



CONTRACTORS STATE LICENSE BOARD

Licensing Committee Meeting

Thursday, February 15, 2024 | 9:00 a.m.–10:00 a.m.
(or until the conclusion of business)

Today's meeting will begin momentarily.

Public Comment

Call (415) 655-0001 or (844) 621-3956

- Meeting Access Code: 2556 946 9944
- Password: 45842264
- Press *3 to raise/lower hand.

Join on WebEx using link on CSLB homepage

- www.cslb.ca.gov
- Event number: 2556 946 9944
- Password: hKUgbBNH364
- Click the hand icon to raise your hand if you have a question or comment.



**CONTRACTORS
STATE LICENSE BOARD**

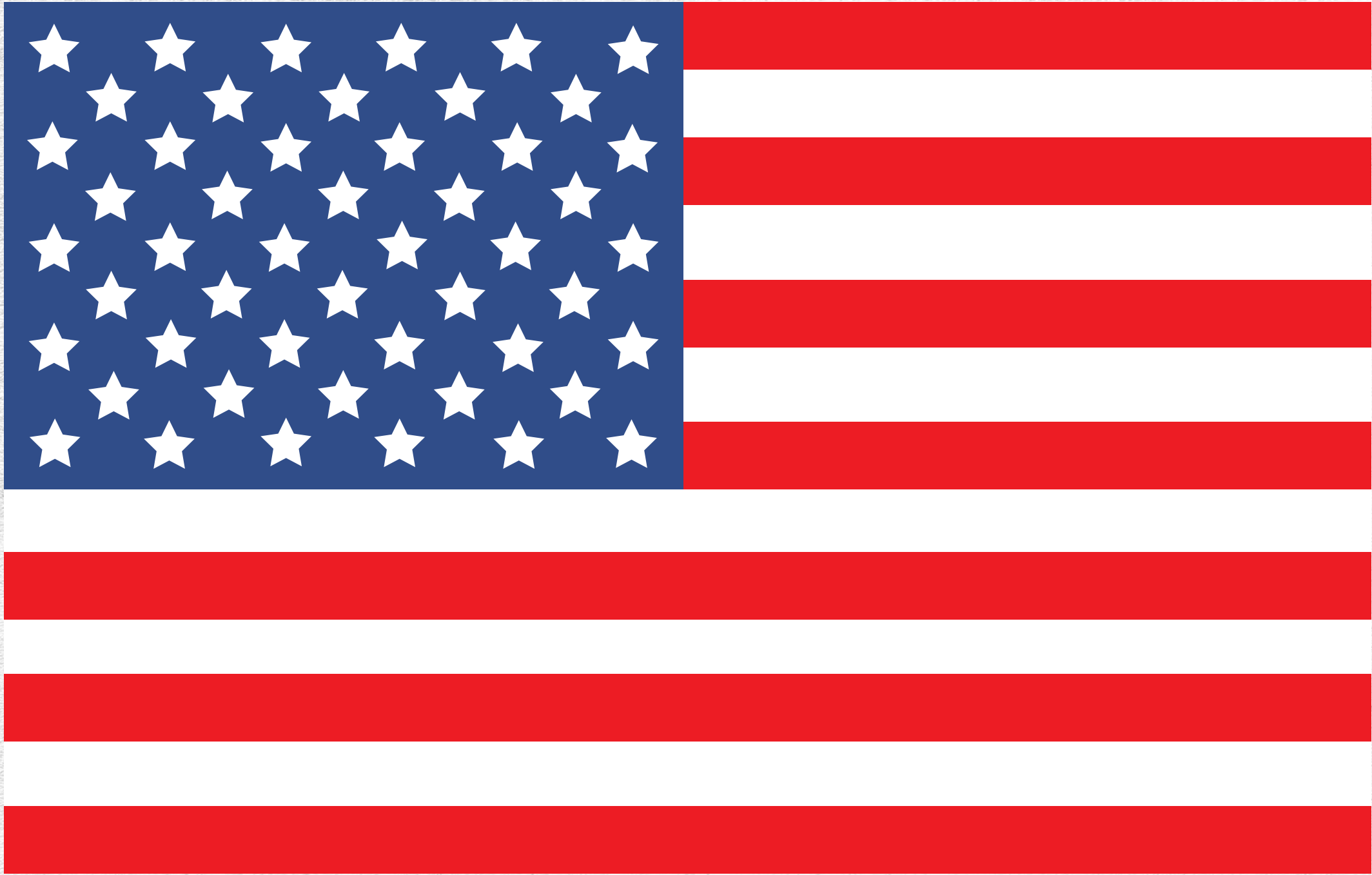
LICENSING COMMITTEE MEETING

THURSDAY, FEBRUARY 15, 2024
9:00 AM - 10:00 AM
(OR UNTIL THE CONCLUSION OF BUSINESS)



Agenda Item A

Call to Order, Roll Call, Establishment of Quorum and Chair's Introduction



Agenda Item B

Public Comment for Items Not on the Agenda and Future Agenda Item Requests
(Note: Individuals may appear before the CSLB to discuss items not on the agenda; however, the CSLB can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125, 11125.7(a)).

Agenda Item C

*Review, Discussion and Update
Regarding the Experience
Verification Unit in the Licensing
Division*

Agenda Item C

Purpose of Experience Verification Unit

- *Ensure Effective Public Protection*
- *Comply with CCR 824 – Applicant Experience Verification*

Agenda Item C

Application Experience Verification Review and Discussion

- *Application Field Investigation Requirement*
- *Application Investigation Evolution*
- *Consumer Protection Concerns*
- *Staff Recommendations*

Agenda Item C

California Code of Regulations Section 824. Application Investigation Required (Effective 1980)

In addition to a review and verification of all applications for licensure, the Registrar shall conduct a comprehensive field investigation of a minimum of 3% of all such applications. Such investigation shall include:

- ***those areas of experience claimed and***
- ***such other areas as the Registrar deems appropriate for the protection of the public.***

Agenda Item C

California Code of Regulations Section 824

