



*Nevada State Contractors Board*

# **STRATEGIC PLAN**

**Executive Officer Report**

**Quarter One Report**

*July 1 - September 30, 2022*



## **Members of the Board**

Boyd Martin, *Chair*

Margaret Cavin, *Treasurer*

Bryan Cowart

Joe Hernandez

Kent Lay

Jan B. Leggett

Steve Menzies

## **Executive Leadership**

Margi Grein, *Executive Officer*

Sam Palmer, *Deputy Executive Officer*

Nancy Mathias, *Licensing Administrator*

Paul Rozario, *Director of Investigations*

Brian Hayashi, *IT 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.



## Message from the Executive Officer

As the heat of summer begins to fade and the changing colors of fall emerge, the Board's fiscal year begins and we look to the guidance of the 2022-23 Strategic Plan. Our strategic plan is developed with thoughtful consideration for the trends and economic factors affecting the construction industry and is centered on the need to be innovative in our public protection efforts. Under the Board's direction, our staff embraces the challenges of each year's objectives and the inspiration it provides to go above and beyond our previous efforts.

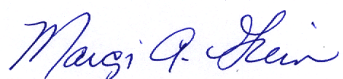
Our strategic planning process and vision instills a constant sense of progress and advancement in our agency. This vision keeps our mindset looking forward, trying to anticipate what is next to come and how we can best prepare for it, while also preparing and educating our customers. During strategic planning, we take time to discuss and examine the effectiveness of our efforts, identify new solutions, and focus on thinking innovatively.

While the objectives of the Board's Strategic Plan serve as guideposts to further expand our impact to serve Nevadans, we must remain nimble to face the surprises and unknown that comes with each fiscal year. Our strategic plan allows us an opportunity to analyze data and feedback from the construction industry and agility to adjust our focus. Quickly recognizing trends and activity posing a safety threat or prompting consumer complaints allow us to adjust our licensing procedures, enforcement efforts, and public outreach accordingly.

Getting the right message to the public in a timely manner is the ultimate goal of our public outreach efforts. In this year's strategic plan, we continue to look to innovative tools to assist in these efforts to keep our communications relevant, and effective including revamping our website and refreshing our mobile app. In our Licensing Department, we regularly review and consider how emerging technology, building methods, and consumer choice affect the licensing classifications we offer and this fiscal year will be considering a new classification.

While a significant amount of our enforcement efforts this fiscal year aim at keeping licensed contractors in compliance, unlicensed contractors are a challenge we continue to attack from many angles. To increase our effectiveness, we are increasing our involvement and communication with other agencies and law enforcement. As an example, the Board will be an active leader in moving forward the recently formed "Underground Economy Interagency Task Force" to further hamper unlicensed activity.

Having the honor of serving as Executive Officer for nearly 25 years, there has not been a day that go by where I did not learn something new or find a new reason to be passionate about the work of the Nevada State Contractors Board. Serving the needs of our customers is the foundation of our purpose. We are proud to assist the public and industry, and hope the information contained in our reports every few months provides a glimpse into the impact our efforts are making.

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

MARGI A. GREIN

Nevada State Contractors Board Executive Officer



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# Executive Officer - Strategic Plan Initiatives & Q1 Highlights

## Regulation Changes Approved (Goal 1)

In September, the Board received approval by the Legislative Commission on LCB file R034-22 creating the B-7 classification specific to residential remodeling work. The intent of the new classification is to provide a pathway to licensure for applicants whose experience is limited to smaller remodeling work, and who may lack experience in new residential and commercial construction. This classification will also benefit consumers by increasing the pool of licensed contractors that perform residential work.

## Interagency Task Force Meetings Foster Enhanced Communications and Partnerships (Goal 2)

One of the major projects initiated this quarter, was establishing the Interagency Task Force to create procedures for participants to communicate regarding illegal contracting activity and the underground economy. Members of the Task Force include Building Officials, the Attorney General’s Workers Comp Fraud Unit, DIR, OSHA, Law Enforcement, District Attorney’s offices, the Labor Commissioner, Department of Business and Industry, and Industry Stakeholders. The Task Force meets quarterly in northern and Southern Nevada. Some of the ideas being discussed are: modifying the Owner Builder affidavit and an education campaign, proposing legislation

house flipping, reestablishing the dedicated Construction Theft Unit with LVMPD, expanding the PR campaign concerning building permit requirements, establishing a direct contact from each participating agency to expediate the process of notification of fraudulent activity in the construction industry and developing an app where the public can report information to the task force.



## Identify Ways to Automate the Paperwork Associated with Enforcement Activities (Goal 2)

The Compliance Investigations Unit (CIU) of the NSCB has implemented several programs to automate paperwork associated with enforcement activities. First, CIU has turned its standard letters into fillable forms where now both offices are now using the same letters. In addition, CIU is primarily communicating with homeowners and *(continued on next page)*

# Executive Officer - Strategic Plan Initiatives & Q1 Highlights

## **Identify Ways to Automate the Paperwork Associated with Enforcement Activities (Goal 2) (cont.)**

...contractors via email. The most valuable tool used by CIU to automate paperwork is the reduction of the previous “print, scan and shred procedure” for inputting case files into the Board’s digital record keeping database. Documents are now simply electronically transferred into the database.

## **NSCB Communications Plan Updated (Goal 3)**

During the first quarter, the Board’s Public Information Officer (PIO) updated the NSCB Communications Plan. The aim of the Board’s Communications Plan is to implement diverse communications strategies utilizing low or no-cost platforms to achieve measurable results. Highlights of this year’s plan include strategic and innovative techniques to further emphasize the importance of hiring/using licensed contractors, including heightened promotion of Enforcement’s efforts in this area. Additionally, the PIO office will be enhancing and updating education and informational materials offered in Spanish, providing further outreach efforts to potential licensees, and will be revising the Board’s website and mobile application.

## **2023 Legislative Session on the Horizon (Goal 4)**

In preparation for the upcoming 2023 Legislative Session, the Board formed a legislative subcommittee. The Board requested five legislative initiatives that will address housekeeping items as well as improvements to the Board’s authority to protect the public’s health, safety, and welfare.

BDR 54-265 prohibits certain provisions in a contract for improvements to a single-family residence, BDR 54-266 revises provisions to resolution of administrative citations, BDR 54-267 revises provisions relating to acting as a contractor without a license, BDR 54-268 prohibits a licensed contractor from submitting false or misleading information about an applicant for a license, and BDR 54-269 establishes requirements for a contractor who provides management and counseling services for a fee.

In August, Executive Officer Grein attended the Legislative Joint Interim Commerce Committee meeting and presented an overview of the Board, promoting our mission, services and opportunities to engage with the Board.

# Executive Officer - Strategic Plan Initiatives & Q1 Highlights

## Looking to Improve Efficiency Through Technology (Goal 5)

Planned improvements to the Board’s mobile application and website include enhanced capabilities for reporting unlicensed contracting activity and ensuring effective routing and assignment of related tasks. Additionally, board staff is engaged in discussion concerning implementation of email integration with our licensing and enforcement platform to enhance ease of communication and preservation of records.

In September, the IT Department completed work to integrate our meeting room conferencing system with Zoom capabilities in order to provide for hybrid meeting that support remote participation and attendance at public meetings.

## Board Attends Joint Meeting with CSLB (All Goals)

On August 31st, NSCB participated in the 13th Annual Joint Board Meeting with the California Contractors State License Board (CSLB) in San Diego, California. The Joint Meeting provides a venue for NSCB and CSLB to share best practices and exchange information to enhance and innovate each state’s efforts in protecting its citizens and responding to the changes in the construction and economic environments of our states. The presentations and topics of this year’s discussion included:

- An informative presentation by the National Electrical Contractors

Association (NECA) on The Changing Electrical Industry and Need for Qualified and Licensed Contractors

- Discussion Regarding CSLB and NSCB Operational and Structural Comparison
- Discussion on Combatting Nevada and California’s Underground Economy
- Partnering with State Agencies; including an update on the activities of the Joint Enforcement Strike Force and the Labor Enforcement Task Force
- Update on the NASCLA Coordinated Multi-State Sting and Sweeps; focused on elevating the regulatory agency’s presence in the community
- Outreach Successes and Opportunities; from both boards discussing strategies to promote public safety and the integrity of the construction industry

In June 2023, the Board will host next year’s joint meeting in Las Vegas.



