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**ACCOMPLISHMENTS  
& ACTIVITIES**





**KEVIN J. ALBANESE**, (B) *General Contractor Member*  
**FRANK ALTAMURA, JR.**, *Public Member*  
**AUGUSTIN “AUGIE” BELTRAN**, *Public Member*  
**RODNEY M. COBOS**, *Public Member*  
**DAVID DE LA TORRE**, *Public Member*  
**MIGUEL GALARZA**, (B) *General Contractor Member*  
**DONALD GIARRATANO**, (C) *Specialty Contractor Member*  
**SUSAN GRANZELLA**, *Public Member*  
**DIANA LOVE**, *Public Member, Senior Citizen Organization*  
**MICHAEL MARK**, *Public Member, Labor Organization*  
**JAMES RUANE**, (C) *Specialty Contractor Member*  
**JOHNNY SIMPSON**, *Public Member*  
**NANCY SPRINGER**, *Public Member, Building Official*  
**MARY TEICHERT**, (A) *General Engineering Contractor Member*  
**VACANT**, *Public Member*

**GAVIN NEWSOM**

*Governor*

**LOURDES M. CASTRO RAMÍREZ**

*Secretary*

*Business, Consumer Services, and Housing Agency*

**KIMBERLY KIRCHMEYER**

*Director*

*Department of Consumer Affairs*

**DAVID R. FOGT**

*Registrar*

*Contractors State License Board*

## CSLB in 2020

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The year 2020 presented many challenges for the California construction industry. The spread of COVID-19 resulted in the intermittent closure of CSLB offices—including test centers and public counters—and natural disasters impacted many Californians. In response, CSLB pivoted and innovated processes using virtual platforms and web tools for license renewals, meetings, and communications to make services more accessible.

Significant technological enhancements included online renewals for sole owners and Home Improvement Salespersons, and accepting payments online for various license maintenance transactions. Last year, 38,908 online transactions were completed.

CSLB is committed to supporting our licensees and those seeking to get their contractor license. Last year, CSLB's Licensing staff processed more than 27,000 applications. In May 2020, CSLB transitioned the *Get Licensed to Build* workshop from in-person to virtual. Through this workshop, staff provide helpful materials and feedback on how to successfully apply for a contractor license. The monthly workshop is broadcast live with an average attendance of 200 interested applicants.

During the summer and fall, California experienced another round of devastating wildfires that burned more than 4.1 million acres, killed 31 people, and destroyed or damaged more than 9,200 structures. In response, staff sent materials and/or participated in virtual local assistance centers in 17 counties. Staff also maintained a toll-free disaster hotline for disaster survivors. Hundreds of warning signs in both English and Spanish were placed throughout affected disaster areas and educational materials were distributed. Longer-term outreach, enforcement efforts, participation in multi-agency taskforces, and assistance for affected licensees will continue as part of the Board's multi-faceted disaster response.

Governor Newsom signed into law Senate Bill 1189 (McGuire) in October 2020. This CSLB sponsored bill created the B-2 Residential Remodeling Contractor classification, providing a pathway to licensure for those engaged in residential remodeling and home improvement work. CSLB staff are committed to having the B-2 license classification and all requirements in place to begin licensure by August 1, 2021.

The board welcomed four new board members in 2020: Rodney Cobos, public member; Miguel Galarza, "B" contractor member; Donald Giarratano "C" specialty

A MESSAGE FROM THE BOARD CHAIR

contractor member; and Michael Mark, public member - labor organization. We closed out 2020 with a 14-member Board, nine of whom are public members and five contractors.

As our licensees, applicants, consumers, and staff continue to adapt to changes, our staff is committed to continuing to streamline, automate, and improve processes.

Thanks to all of those who assisted and supported our efforts in 2020.

A handwritten signature in blue ink, appearing to read "David De La Torre". The signature is fluid and cursive, with a large initial "D" and "L".