All claimed experience shall be supportable by documentation satisfactory to the Board. The Registrar shall provide to the Board, for its approval, acceptable forms of such documentation and shall inform the applicant in the application form that such documentation may be requested by the Board.

(Authority cited: Section 7008, Business and Professions Code. Reference: Section 7068, Business and Professions Code.)

Agenda Item C

Applicant Documentation Verification

In 2017 a list of the documentation that staff accepts for regular applications was added to the website under “Summary of Acceptable Documentation to Verify Work Experience.”

[Summary of Acceptable Documentation to Verify Work Experience \(ca.gov\)](#)

(Images on next slides)



Summary of Acceptable Documentation to Verify Work Experience



Applicants for a license with the Contractors State License Board (CSLB) must have at least 4 years of journeyman level work experience in a specific classification (specialty work area) in the last 10 years. Any of the following documents may be requested to verify that experience as part of the application process.



Acceptable Documentation	Employed By a Contractor	Non-Licensed Self-Employed	Owner-Builder (B—General Builder Only)
Wage or Tax Documents and Paycheck Stubs Copies of state or federal income tax forms showing income from construction; end-of-year paycheck stubs; W-2; 1099; wage transcripts can be obtained from the IRS (800-829-1040)		 tax documents only	
Employer Contact Information Address, telephone, email			
Duty Statement Employer's description of scope of work performed			
Proof of Employer's Out-of-State License Status			
Notarized Certification of Work Experience Must be written in or translated into English			
Permits/Inspections Accompanied by statement describing the work the applicant performed			
Contracts Copies of completed and signed contracts, accompanied by statement describing time spent to complete project			
Itemized Bills, Work Orders, & Invoices			

For a complete description of accepted documents, please visit www.cslb.ca.gov/AcceptableDocuments.