# Executive Officer - Strategic Plan Initiatives & Q1 Highlights

## Partnership and Outreach Opportunities (All Goals)

Throughout the quarter, the Board participated in other partnership and outreach opportunities including:

- *Presentation to PHCC Northern Nevada* – In July, the Board’s Director of Investigations presented to the Plumbing, Heating, Cooling Contractors of Nevada (PHCC) in Reno.
- *NSCB Succession Planning* – In an effort to plan for the future and also ensure a continuity of the Board’s high level of service to the public, NSCB Executive Staff met during the summer to update the Board’s Succession Plan.
- *Commission on Construction Education Strategic Plan Update* – Also in July, the Commission on Construction Education met to hold a strategic planning session to create a new plan.
- *Presentation to Pool Contractors Association* – In August, Executive Officer Grein presented to the Pool Contractors Association in Las Vegas.
- *NASCLA Annual Conference* – Several Board Members and Management Staff attended the 60th Annual National Association of State Contractors Licensing Agencies (NASCLA) Conference.

## Town Hall Meeting with Senator Spearman (All Goals)

In September, Executive Officer Grein was the featured presenter at a Town Hall Meeting hosted by Senator Pat Spearman at Pearson Community Center in North Las Vegas. Ms. Grein’s presentation focused on the importance of hiring licensed contractors and protecting consumers from home repair scams. Audience members were engaged and asked thoughtful questions about situations they have faced in their homes and how to approach other scenarios when dealing with contractors.

