emphasis on the following:

- Finalizing the 2022-'23 Strategic Plan
- Closing out the fiscal year by reemphasizing a commitment to our FY 2021-'22 strategic goals of:
  - o GOAL 1: LICENSING - Ensure that all applicants and licensees are qualified to provide construction services and that licensing services are delivered in a timely and professional manner.
  - o GOAL 2: ENFORCEMENT - Reduce and prevent unlicensed activity and unprofessional conduct that pose a threat to public safety and threaten legitimate business activity.
  - o GOAL 3: PUBLIC AWARENESS AND INFORMATION - Enhance the visibility of the NSCB and ensure that accurate information is available to the public and professionals through a variety of media.
  - o GOAL 4: BOARD DEVELOPMENT - Ensure that Board members are well-supported to develop policy and provide direction to Board staff.
  - o GOAL 5: ADMINISTRATIVE EFFICIENCY - Improve agency operations and technology to enhance regulatory efficiency, customer service and consumer protection.

It is always a pleasure to keep you informed of the advancements being made toward our strategic goals. With continued movement ahead, I look forward to sharing additional updates with you in the months ahead.





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