David De La Torre, Board Chair



# 2020 CSLB BY THE NUMBERS

8

LICENSING APPLICANT **WORKSHOPS CONDUCTED**



5,297,942  
FIND MY LICENSED CONTRACTOR  
**SEARCHES CONDUCTED**  
ON CSLB WEBSITE



\$26,000,000

**RESTITUTION** ORDERED TO  
THE PUBLIC IN FISCAL YEAR 2019-20

\$70,000,000+  
CSLB'S 2020-21 FISCAL YEAR **BUDGET**



500  
CASES REFERRED  
TO **ARBITRATION**



06 BOARD AND  
COMMITTEE MEETING  
**WEBCASTS PRODUCED**

38,908  
**ONLINE RENEWAL**  
TRANSACTIONS MADE



22 DISASTER RECOVERY  
**LOCAL ASSISTANCE CENTERS**  
STAFFED OR SUPPORTED

770  
HOURS DEDICATED TO  
**DISASTER RESPONSE**

46  
**LICENSING EXAMS MAINTAINED**



08  
**GET LICENSED TO**  
BUILD WORKSHOPS  
HELD VIRTUALLY



532 **APPLICATIONS EXPEDITED & LICENSES ISSUED**  
THROUGH VETERANS APPLICATION ASSISTANCE PROGRAM

149 CSLB EMPLOYEE  
**PROMOTIONS**



5,452  
**FACEBOOK FOLLOWERS**

7,374  
SIGN-UPS FOR CSLB  
**EMAIL ALERTS**



16,793,362  
**LICENSE CHECKS**  
CONDUCTED ON  
CSLB WEBSITE

56,559,016  
CSLB **WEBSITE USERS**

2,213  
**LEGAL ACTIONS** BROUGHT  
AGAINST VIOLATORS FROM  
CSLB INVESTIGATIONS

98,044  
**CALLS ANSWERED BY**  
LICENSING INFORMATION  
CENTER STAFF

27,500  
CSLB LICENSE  
**APPLICATIONS RECEIVED**

16,665  
**COMPLAINTS** CLOSED BY  
ENFORCEMENT STAFF

37,000+  
**EXAMINATIONS SCHEDULED**

280,963 **LICENSED CONTRACTORS**

# CSLB MISSION

CSLB protects consumers by regulating the construction industry through licensure, enforcement, and education.



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# CSLB V I S I O N

**CSLB is a model consumer protection agency, integrating regulatory oversight of the construction industry as necessary for the protection of consumers and licensed contractors.**





# LEADERSHIP

## CSLB Registrar and Board Members

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CSLB's 15-member board appoints the executive officer, or registrar of contractors, and directs administrative policy for the agency's operations. Per Business & Professions Code §7002, the board includes 10 public members (including one labor representative, one local building official, and one representative of a statewide senior citizen organization), and five contractors. Appointments are made by the governor and the state legislature. Board officer terms listed below are for the July 1, 2019 through June 30, 2020 fiscal year.

### DAVID DE LA TORRE, Chair

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#### Assembly Appointee Public Member



David De La Torre, of San Bruno, was appointed by Assembly Speaker Toni G. Atkins in May 2015 and reappointed by

Assembly Speaker Anthony Rendon in September 2016. Mr. De La Torre is secretary-treasurer of Laborers Union Local 261, representing 5,000 members in San Francisco, San Mateo, and Marin counties. Mr. De La Torre is a third-generation laborer who has worked for a variety of local and regional contractors. He was first elected as a union officer in 2005. Mr. De La Torre also serves as board president for the San Francisco chapter of the A. Philip Randolph

Institute (APRI), He was appointed as a national board member for that group in 2017, and as its State President in 2018. Mr. De La Torre is also a representative on San Francisco's 100% Renewable Energy Task Force.

Mr. De La Torre's term continues through June 1, 2024.

### SUSAN GRANZELLA, Vice Chair

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#### Governor Appointee Public Member



Susan Granzella, of Sacramento, was first appointed by Governor Edmund G. Brown Jr. in October 2014,

and reappointed in July 2020. Ms. Granzella held several positions at Visa Inc. from 1996 until her retirement in

2014, including vice president and senior director for technical documentation, and audit and compliance for Global Development. In the former role, she managed Visa’s technical writing and publishing efforts, distributing content internationally to banks and processors, and managed staff and contractors in the United States, Singapore and India. She also serves on the Board of Directors for My Sister’s House, a safe haven for Asian and Pacific Islander Women and Children in Sacramento.