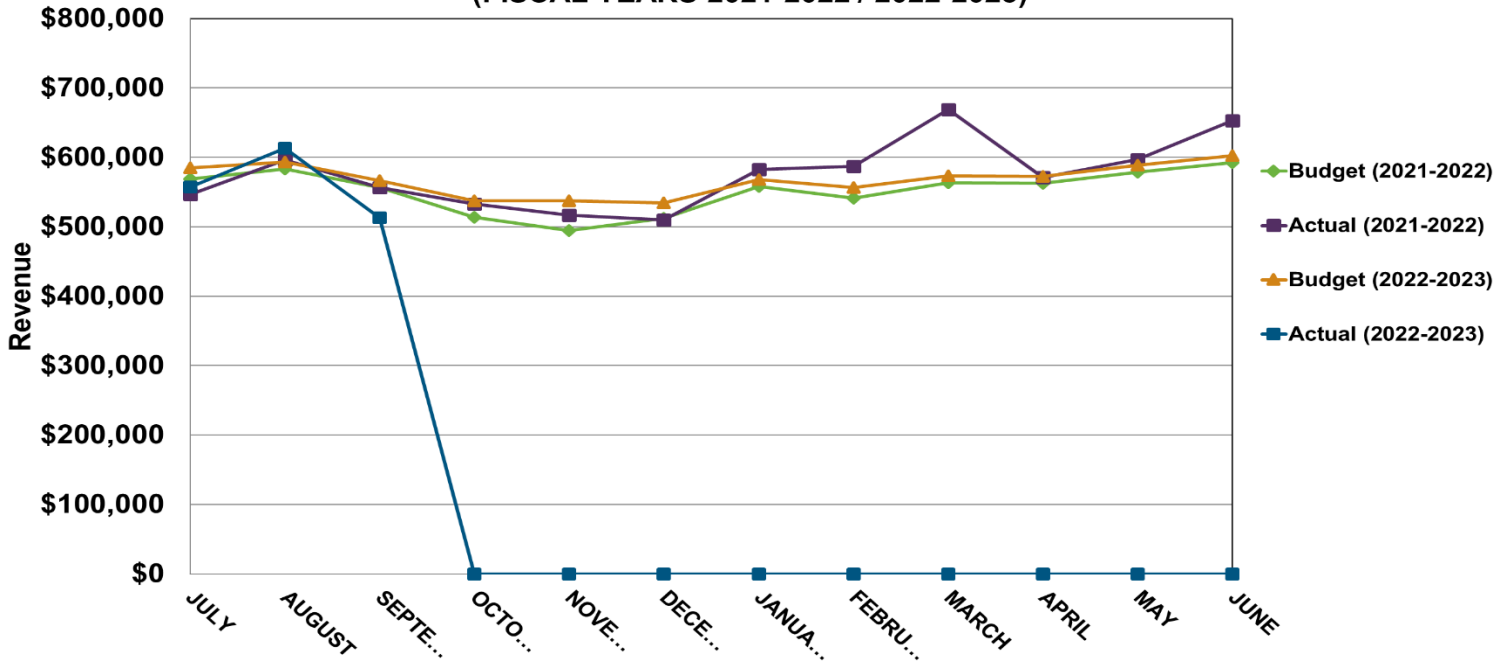


# Licensing & Cost Recovery – Data Dashboard

Budget (2021-2022)	JULY-21	AUG-21	SEPT-21	OCT-21	NOV-21	DEC-21	JAN-22	FEB-22	MAR-22	APR-22	MAY-22	JUN-2022	TOTALS
License Renewals	\$384,000	\$398,000	\$374,000	\$331,100	\$312,000	\$330,000	\$375,000	\$360,000	\$381,000	\$380,000	\$395,000	\$409,900	\$4,430,000
New License Fee	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$750,000
Application Fee	\$54,166	\$54,167	\$54,167	\$54,166	\$54,167	\$54,167	\$54,166	\$54,167	\$54,167	\$54,166	\$54,167	\$54,167	\$650,000
License Changes	\$35,833	\$35,833	\$35,834	\$35,833	\$35,833	\$35,834	\$35,833	\$35,833	\$35,834	\$35,833	\$35,833	\$35,834	\$430,000
Investigative Recov Costs	\$20,833	\$20,833	\$20,834	\$20,833	\$20,833	\$20,834	\$20,833	\$20,833	\$20,834	\$20,833	\$20,833	\$20,834	\$250,000
Renewal Late Fees	\$5,833	\$5,833	\$5,834	\$5,833	\$5,833	\$5,834	\$5,833	\$5,833	\$5,834	\$5,833	\$5,833	\$5,834	\$70,000
Renewal Inactive Fee	\$5,725	\$5,875	\$3,325	\$3,525	\$3,075	\$3,225	\$3,625	\$2,425	\$3,325	\$3,625	\$4,225	\$3,025	\$45,000
<b>Totals</b>	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>	<b>OCTOBER</b>	<b>NOVEMBER</b>	<b>DECEMBER</b>	<b>JANUARY</b>	<b>FEBRUARY</b>	<b>MARCH</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	
	\$568,890	\$583,041	\$556,494	\$513,790	\$494,241	\$512,394	\$557,790	\$541,591	\$563,494	\$562,790	\$578,391	\$592,094	\$6,625,000
Actual (2021-2022)	JULY-21	AUG-21	SEPT-21	OCT-21	NOV-21	DEC-21	JAN-22	FEB-22	MAR-22	APR-22	MAY-22	JUN-2022	TOTALS
License Renewals	\$356,290	\$378,450	\$379,225	\$353,245	\$331,200	\$335,080	\$406,650	\$390,075	\$437,100	\$367,125	\$397,125	\$435,560	\$4,567,125
New License Fee	\$76,500	\$80,300	\$64,750	\$69,600	\$61,500	\$61,050	\$57,150	\$61,950	\$64,700	\$74,000	\$66,000	\$72,000	\$829,500
Application Fee	\$52,800	\$63,900	\$52,500	\$54,300	\$57,900	\$57,000	\$44,100	\$58,500	\$72,000	\$56,700	\$58,200	\$75,300	\$703,200
License Changes	\$32,325	\$46,300	\$34,325	\$33,500	\$41,600	\$35,150	\$44,250	\$44,850	\$47,350	\$49,825	\$47,600	\$46,325	\$503,400
Investigative Recov Costs	\$19,830	\$17,695	\$19,018	\$10,050	\$12,809	\$8,567	\$17,638	\$18,548	\$15,962	\$11,538	\$16,810	\$12,214	\$180,679
Renewal Late Fees	\$4,050	\$4,500	\$3,638	\$8,550	\$6,635	\$8,363	\$9,338	\$9,113	\$7,688	\$8,025	\$7,688	\$7,800	\$85,385
Renewal Inactive Fee	\$4,800	\$4,800	\$2,888	\$3,600	\$4,800	\$4,800	\$3,600	\$3,900	\$4,200	\$3,600	\$3,600	\$3,600	\$48,188
<b>Totals</b>	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>	<b>OCTOBER</b>	<b>NOVEMBER</b>	<b>DECEMBER</b>	<b>JANUARY</b>	<b>FEBRUARY</b>	<b>MARCH</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	
	\$546,595	\$595,945	\$556,343	\$532,845	\$516,444	\$510,010	\$582,726	\$586,936	\$668,999	\$570,813	\$597,023	\$652,799	\$6,917,477
Variance (2021-2022)	JULY-21	AUG-21	SEPT-21	OCT-21	NOV-21	DEC-21	JAN-22	FEB-22	MAR-22	APR-22	MAY-22	JUN-2022	TOTALS
License Renewals	(\$27,710)	(\$19,550)	\$5,225	\$22,145	\$19,200	\$5,080	\$31,650	\$30,075	\$56,100	(\$12,875)	\$2,125	\$25,660	\$137,125
New License Fee	\$14,000	\$17,800	\$2,250	\$7,100	(\$1,000)	(\$1,450)	(\$5,350)	(\$550)	\$22,200	\$11,500	\$3,500	\$9,500	\$79,500
Application Fee	(\$1,366)	\$9,733	(\$1,667)	\$134	\$3,733	\$2,833	(\$10,066)	\$4,333	\$17,833	\$2,534	\$4,033	\$21,133	\$53,200
License Changes	(\$3,508)	\$10,467	(\$1,509)	(\$2,333)	\$5,767	(\$684)	\$8,417	\$9,017	\$11,516	\$13,992	\$11,767	\$10,491	\$73,400
Investigative Recov Costs	(\$1,003)	(\$3,138)	(\$1,816)	(\$10,783)	(\$8,024)	(\$12,267)	(\$3,195)	(\$2,285)	(\$4,872)	(\$9,295)	(\$4,023)	(\$8,620)	(\$69,321)
Renewal Late Fees	(\$1,783)	(\$1,333)	(\$2,197)	\$2,717	\$802	\$2,529	\$3,505	\$3,280	\$1,854	\$2,192	\$1,855	\$1,966	\$15,385
Renewal Inactive Fee	(\$925)	(\$1,075)	(\$438)	\$75	\$1,725	\$1,575	(\$25)	\$1,475	\$875	(\$25)	(\$625)	\$575	\$3,188
<b>Totals</b>	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>	<b>OCTOBER</b>	<b>NOVEMBER</b>	<b>DECEMBER</b>	<b>JANUARY</b>	<b>FEBRUARY</b>	<b>MARCH</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	
	(\$22,295)	\$12,904	(\$151)	\$19,055	\$22,203	(\$2,384)	\$24,936	\$45,345	\$105,505	\$8,023	\$18,632	\$60,705	\$292,477
Budget (2022-2023)	JULY-22	AUG-22	SEPT-22	OCT-22	NOV-22	DEC-22	JAN-23	FEB-23	MAR-23	APR-23	MAY-23	JUN-23	TOTALS
License Renewals	\$390,000	\$398,000	\$374,000	\$345,000	\$345,000	\$342,100	\$375,000	\$365,000	\$381,000	\$380,000	\$395,000	\$409,900	\$4,500,000
New License Fee	\$67,916	\$67,917	\$67,917	\$67,916	\$67,917	\$67,917	\$67,916	\$67,917	\$67,917	\$67,916	\$67,917	\$67,917	\$815,000
Application Fee	\$56,250	\$56,250	\$56,250	\$56,250	\$56,250	\$56,250	\$56,250	\$56,250	\$56,250	\$56,250	\$56,250	\$56,250	\$675,000
License Changes	\$39,583	\$39,583	\$39,584	\$39,583	\$39,583	\$39,584	\$39,583	\$39,583	\$39,584	\$39,583	\$39,583	\$39,584	\$475,000
Investigative Recov Costs	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$225,000
Renewal Late Fees	\$6,750	\$6,750	\$6,750	\$6,750	\$6,750	\$6,750	\$6,750	\$6,750	\$6,750	\$6,750	\$6,750	\$6,750	\$81,000
Renewal Inactive Fee	\$5,725	\$5,875	\$3,325	\$3,525	\$3,075	\$3,225	\$3,625	\$2,425	\$3,325	\$3,625	\$4,225	\$3,025	\$45,000
<b>Totals</b>	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>	<b>OCTOBER</b>	<b>NOVEMBER</b>	<b>DECEMBER</b>	<b>JANUARY</b>	<b>FEBRUARY</b>	<b>MARCH</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	
	\$584,974	\$593,125	\$566,576	\$537,774	\$537,325	\$534,576	\$567,874	\$556,675	\$573,576	\$572,874	\$588,475	\$602,176	\$6,816,000
Actual (2022-2023)	JULY-22	AUG-22	SEPT-22	OCT-22	NOV-22	DEC-22	JAN-23	FEB-23	MAR-23	APR-23	MAY-23	JUN-23	TOTALS
License Renewals	\$381,340	\$380,850	\$346,650										\$1,108,840
New License Fee	\$55,500	\$69,200	\$52,000										\$176,700
Application Fee	\$48,000	\$60,000	\$52,200										\$160,200
License Changes	\$35,955	\$44,620	\$38,425										\$119,000
Investigative Recov Costs	\$22,938	\$40,796	\$12,279										\$76,013
Renewal Late Fees	\$8,025	\$11,888	\$8,363										\$28,275
Renewal Inactive Fee	\$5,700	\$5,700	\$2,700										\$14,100
<b>Totals</b>	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>	<b>OCTOBER</b>	<b>NOVEMBER</b>	<b>DECEMBER</b>	<b>JANUARY</b>	<b>FEBRUARY</b>	<b>MARCH</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	
	\$557,458	\$613,053	\$512,617	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,683,128
Variance (2022-2023)	JULY-22	AUG-22	SEPT-22	OCT-22	NOV-22	DEC-22	JAN-23	FEB-23	MAR-23	APR-23	MAY-23	JUN-23	TOTALS
License Renewals	(\$8,660)	(\$17,150)	(\$27,350)	(\$345,000)	(\$345,000)	(\$342,100)	(\$375,000)	(\$365,000)	(\$381,000)	(\$380,000)	(\$395,000)	(\$409,900)	(\$3,391,160)
New License Fee	(\$12,416)	\$1,283	(\$15,917)	(\$67,916)	(\$67,917)	(\$67,917)	(\$67,916)	(\$67,917)	(\$67,917)	(\$67,916)	(\$67,917)	(\$67,917)	(\$638,300)
Application Fee	(\$8,250)	\$3,750	(\$4,050)	(\$56,250)	(\$56,250)	(\$56,250)	(\$56,250)	(\$56,250)	(\$56,250)	(\$56,250)	(\$56,250)	(\$56,250)	(\$514,800)
License Changes	(\$3,628)	\$5,037	(\$1,159)	(\$39,583)	(\$39,583)	(\$39,584)	(\$39,583)	(\$39,583)	(\$39,584)	(\$39,583)	(\$39,583)	(\$39,584)	(\$356,000)
Investigative Recov Costs	\$4,188	\$22,046	(\$6,471)	(\$18,750)	(\$18,750)	(\$18,750)	(\$18,750)	(\$18,750)	(\$18,750)	(\$18,750)	(\$18,750)	(\$18,750)	(\$148,987)
Renewal Late Fees	\$1,275	\$5,138	\$1,613	(\$6,750)	(\$6,750)	(\$6,750)	(\$6,750)	(\$6,750)	(\$6,750)	(\$6,750)	(\$6,750)	(\$6,750)	(\$52,725)
Renewal Inactive Fee	(\$25)	(\$175)	(\$625)	(\$3,525)	(\$3,075)	(\$3,225)	(\$3,625)	(\$2,425)	(\$3,325)	(\$3,625)	(\$4,225)	(\$3,025)	(\$30,900)
<b>Totals</b>	<b>JULY</b>	<b>AUGUST</b>	<b>SEPTEMBER</b>	<b>OCTOBER</b>	<b>NOVEMBER</b>	<b>DECEMBER</b>	<b>JANUARY</b>	<b>FEBRUARY</b>	<b>MARCH</b>	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>	
	(\$27,516)	\$19,928	(\$83,889)	(\$537,774)	(\$537,325)	(\$534,576)	(\$567,874)	(\$556,675)	(\$573,576)	(\$572,874)	(\$588,475)	(\$602,176)	(\$5,132,872)