(CONTINUED)

Acceptable Documentation	Employed By a Contractor	Non-Licensed Self-Employed	Owner-Builder (B—General Builder Only)
Canceled Checks Copies of both sides from jobs the applicant performed, accompanied by a statement from the person who paid the check describing the work performed			
Deeds & Proofs of Sales For work done on applicant's own property, accompanied by statement describing the work performed			
Receipts for Material Accompanied by letter from individuals for whom work performed and materials used			
Education Sealed official transcripts (written or translated into English)			
Apprenticeship Certificate			
Union Journeyman Book or Letter from Union Copies of hour printouts maintained by union			
Military Training Copy of DD214 or discharge papers			
Electrician Certification Copy of Certified Electrician card	 Employed by C-10 licensee only		
Chlorofluorocarbon (CFC) Certification* Copy of either Type II or Universal CFC Certification	 Employed by C-20 or C-38 licensee only		
Work Experience and DOSH Registration	 Employed by C-22 or Asbestos Certification licensee only		

For a complete description of accepted documents, please visit www.cslb.ca.gov/AcceptableDocuments.

* Note: All C-20 Warm Air Heating and Ventilating classification applicants must provide a CFC Certification.

Agenda Item C

Applicant Documentation Verification

In 2021, meetings were held to address applicants whose applications were not getting posted. Often this is due to not providing enough experience.

Staff began to proactively reach out to applicants for more information by phone and email.

Additional information was added to CSLB's website to help them complete their applications, under the Applicants tab.

<https://www.cslb.ca.gov/Applicants.aspx>

(image on next slide)

Applicants

- ▶ [How to Apply](#)
- ▶ [Submit Workers' Compensation Exemption Form](#)
- ▶ [License Classifications](#)
- ▶ [Free Licensing Workshops](#)
- ▶ [Summary of Acceptable Documentation to Verify Work Experience](#)
- ▶ [Get Licensed to Build: A Guide to Becoming a California Licensed Contractor](#)
- ▶ [Fingerprinting and Applicants with Conviction\(s\) or Formal Discipline](#)
- ▶ [What to Expect on Test Day \(Video\)](#)
- ▶ [Que Esperar en el Dia del Examen \(Video\)](#)
- ▶ [Veterans Assistance](#)
- ▶ [Refugee Assistance](#)
- ▶ [CSLB Fees](#)
- ▶ [Online Fee Payments](#)
- ▶ [Home Improvement Salesperson Registration](#)
- ▶ [Processing Times](#)
- ▶ [Application Status](#)
- ▶ [California Contractors License Law & Reference Book](#)
- ▶ [Exam Study Guides](#)
- ▶ [Asbestos Open Book Exam](#)
- ▶ [CSLB Videos](#)
- ▶ [Examinations Frequently Asked Questions](#)

Agenda Item C

Application Withdrawal Rates

Each application is closely reviewed by staff to ensure candidates meet the 4-year experience requirement. If they do not, staff now call or email them to request more information. Some applicants will withdraw or abandon their application at this point.

The number of applications that are posted has increased with Licensing's proactive methods. However, the number of voided applications who do not complete the process after posting has not changed.

Agenda Item C

Application Void Rates

YEAR	EXAM APPS	WAIVER APPS	TOTAL VOIDED
2018	5,648	1,596	7,244
2019	6,688	1,479	8,167
2020	3,710	1,029	4,739
2021	4,968	1,324	6,292
2022	5,000	1,247	6,247
2023	5,734	1,448	7,182

Agenda Item C

Application Review Changes

- *In 1980, CSLB mentions in the quarterly newsletter that we were not doing a comprehensive review of all incoming applications.*
- *CCR 824 was created back then so that Enforcement staff would perform an in-depth field investigation of 3% of applications.*
- *In 2024, licensing application verification staff currently numbers more than 30 people and thoroughly reviews every application received.*

Agenda Item C

Experience Verification Unit Transition

CCR 824 application experience verification has moved back and forth between Licensing and Enforcement over the past 40 years, ending up in Enforcement in 2020.

Agenda Item C

Experience Verification Unit Transition

Enforcement's current investigation of more than 300 applications annually includes both the 3% random pull and suspect applications. Random pulls are not the majority of application investigations.