Ms. Granzella’s term continues through June 1, 2024.

**MARY TEICHERT, Secretary**

**Governor Appointee  
“A” Contractor Member**



Mary Teichert, of Granite Bay, was appointed by Governor Gavin Newsom in September 2019. She has been

the chief operating officer at Teichert Inc. since 2013 where she has held several positions since 2004, including vice president and general manager, estimator, project engineer and miner. Additionally, Ms. Teichert was the director of product strategy at Apple Computer from 2002 to 2004 and a consultant at Bain and Company from 1998 to 2001.

She is a member of the Associated General Contractors of America, the

Beavers, California Transportation Foundation, American Leadership Forum, Capital Region Family Business Center, United Contractors and California Building Industry Association and has a Master of Business Administration degree from Harvard Business School.

Teichert is a family run operation that has been in business for more than 125 years. In August 1929 A. Teichert & Son, Inc. was amongst the first of the thousands of licenses CSLB issued in its first month after being established. In addition to the “A” General Engineering Contractor classification, Ms. Teichert also is the company’s qualifier for the following classifications: “B” General Building Contractor, C-16 Fire Protection Contractor, C-27 Landscaping Contractor, and C-61/D-49 Tree Service Contractor.

Ms. Teichert’s term continues through June 1, 2022.

**KEVIN J. ALBANESE**

**Governor Appointee  
“B” Contractor Member**



Kevin J. Albanese, of San Jose, was appointed by Governor Edmund G. Brown Jr. in July 2013. Mr. Albanese serves

as President and CEO of Joseph J. Albanese, Inc. Previously he served as Chief Operating Officer and in a multitude of other management positions

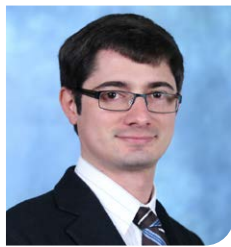


throughout the organization. In addition, Mr. Albanese graduated magna cum laude from the Santa Clara University School of Law and remains an active member of the State Bar. Mr. Albanese is a longtime member and past President of United Contractors and also serves as a management Trustee for the Operating Engineers Local 3 Trust Funds.

Mr. Albanese's term continues through June 1, 2021.

### **FRANK ALTAMURA, JR.**

#### **Governor Appointee Public Member**



Frank Altamura, Jr., of Vacaville, was appointed by Governor Edmund G. Brown Jr. in January 2019. Since 2012, Mr.

Altamura has served as a Product Manager for Trane Energy Services and Control. He previously served as a Product manager for Serious Energy, and as a Founding Engineer with Valence Energy. Mr. Altamura earned both a Master of Business Administration degree and a Bachelor of Science degree from Santa Clara University.

Mr. Altamura's term continues through June 1, 2022.

### **AUGUSTIN "AUGIE" BELTRAN**

#### **Senate Appointee Public Member**



Augie Beltran, of Oakdale, was appointed by the Senate Rules Committee in January 2014, and reappointed

in May 2017. Mr. Beltran served in the United States Marine Corps Reserve from 1985-1993. Since beginning his career as a carpenter apprentice in 1989, Mr. Beltran has worked in various facets of the construction industry. Mr. Beltran has served on several government boards since 1997, including the Lathrop City Council from 2000-2004, and the Delta Protection Commission from 2002-2004. He currently serves as the President and Director of Public and Governmental Relations for the Northern California Carpenters Regional Council.

Mr. Beltran's term continues through June 1, 2021.

## RODNEY M. COBOS

### Assembly Speaker Appointee Public Member



Rodney Cobos, of Santa Paula, was appointed by Assembly Speaker Anthony Rendon in September 2020.

Mr. Cobos is the business manager-financial secretary treasurer of the Southern California Pipe Trades District Council 16, representing 13 affiliated local unions with over 17,000 members throughout Southern California. Prior to becoming a plumbers' apprentice in 1994, Mr. Cobos served as a sergeant in the United States Army from 1989-1993. He was first elected to serve as a union officer in 2002. Mr. Cobos has served as president, business representative, and in 2007 elected business manager-financial secretary-treasurer of United Association of Plumbers & Pipefitters Local Union 484, Ventura County. He also has served as president of the Southern California Pipe Trades and the California State Pipe Trades Council.