# Licensing & Cost Recovery – Data Dashboard

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

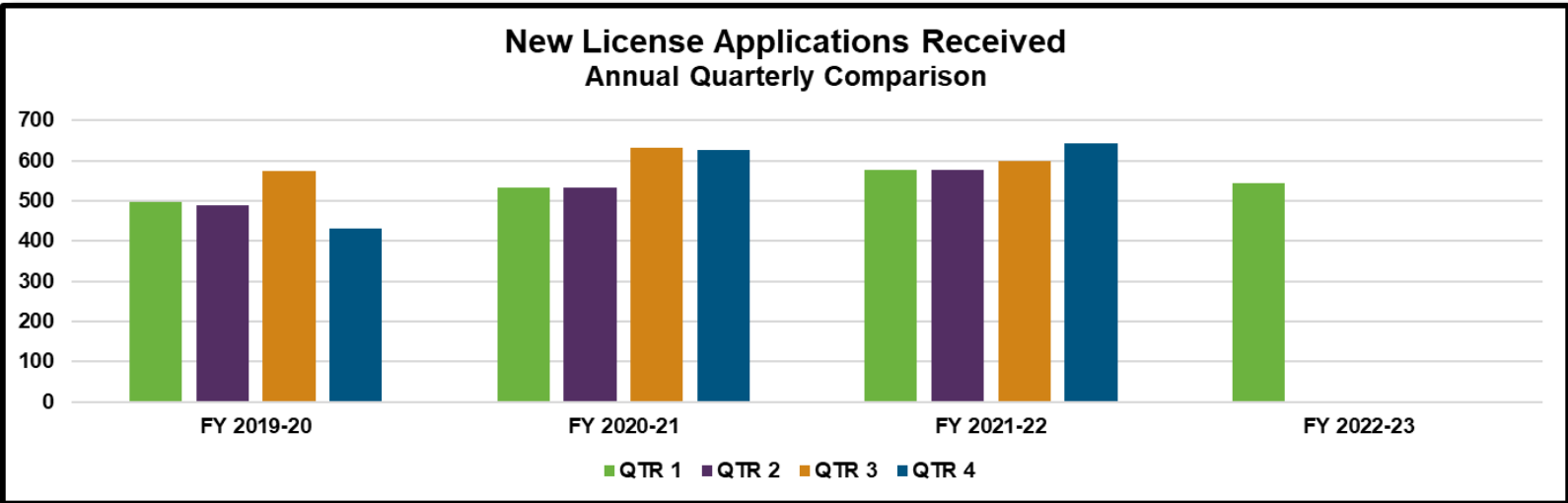


JULY TO SEPTEMBER 2022				FISCAL YTD LICENSING FEE TOTALS (FY 2022-2023)			
Licenses (Beginning of Quarter)	17,638			<b>LICENSING FEES</b>	<b>Q1 BUDGET</b>	<b>Q1 ACTUAL</b>	<b>VARIANCE</b>
New Licenses Issued	237						
Licenses Cancelled/Surrendered/Revoked	(242)			License Renewals	1,162,000	1,108,840	(53,160)
Variance in Suspended/Reinstated Licenses	252			New License Fee	203,750	176,700	(27,050)
Licenses (End of Quarter)	17,885			Application Fee	168,750	160,200	(8,550)
# of Licenses on July 1, 2022	17,638			License Changes	118,750	119,000	250
# of Licenses on September 30, 2022	17,885			Invest Recov Costs	56,250	76,013	19,763
Licenses Gained / Lost	247			Renewal Late Fees	20,250	28,275	8,025
Renewal Revenue Gained / Lost	\$148,200			Renewal Inactive	14,925	14,100	(825)
<i>*Does not include suspended licenses</i>							
180 DAY RETENTION RATE				90 DAY RETENTION RATE			
Projected Year-End Retention Rate	April 2022	17,807		Projected Year-End Retention Rate	July 2022	17,638	
	Cancellations	(439)	(2.45%)		Cancellations	(242)	(1.35%)
	New Licenses	585	3.27%		New Licenses	237	1.33%
	Susp/Reinstat	226	1.26%		Susp/Reinstat	252	1.41%
	September 2022	17,885			September 2022	17,885	
	<b>Change</b>	<b>78</b>		<b>Change</b>	<b>247</b>		
<b>6 Month</b>	<b>% Change</b>	<b>0.44%</b>		<b>3 Month</b>	<b>% Change</b>	<b>1.38%</b>	

# Licensing – Quarter Statistics

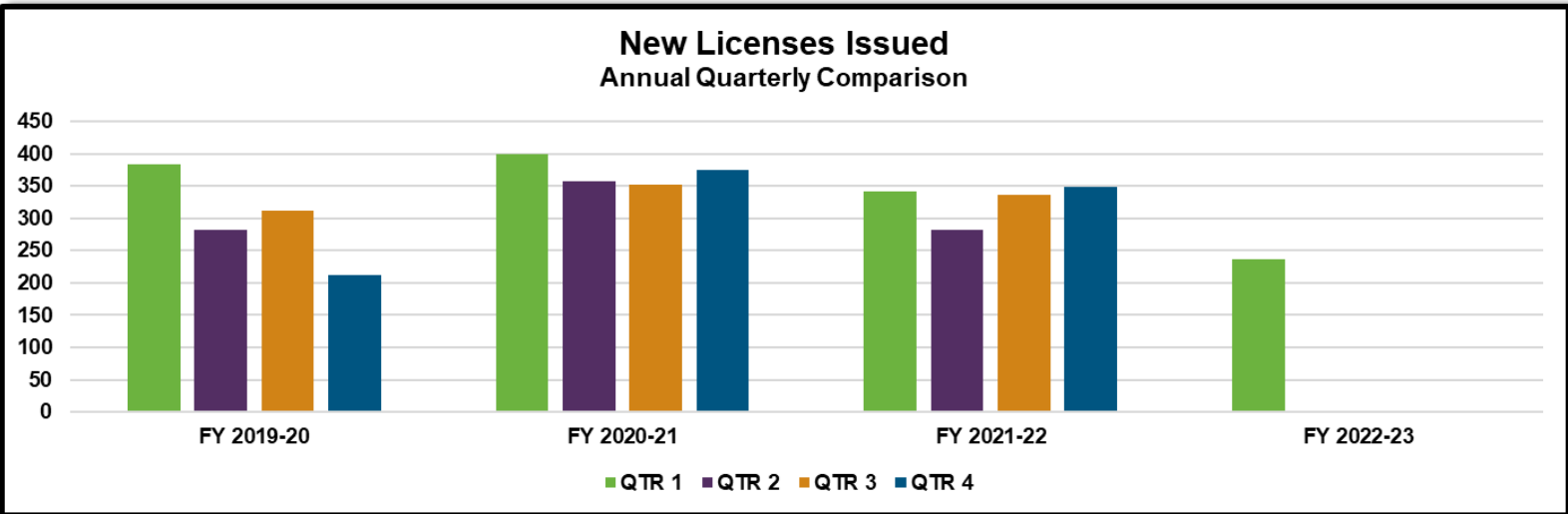
<b>New License Apps</b>	<b>544</b>	<b>(-6%)</b>
<b>Issued Licenses</b>	<b>237</b>	<b>(-31%)</b>
<b>Change Apps</b>	<b>696</b>	<b>(5%)</b>
<b>Active Licenses</b>	<b>17,380</b>	<b>(1%)</b>
<b>Inactive Licenses</b>	<b>505</b>	<b>(5%)</b>
<b>Placed on Inactive Status</b>	<b>46</b>	<b>(31%)</b>
<b>Voluntary Surrender</b>	<b>61</b>	<b>(-10%)</b>
<b>Licenses Canceled, Not Renewed</b>	<b>170</b>	<b>N/A</b>
<b>Licenses Revoked</b>	<b>11</b>	<b>(267%)</b>
<b>License Suspensions (no bond)</b>	<b>198</b>	<b>(8%)</b>
<b>License Suspensions Initiated (DETR/DIR)</b>	<b>29</b>	<b>(-9%)</b>
- Compliance with DETR/DIR Received	<b>25</b>	<b>(32%)</b>
- Suspended	<b>4</b>	<b>(0%)</b>
- Pending Suspension	<b>8</b>	<b>(-43%)</b>
<b>Active License Renewals</b>	<b>1,929</b>	<b>(-1%)</b>
<b>Inactive License Renewals</b>	<b>46</b>	<b>(-6%)</b>
<b>Online Renewals</b>	<b>1,432</b>	<b>(73% of all renewals)</b>
<b>New Online Registrations</b>	<b>505</b>	<b>(12,485 total registered)</b>
<b>Application Denial Hearings</b>	<b>14</b>	<b>(56%)</b>
<b>CMS Exams</b>	<b>327</b>	<b>(-19%)</b>
<b>Trade Exams</b>	<b>373</b>	<b>(-18%)</b>
<b>Certificate of Eligibility Requests</b>	<b>7</b>	<b>(-30%)</b>
<b>Certificate of Eligibility Renewals</b>	<b>102</b>	<b>(-1%)</b>
<b>Single Project Limit Increases</b>	<b>36</b>	<b>(140%)</b>
<b>Contractors Identified as Veterans</b>	<b>54</b>	<b>(-18%)</b>
<b>Business Assistance Program Attendees</b>	<b>36</b>	<b>(0%)</b>
<b>Public Records Requests</b>	<b>16</b>	<b>(-11%)</b>