Agenda Item C

Experience Verification Unit Transition from Licensing to Enforcement

LICENSING						
Year	Denial	Probation	Withdraw	Verify	No Further Action	Total
2017	117	1	115	252	26	511
2018	172	1	163	316	14	666
2019	116	0	221	334	22	693
2020	26	0	51	144	46	267
2021	22	0	22	83	8	135
2022	35	1	39	95	15	185
2023	19	0	3	9	3	34

ENFORCEMENT						
Year	Denial	Probation	Withdraw	Verify	No Further Action	Total
2017	63	83	1	0	0	147
2018	63	60	1	2	5	131
2019	61	87	2	0	2	152
2020	15	101	1	0	2	119
2021	8	117	0	0	4	129
2022	17	237	7	17	9	287
2023*	94	185	54	269	22	624

*48 still open

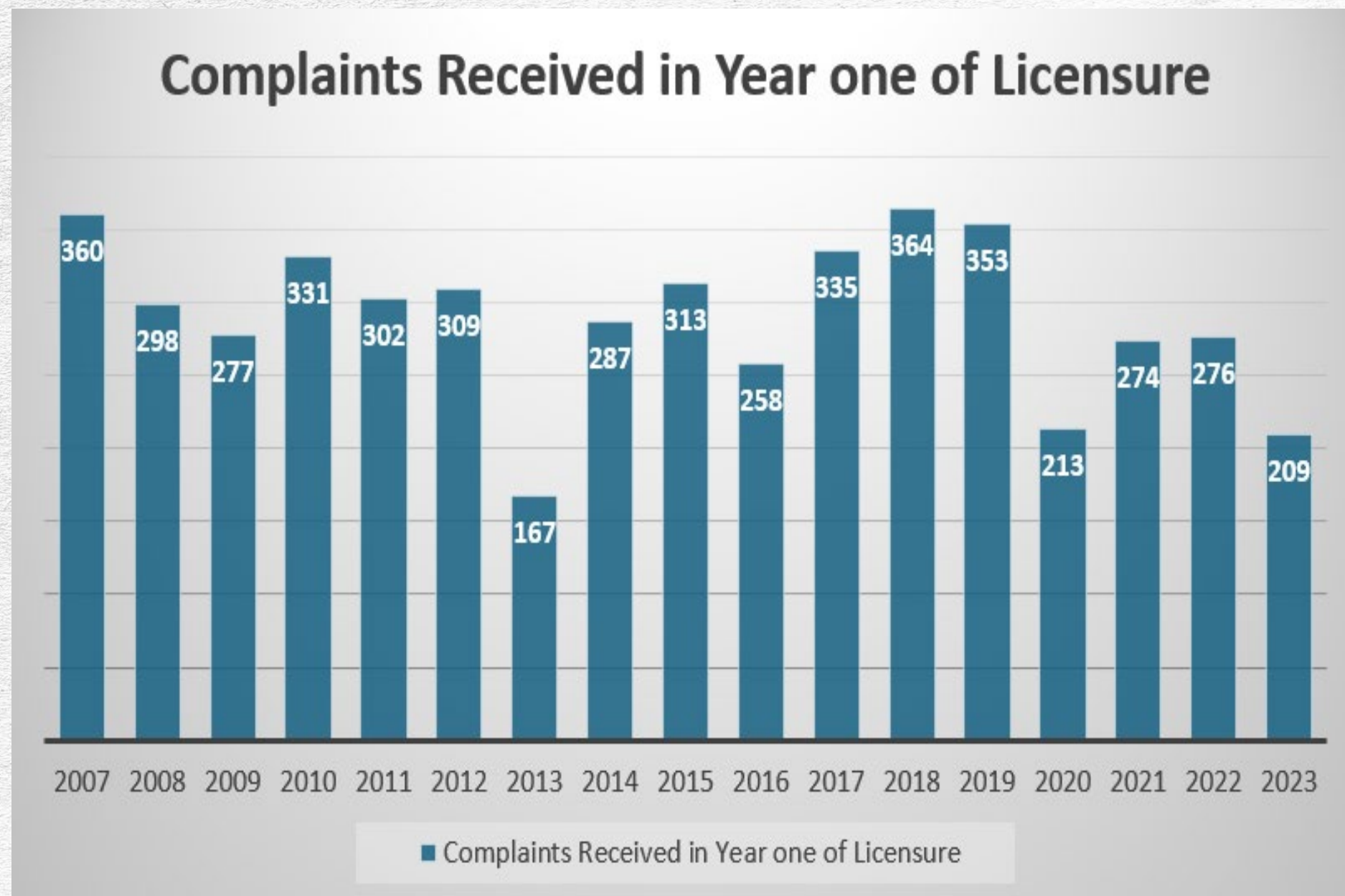
Agenda Item C

Experience Verification Unit Transition

There was no difference in the number of consumer complaints received against newly licensed contractors when the 3% was done by Licensing or Enforcement.