Mr. Cobos' term continues through June 1, 2024.

## MIGUEL GALARZA

### Governor Appointee "B" Contractor Member



Miguel Galarza, of Millbrae, was appointed by Governor Gavin Newsom in July 2020. Mr. Galarza has been

founder and president of Yerba Buena Engineering & Construction Inc. since 2002. He was senior program manager at Mendelian Construction from 1993 to 2002 and project manager estimator at Hopkins Heating and Cooling from 1991 to 1993. He also has a decade of experience as a union carpenter at Carpenters Local Union No. 22. He is a member of the Associated General Contractors of America National Diversity & Inclusion Council and district director for the San Francisco Chapter of Associated General Contractors of California. Mr. Galarza is a member of the United Contractors, and the Society of American Military Engineers.

Mr. Galarza's term continues through June 1, 2023.



## DONALD GIARRATANO

### Governor Appointee “C” Contractor Member



Donald Giarratano of Palm Desert, was appointed by Governor Newsom in August 2020. Mr. Giarratano has served as the chief

executive officer, chief financial officer, and president of DRG Construction Services since 2013. He also has been general manager of the Muir-Chase Plumbing Company’s Orange County Office since 2013. Previously, he was manager for business development at D.K. Mechanical Contractors from 1992 to 2013. He served as general superintendent at Sam P. Wallace from 1982 to 1992, foreman at Quast Plumbing from 1977 to 1982, and as an apprentice at Anaheim Plumbing from 1971 to 1977. Mr. Giarratano served as a lance corporal in the U.S. Marine Corps from 1969 to 1971. He is a member of the California Plumbing and Mechanical Contractors Association. Mr. Giarratano joined CSLB as a “C” Contractor Member.

Mr. Giarratano’s term continues through June 1, 2021.

## DIANA LOVE

### Governor Appointee Public Member – Senior Citizen Organization



Diana Love, of Palmdale, was appointed by Governor Gavin Newsom in October 2019.

Ms. Love is a member and immediate past president of the Los Angeles County Commission for Older Adults, an ambassador for the City of Palmdale, treasurer of the Inland Communities Democratic Headquarters Political Action Committee, as well as a national district liaison for the AARP.

Ms. Love is also a member of the California Senior Legislature, Mental Health of America Advisory Council – Antelope Valley/Lancaster, City of Palmdale Mobile Home Review Board, Friends of the Palmdale City Library and Forget Us Not Community Services.

From 2015 to 2017, Ms. Love was children and youth group facilitator at Parents Anonymous Incorporated. She was a field representative in the Office of Assembly member Steve Fox from 2013 to 2015 and a work and community volunteer for the Los Angeles County Sheriff’s Department, Palmdale Station from 2008 to 2013.

Ms. Love’s term continues through June 1, 2022.



## MICHAEL MARK

**Governor Appointee**  
**Public Member – Labor Organization**



Michael Mark, of Stockton, was appointed by Governor Gavin Newsom in September 2020. Mr. Mark

has been a business representative covering the San Joaquin County jurisdiction for Sheet Metal Workers’ Local Union No. 104 since 2016, and was first elected as a union officer in 2012. He started his career as a union sheet metal worker in 2002, beginning with Sheet Metal Workers’ Local Union No. 162 which merged into Sheet Metal Workers’ Local Union No. 104 in 2012. In 2003, Mr. Mark started his apprenticeship at Champion Industrial Contractors and worked for various sheet metal contractors representing multiple facets of the sheet metal industry from 2002 to 2015. He is a member of United Cerebral Palsy of San Joaquin, San Joaquin Central Labor Council, San Joaquin Building Trades, Northern California Valley Sheet Metal Industry Joint Apprenticeship Training Committee, and Leadership Stockton Class of 2014.

Mr. Mark’s term continues through June 1, 2024.