# Licensing – New License Application Trends



License Applications By Primary Classification	1st Qtr 2021-22			1st Qtr 2022-23		
	In	Out	Total	In	Out	Total
A - General Engineering	29	38	67	25	31	56
AB - General Engineering & General Building		2	2	4	7	11
B - General Building	78	58	136	61	63	124
C-1 Plumbing and Heating	29	9	38	24	13	37
C-2 Electrical	38	33	71	35	28	63
C-3 Carpentry, Maintenance & Minor Repairs	42	8	50	28	11	39
C-4 Painting and Decorating	24	4	28	26	5	31
C-5 Concrete Contracting	19	3	22	11	1	12
C-6 Erecting Signs		5	5	1	2	3
C-7 Elevation and Conveyance			0		1	1
C-8 Glass and Glazing	4	1	5	2	5	7
C-10 Landscape Contracting	18	1	19	11	3	14
C-11 Spraying Mixtures Containing Cement	1		1			0
C-13 Using Sheet Metal	1	1	2	1	1	2
C-14 Steel Reinforcing and Erection	8	8	16	15	7	22
C-15 Roofing and Siding	8	7	15	15	8	23
C-16 Finishing Floors	13	1	14	9	3	12
C-17 Lathing and Plastering	3		3	3	3	6
C-18 Masonry	7		7	9		9
C-19 Installing Terrazzo and Marble	9	1	10	9	3	12
C-20 Tiling	11	3	14	4	5	9
C-21 Refrigeration and Air Conditioning	30	6	36	15	11	26
C-23 Drilling Wells & Installing Pumps, Pressure Tanks & Storage Tanks	1		1	1	1	2
C-24 Erecting Scaffolds & Bleachers			0		2	2
C-25 Fencing & Equipping Playgrounds	2	1	3			0
C-26 Institutional Contracting	1		1		4	4
C-28 Fabricating Tanks		2	2			0
C-30 Installing Equipment to Treat Water	1		1	2	1	3
C-31 Wrecking		1	1	3	2	5
C-33 Installing Industrial Machinery		3	3		2	2
C-36 Installing Urethane		1	1			0
C-37 Solar Contracting	2	2	4	1		1
C-38 Installing Equipment used w ith Liquefied Petroleum & Natural Gas	1		1	1		1
C-39 Heaters			0	1		1
C-40 Specialties Not Authorized by Other Classifications	2	1	3	2		2
C-41 Fire Protection	1	3	4	1	1	2
<b>Total</b>	<b>383</b>	<b>203</b>	<b>586</b>	<b>320</b>	<b>224</b>	<b>544</b>
<b>% In Nevada</b>		<b>65%</b>			<b>59%</b>	
<b>% Out of State</b>		<b>35%</b>			<b>41%</b>	

# Licensing – Issued License Trends



Issued Licenses By Primary Classification	1st Qtr 2021-22			1st Qtr 2022-23		
	In	Out	Total	In	Out	Total
A - General Engineering	17	25	42	14	20	34
AB - General Engineering & General Building			0		1	1
B - General Building	32	28	60	26	17	43
C-1 Plumbing and Heating	14		14	13	2	15
C-2 Electrical	33	24	57	13	7	20
C-3 Carpentry, Maintenance & Minor Repairs	27	6	33	10	5	15
C-4 Painting and Decorating	16	2	18	13	2	15
C-5 Concrete Contracting	7	3	10	10	2	12
C-6 Erecting Signs	2	1	3	2		2
C-7 Elevation and Conveyance			0	1	1	2
C-8 Glass and Glazing	4	2	6		2	2
C-10 Landscape Contracting	13		13	10	2	12
C-11 Spraying Mixtures Containing Cement			0	1		1
C-14 Steel Reinforcing and Erection	10	8	18	4	1	5
C-15 Roofing and Siding	4	1	5		1	1
C-16 Finishing Floors	5	1	6	5	3	8
C-17 Lathing and Plastering	3		3			0
C-18 Masonry	4		4	7		7
C-19 Installing Terrazzo and Marble	2	2	4	2		2
C-20 Tiling	6	1	7	4	2	6
C-21 Refrigeration and Air Conditioning	24	2	26	20	3	23
C-23 Drilling Wells & Installing Pumps, Pressure Tanks & Storage Tanks	1	1	2			0
C-24 Erecting Scaffolds & Bleachers		1	1		1	1
C-26 Institutional Contracting	1	1	2		2	2
C-27 Individual Sew erage		2	2	1		1
C-28 Fabricating Tanks		2	2			0
C-30 Installing Equipment to Treat Water			0	2		2
C-31 Wrecking		1	1			0
C-36 Installing Urethane		1	1			0
C-39 Heaters	1		1			0
C-40 Specialties Not Authorized by Other Classifications			0	1		1
C-41 Fire Protection	1	2	3	1	3	4
<b>Total</b>	<b>227</b>	<b>117</b>	<b>344</b>	<b>160</b>	<b>77</b>	<b>237</b>
<b>% In Nevada</b>		<b>66%</b>			<b>68%</b>	
<b>% Out of State</b>		<b>34%</b>			<b>32%</b>	

# Licensing – Strategic Plan and Program Updates

## Goal 1.A – Finalize and Implement a New Category for Residential Remodeling



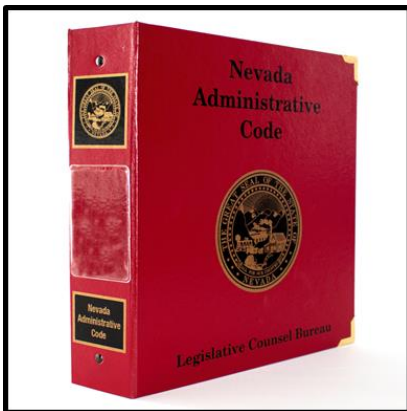
The classification for residential remodeling was finalized on September 27, 2022 with the approval of the proposed amendment to the Nevada Administrative Code by the Legislative Commission.

### Exam Program Updates

Initial exam review meetings were held with subject matter experts related to development of a residential remodeling exam. The committee is currently in the process of finalizing questions for the item bank.

### Database Enhancements

Final specifications were approved for programing changes needed to accommodate the residential remodeling classification. Programming work is currently underway.