Agenda Item C

Experience Verification Unit Transition



Agenda Item C

CCR 824 Current Investigation Procedures

CCR 824 wording includes flexibility for enforcement to perform investigations of 3% of applications received for experience and:

“...those areas of experience claimed and such other areas as the Registrar deems appropriate for the protection of the public.”

Agenda Item C

CCR 824 Current Investigation Procedures

Enforcement staff continue to perform a random experience review of applications; however, the random review does not constitute 3% of applications received. The 3% goal is achieved by supplementing the 3% random pull experience investigations with suspect applicants that were:

- Previously denied*
- Withdrew an earlier application*
- Enforcement investigation/action*
- Young applicants*
- Prior unlicensed activity*
- Multiple qualifiers*
- Concerns about falsified experience*

Agenda Item C

What is Proposed

- *Focus on best practices for verifying applications.*
- *Permit Enforcement staff to supplement randomly pulled experience applications with investigation of applicants who were previously denied, withdrew their earlier application, or were subject to an enforcement investigation/action.*
- *Move the EVU section of statistics reporting from the Licensing section to the Enforcement section of the board packets.*

Agenda Item D

*Review, Discussion and Update
Regarding Progress of Spanish
Translation of Written Licensing
Examinations*

Agenda Item D

Spanish Exams Discussion

- *Background on Exam Development process*
- *Exams released last year, including Spanish exams*
- *Exams expected to be released this year*
- *Plans moving forward with Spanish exams*

Agenda Item D

The trade and Law and Business examinations are updated every five years by exam development staff and subject matter experts and are extremely rigorous.

A video about what to expect on test day can be found here: [What to Expect on Test Day](#)

Agenda Item D

Examination Development Unit

- *6 Exam Specialists*
- *4 additional staff (Associate Governmental Program Analyst, Staff Services Analyst, student assistants)*
- *400-500 subject matter experts*
- *48 examinations*
- *22 test centers through PSI Exams*

Agenda Item D

2023 Exams Released

- *C-2 Insulation and Acoustical*
- *C-9 Drywall*
- *C-12 Earthwork and Paving*
- *C-17 Glazing*
- *C-29 Masonry*
- *C-34 Pipeline*
- *C-39 Roofing*
- *C-42 Sanitation System*
- *C-46 Solar*
- *C-53 Swimming Pool*
- *C-54 Ceramic and Mosaic Tile*
- *C-57 Well Drilling*
- *Hazardous Substance Removal*

Agenda Item D

Exam Releases Planned Through June 2024

- *C-4 Boiler, Hot-water Heating, Steam Fitting*
- *C-10 Electrical*
- *C-31 Construction Zone Traffic Control*
- *C-38 Refrigeration*
- *C-45 Sign*
- *C-47 General Manufactured Housing*
- *C-49 Tree and Palm*
- *C-55 Water Conditioning*
- *C-60 Welding*

Agenda Item D

CSLB Exams Translated Into Spanish

- *Law and Business*
- *B- General Building*
- *C-9 Concrete*
- *C-9 Drywall*
- *C-15 Flooring and Floor Covering*
- *C-27 Landscaping*
- *C-33 Painting and Decorating*
- *C-36 Plumbing*
- *C-39 Roofing*
- *C-54 Ceramic and Mosaic Tile*

Agenda Item D

CSLB Exams Translated Into Spanish

- *For strategic planning, analyze the number of people taking the other trade exams using a Spanish translator.*
- *Do a cost benefit analysis to determine if other exams should be translated in the future.*

Agenda Item E

Adjournment



**CONTRACTORS
STATE LICENSE BOARD**

MEETING ADJOURNED

A RECORDED VERSION WILL BE ARCHIVED
ON CSLB'S YOUTUBE CHANNEL