## MARLO RICHARDSON

**Governor Appointee**  
**Public Member**



Marlo Richardson, of Playa del Rey, was first appointed by Governor Edmund G. Brown Jr. in June 2015. Ms. Richardson

spent 20 years in law enforcement and was a lieutenant. She has an extensive background in the entertainment industry, and as a business entrepreneur with experience in the restaurant, real estate, home health care, import/export, and financial services industries. Ms. Richardson is a board member for the YMCA and has chaired the Public Safety Board for Los Angeles County Empowerment Congress and was a member of the Ethics Board for the State Bar of California. Ms. Richardson was reappointed in June 2016.

Ms. Richardson’s term ended November 28, 2020.



## JAMES RUANE

### Governor Appointee “C” Contractor Member



James Ruane, of San Bruno, was appointed by Governor Gavin Newsom in September 2019. Mr. Ruane

has been president of Patrick J. Ruane Inc. since 1976. He also is a member of the Wall and Ceiling Alliance and the Association of the Wall and Ceiling Industry.

In addition, Mr. Ruane served as mayor of San Bruno (San Mateo County) from 2009 to 2017, helping lead that city through the aftermath of a deadly PG&E gas line explosion in September 2010 that killed eight people and destroyed 38 homes.

Mr. Ruane’s term continues through June 1, 2023.

## JOHNNY SIMPSON

### Senate Appointee Public Member



Johnny Simpson, of Spring Valley, was appointed by the Senate Rules Committee in February 2015. Mr. Simpson

is the International Representative of the International Brotherhood of Electrical Workers (IBEW), 9th District, and formerly was Business Manager/ Financial Secretary of IBEW Local 569, which represents over 3,100 electrical workers in San Diego and Imperial Counties. A third generation IBEW wireman, Mr. Simpson graduated from the IBEW California Apprenticeship Program in 1981. He is highly involved in his community and has spent over 20 years volunteering alongside IBEW 569 members to fix electrical systems in the homes of San Diego’s low-income seniors, disabled veterans, and families. He is also a past trustee and president of the San Diego Electrical Training Center; president of the San Diego County Building and Construction Trades Council; and vice president of the San Diego County Building Trades Family Housing Corporation, which provides affordable housing for low and moderate income working families.

Mr. Simpson’s term continues through June 1, 2023.



## NANCY SPRINGER

**Governor Appointee  
Public Member – Building Official**



Nancy Springer, of Browns Valley, was appointed by Governor Edmund G. Brown Jr. in September 2013 and reappointed

in July 2017. Ms. Springer was born and raised in Massachusetts but left to serve in the U.S. Air Force from 1980 to 1985. After her military duty, she settled in California and entered into an Electrical Apprenticeship Program with the National Electrical Contractors Association from 1984 to 1987, studying the National Electric Code. She obtained an Associate of Science degree in Building Inspection Technology from Butte College and has more than 29 years of experience in working with building codes, having served in the positions of Building Inspector, Plans Examiner, Assistant Building Official, and as the Building Official for Butte County, City of Gridley, and City of Biggs. She currently serves as the Chief Building Official for Sacramento County. Ms. Springer has served as a past president of the Counties Building Officials Association of California, and maintains membership with the California Building Officials, Sacramento Valley Association of Building Officials, and International Code Council.

Ms. Springer's term continues through June 1, 2021.

## DAVID R. FOGT

**Registrar of Contractors**



David R. Fogt became registrar of contractors on May 2, 2017. In the position, Mr. Fogt serves as CSLB's executive officer, and oversees a

\$67 million budget and more than 400 employees in Sacramento and at other offices around the state.

Mr. Fogt, who earned his painting contractor license in 1986, began his CSLB career in February 1990. Over the next decade he worked in a number of supervisory positions in CSLB's Enforcement division and was named enforcement chief in October 2001. Mr. Fogt served in that position until his appointment as registrar.





# CSLB RESPONSE TO COVID-19

The onset of the novel coronavirus (COVID-19) in early 2020 changed how work was conducted at CSLB for the remainder of the year. While pivoting to respond to the challenges presented by COVID, CSLB's board and executive management were ever-mindful of the needs of consumers, licensed contractors, applicants, prospective licensees, and employees.