### Rules of Practice

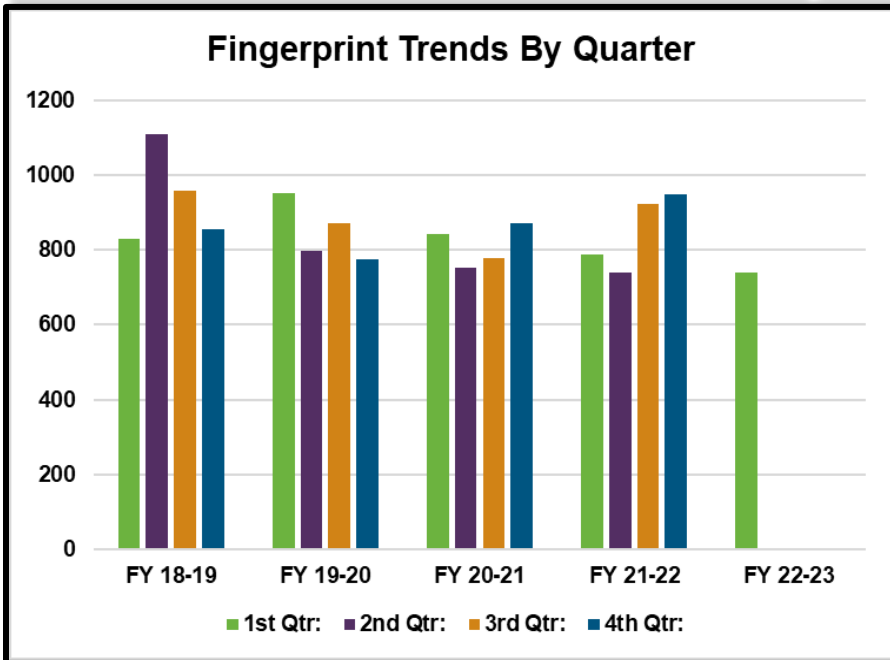
Under the provisions of NRS 233B, the Board is required to review its rules of practice every three years and report the finding to the Secretary of State. This review was completed and submitted on August 19, 2022.

# Enforcement – 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>738</b>
Applicants with criminal histories	154
Applicants without criminal histories	584
<b>Criminal Histories</b>	<b>21%</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 32 applicants interviewed regarding criminal history during the reporting period, 22 were recommended for approval and 10 were recommended for denial of licensure.

# Enforcement – Quarter Statistics

## INVESTIGATIONS HIGHLIGHTS

July - September 2022

### 462 Licensed Complaints Opened

- 335 Workmanship (73%)\*
- 75 Industrial Regulation (16%)\*
- 52 Money Owing (11%)\*

\*Percentage of total cases

### 218 Unlicensed Complaints Opened

- 180 Contracting Without A License
- 33 Unlawful Advertising
- 5 Criminal Fraud

### 108 Administrative Citations Issued

*Licensed Contractors: 56*

- \$109,450 in Fines
- \$21,540 in Costs

*Unlicensed Contractors: 52*

- \$146,900 in Fines
- \$32,260 in Costs

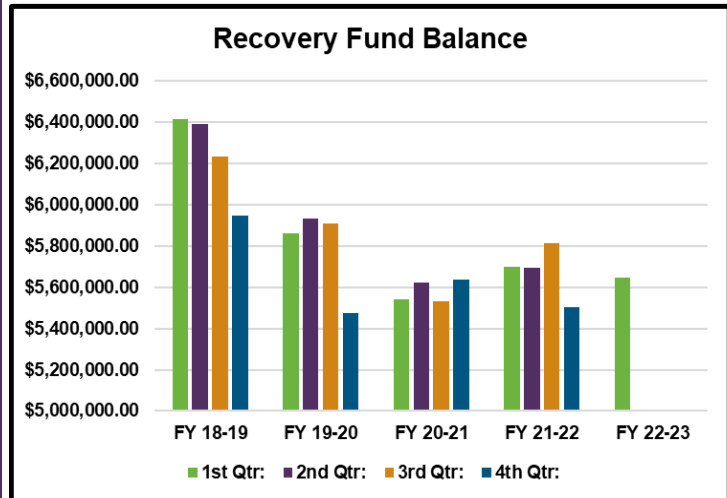
### 23 Disciplinary Hearings

- 11 Licenses Revoked

### 9 Criminal Affidavits Filed with District Attorney Offices

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

## RESIDENTIAL RECOVERY FUND



During the reporting period, the Board opened 8 Recovery Fund cases.

Two Recovery Fund meetings were held where 17 claims were considered by the Committee. A total of \$129,701 was awarded to 9 claimants for an average award amount of approximately \$14,411.

As of September 30, 2022, the Recovery Fund maintains a balance of approximately \$5.6 million.

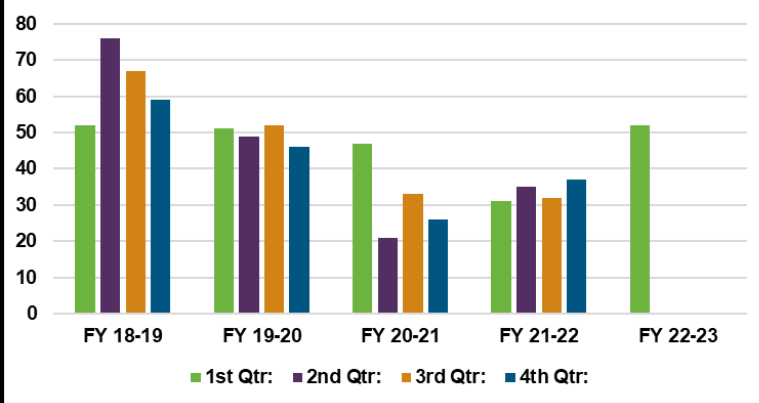


# Enforcement – Quarter Statistics

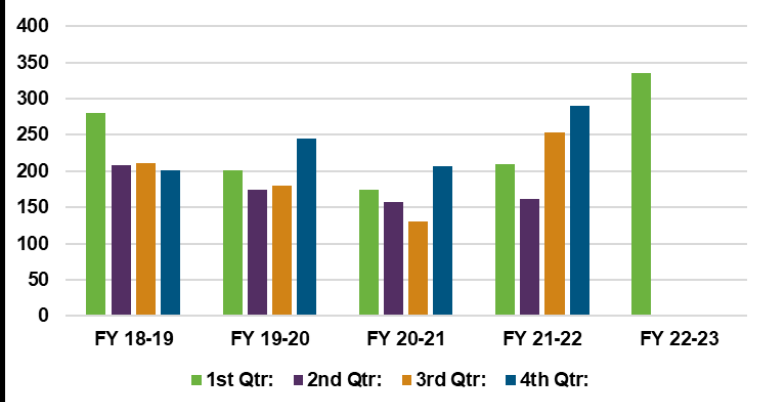
## COMPLIANCE ENFORCEMENT

### Complaints Opened Past 4 Years

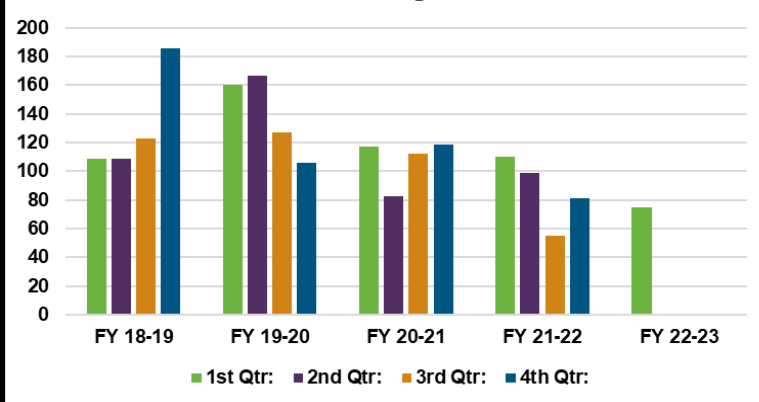
Money Owning



Workmanship



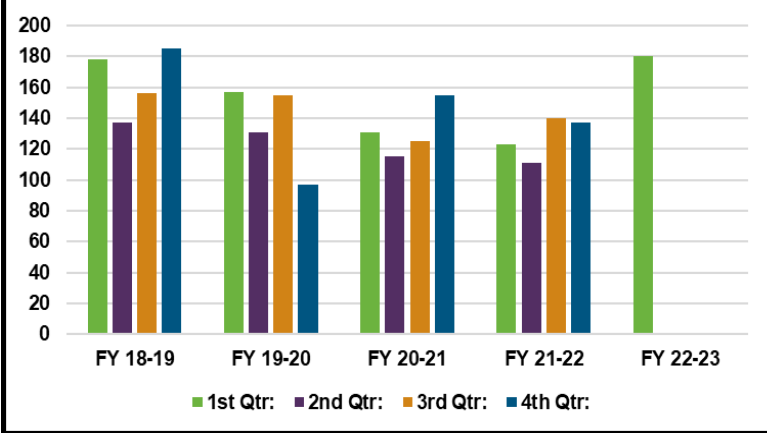
Industrial Regulations



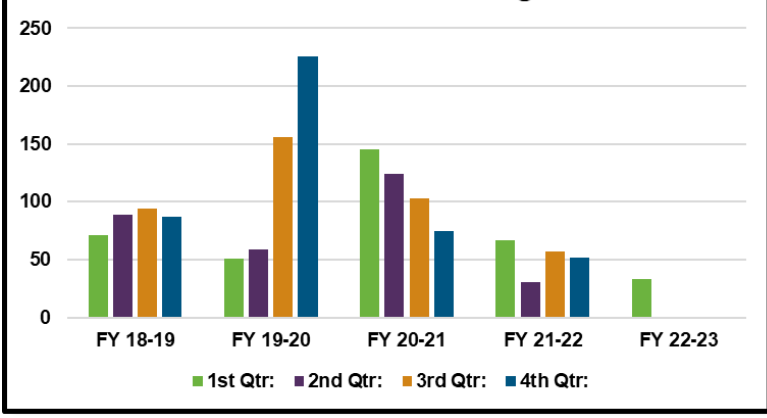
## CRIMINAL ENFORCEMENT

### Complaints Opened Past 4 Years

Contracting Without A License



Unlawful Advertising



# Enforcement – Case Highlights

## ACR Mechanical

The Board received several complaints against ACR Mechanical, Inc. dba ACR Mechanical for failure to pay multiple supply companies for HVAC and plumbing supplies; amounting to several hundred thousand dollars. Additionally, the contractor has outstanding workmanship complaints that remain unresolved. In July 2022, Executive Officer Grein summarily suspended ACR Mechanical, whose 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 against ACR Mechanical to the Executive Officer with six investigations. Three more investigations were added prior to suspending the contractor's license, and included as many as four violations per investigation.

## Unlicensed Contractor Northern Nevada

In rural Northern Nevada, an investigation into a complaint discovered an unlicensed contractor installing rain gutters and performing other miscellaneous work under the license number of an active contractor. The Board's investigation determined the licensed contractor had aided and abetted the unlicensed contractor in over 50 contracts with homeowners. As a result, the unlicensed contractor has been cited and the licensed contractor is pending disciplinary action before the Board.

## Unlicensed Contractor Southern Nevada

Vidal Garrido has operated as an unlicensed contractor, previously encountering contracting board issues in California, before he transplanted to Nevada. Garrido continued his criminal contracting practices in the Las Vegas area under the name of Pool and Spa Pros Las Vegas LLC. His activities included providing pool build contracts to customers, using false license numbers on letterhead of contracts, and deceiving customers to believe he is licensed in the State of Nevada. Garrido's pool contracts ranged from \$16,000 to \$136,000. He had been involved with over 70 pools in the Las Vegas Valley. Further, Garrido continued these practices even after cease and desist orders were sent (to both he and his legal representation) and he had face to face meetings with NSCB Investigators. During the quarter, Board Investigators have filed five criminal DA filings against Garrido in three different jurisdictions. Two licensed pool contractors have been identified as aiding and abetting Garrido and both contractors are pending disciplinary action before the Board.

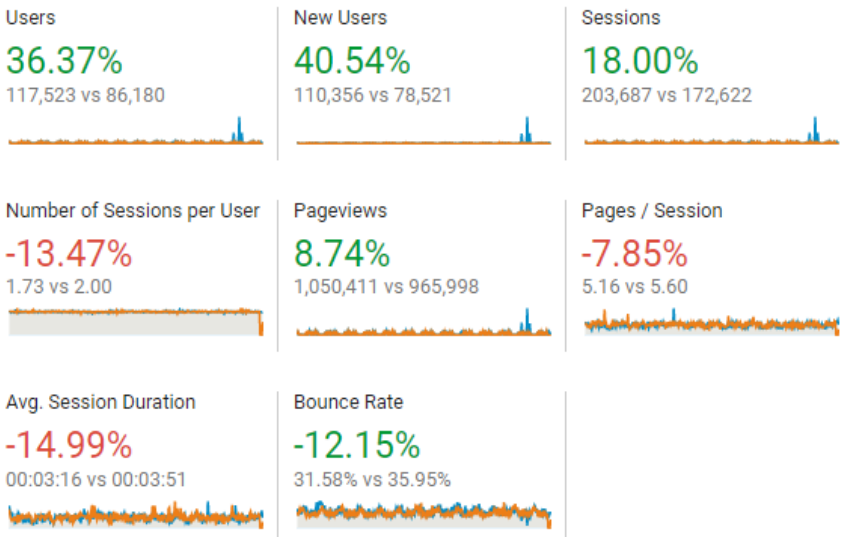
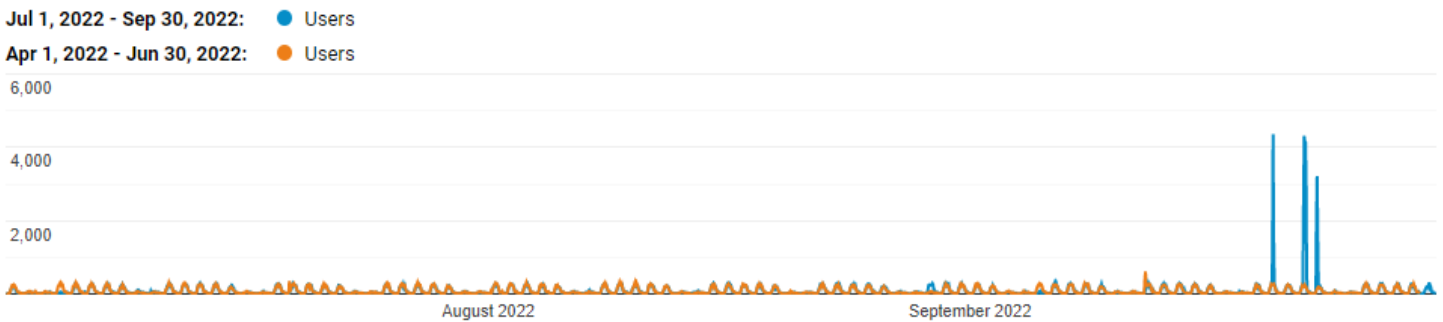
# Information Technology – 1<sup>st</sup> Quarter

## Projects Update

- In the server upgrade project, we completed the migration of servers in the Reno office. We have one more server to move in the Las Vegas office and some network optimization remaining.
- For the Las Vegas office video conference systems, the remaining parts were delivered to our vendor. We scheduled the remaining installation in October 2022.

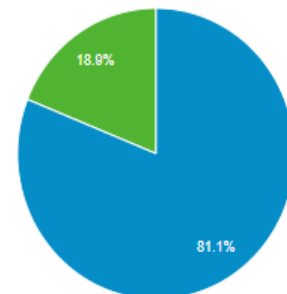
## Website Traffic & Statistics

- Traffic appears to be similar to the previous quarter and same quarter from the previous year. However, we had 3 days of high traffic from Egypt and The Philippines. It appears that the traffic was from web crawlers. The extra traffic did not affect web site performance or user experience.

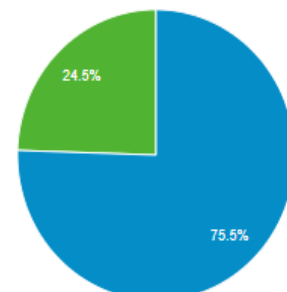


■ New Visitor ■ Returning Visitor

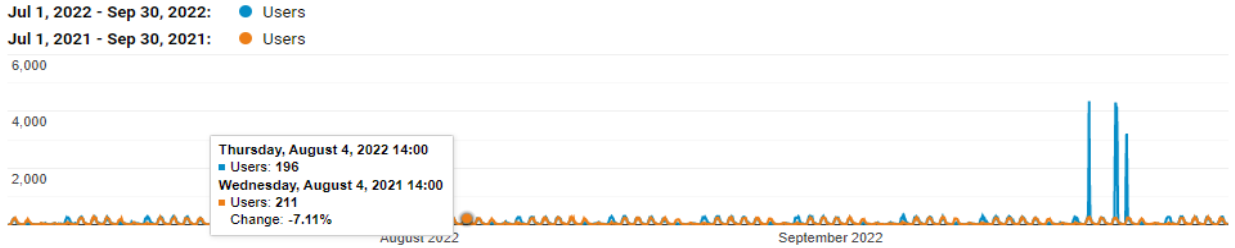
Jul 1, 2022 - Sep 30, 2022



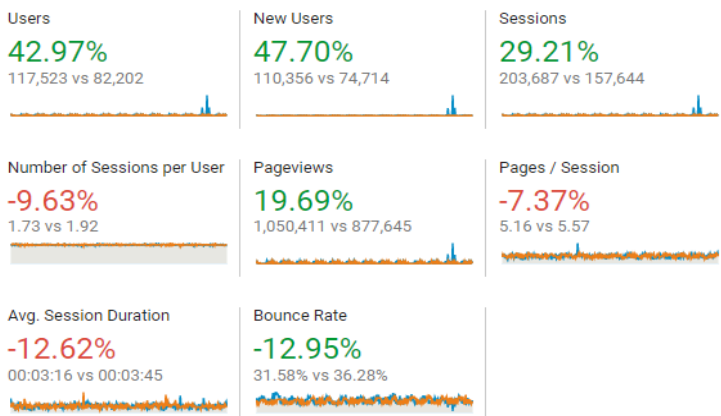
Apr 1, 2022 - Jun 30, 2022



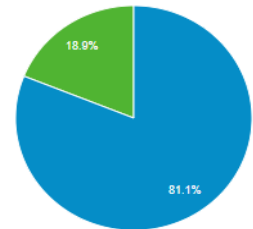
# Information Technology – 1<sup>st</sup> Quarter



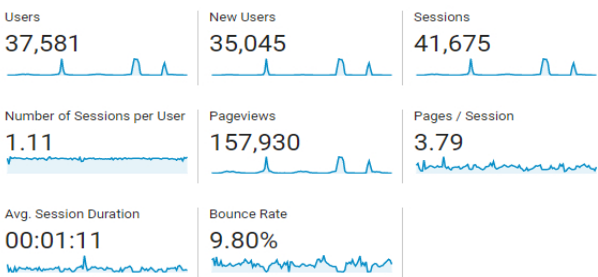
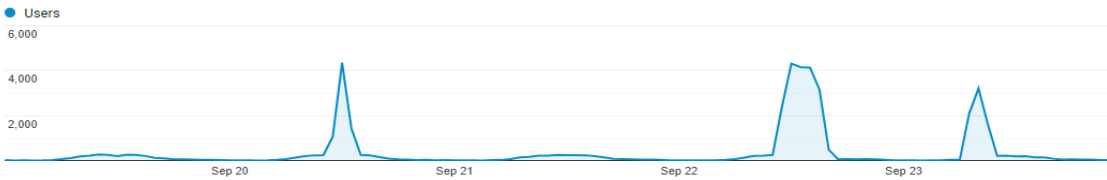
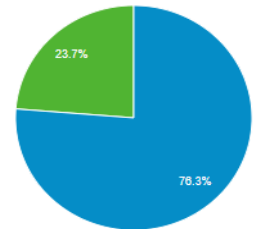
## Web Traffic: FY2023Q1 vs. FY2022Q1



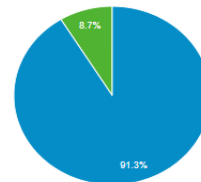
■ New Visitor ■ Returning Visitor  
Jul 1, 2022 - Sep 30, 2022



Jul 1, 2021 - Sep 30, 2021



■ New Visitor ■ Returning Visitor



Demographics	
Language	
Country	
City	
System	
Browser	
Operating System	
Service Provider	
Mobile	
Operating System	
Service Provider	
Screen Resolution	

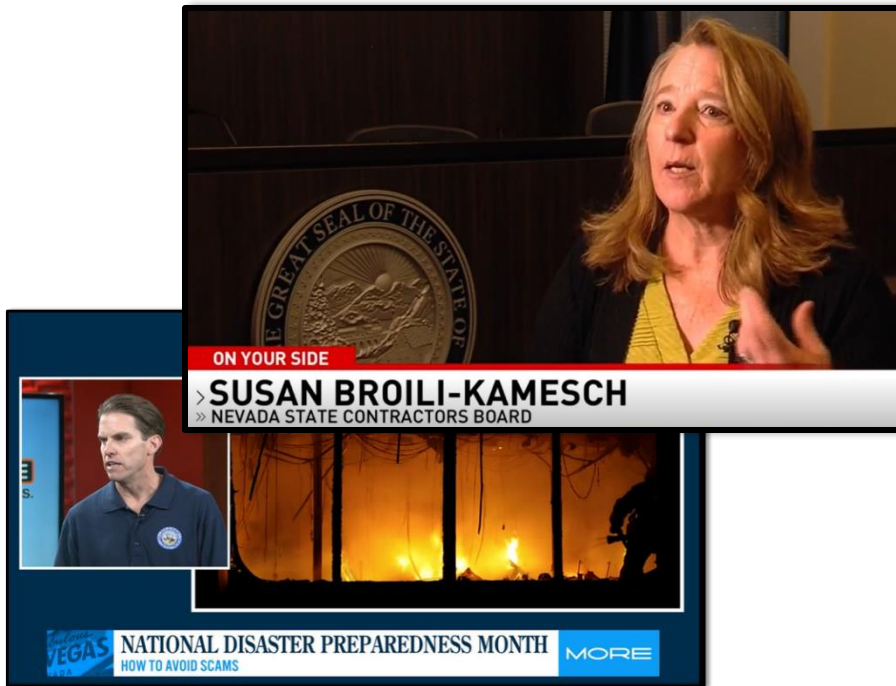
Country		Users	% Users
1. Egypt		23,389	62.39%
2. United States		7,268	19.39%
3. Philippines		6,456	17.22%
4. Netherlands		116	0.31%
5. China		65	0.17%
6. India		39	0.10%
7. Mexico		20	0.05%
8. Canada		14	0.04%
9. Russia		12	0.03%
10. Pakistan		11	0.03%

[view full report](#)

## Website Traffic Trends:

Looking at the high traffic days 9/19 – 9/23. We see unusual amounts of traffic from Egypt and The Philippines.

# PIO – Quarterly Highlights



## Board Participates in Disaster Preparedness Month

In September, the Board led a campaign to promote the use of licensed contractors by homeowners during preparation for disasters. The campaign included a media release, targeted social media posts, outreach to emergency management agencies, and television interviews with Board Staff on KRNv, Channel 4 in Reno, and on KVVU, Fox5 in Las Vegas.

## Meetings with Contractors and Homeowners Association Representatives

During the summer, Board Staff met with contractors and industry associations who shared concerns about the influx of unlicensed contractors. Following initial discussions, contractors and Board Staff had meetings with some of the largest property management groups and training sessions with those groups are in the planning stages.



## Deputy Executive Officer Receives Code Official of The Year Award, Related Media Coverage

During the quarter, Deputy Executive Officer Sam Palmer received the 2022 International Code Council (ICC) - Gerald H. Jones, Code Official of the Year Award. Palmer was recognized by the ICC during their 2022 Annual Conference in Louisville, Kentucky. A related media campaign produced several features on Palmer winning the award.

## Looking Forward – Quarter 2

As we approach the end of 2022, the Board will remain committed to our efforts to protect the public, provide excellent customer service to those we interact with on a daily basis, and communicate the valuable resources available to those in need.

Additionally, our strategic initiatives will keep us focused on:

- Finalizing and implementing the new category for residential remodeling work.
- Modifying the job description for enforcement personnel to expand the potential applicant pool.
- Informing homeowners (including emphasizing seniors and other vulnerable communities), the media, real estate industry, and other stakeholders about contracting rules and requirements; provide outreach materials in Spanish.
- Revising the Board Member training program.
- Conducting a joint meeting with the Commission on Construction Education.

Our journey this fiscal year is well underway and we will continue to maintain our commitment to protecting the public's health and safety. The Board looks forward to implementing our strategic initiatives to further advance our mission, while continuing efforts to enhance and streamline operations and the delivery of services to our customers.



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