Pursuant to the governor's stay-at-home orders, CSLB's public counters and test centers were closed from mid-March through June, and again in December 2020 through January 2021. CSLB followed mandated directives for managing its workforce to keep employees safe while continuing to provide vital statewide services.

CSLB's executive team developed a comprehensive reopening plan, implemented rotational and alternate work schedules for staff, developed office safety protocols, and provided resources and training to all employees. At the request of the Governor's Office, CSLB also temporarily redirected 5 percent of employees to perform contact tracing duties. Each CSLB division played a critical role in allowing CSLB to continue to meet its consumer protection mandate and to operate as efficiently and effectively as possible during such a challenging time.

## Information Technology

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- Developed an online process that enables all sole owner licensees without a responsible managing employee (RME) to renew via CSLB's website and allows all licensees to pay renewal fees online—over 38,900 online transactions were processed.
- Procured and disseminated 215 laptops to CSLB staff to allow for telework.
- Created shared email accounts, conference lines, and video conferencing platforms to promote enhanced communication and training among staff working remotely.
- Deployed cloud-based laptops for staff to remotely access CSLB's internal network and databases.
- Added additional testing stations in Norwalk and Sacramento to expand testing capability, while ensuring proper social distancing for all test takers.

## Licensing and Testing

- Developed protocols for public counters and test centers to ensure safe interactions for both the public and CSLB staff.
- Temporarily added evening test sessions at various testing centers around the state to relieve backlog of the approximate 6,000 test candidates rescheduled because of test center closures; waived all rescheduling fees.
- Transitioned to a virtual call center so staff in that unit could telework.
- Cross-trained staff to process different types of license and application transactions and implemented procedure changes to reduce processing times.
- Transitioned exam development occupational analysis work to an online format that enables staff to work with subject matter experts remotely.

## Enforcement

- Transitioned 95 percent of Enforcement division staff to telework within the first month of the pandemic with minimal impact to operations
- Reassigned 18 staff from the Statewide Investigative Fraud Team (SWIFT) to conduct COVID-19 contact tracing.
- Coordinated training from deputy attorneys general for CSLB investigative staff on how to conduct investigations and evidence gathering remotely.
- Began to conduct letter of admonishment appeal hearings and arbitrations with third-party vendor virtually.
- To assist Licensing staff, assumed responsibility for conducting experience application investigations.

## Public Affairs

- Developed and regularly updated COVID-19 page on CSLB’s website with information about CSLB operations, alternative means of communicating with CSLB, and general safety requirements for construction work during the pandemic. Also, regularly updated licensees with relevant information through social media and the issuance of nine COVID-related industry bulletins.
- Transitioned to virtual meetings for all consumer outreach—including Senior Scam Stopper<sup>SM</sup> seminars, board and committee meetings, and license applicant workshops.



- Coordinated shipping material to local assistance centers (LACs) following summer/fall wildfires as part of CSLB’s disaster response; some LACs were staffed in-person, some were materials only, and still others were virtual.
- Designed and created signs and posters for all CSLB offices about safety protocols, available services, and how to contact CSLB.
- Developed telework messaging for voicemail, emails and out of office notices for all staff and provided regular email updates on COVID-19 for all staff.

## Administrative

- Collected and processed nearly 400 staff telework agreements.
- Established appropriate social distancing and other safety protocols for staff unable to telework.
- Procured personal protection equipment for CSLB staff including:
  - o More than 62 gallons of hand sanitizer
  - o More than 8,000 disposable masks
  - o 75 reusable cloth for CSLB Test Center staff
  - o More than 4,000 various sized disposable gloves
  - o More than 1,000 containers of Clorox disinfecting wipes
  - o Plexiglass dividers to ensure proper social distancing measures for CSLB workspaces
- Provided guidance for all staff and, when necessary, one-on-one assistance, about COVID-related leave benefits established by the Families First Coronavirus Response Act.





# PROTECTING CALIFORNIA'S DISASTER SURVIVORS

In its role protecting California consumers by regulating the state's construction industry, the Contractors State License Board (CSLB) works to assist those whose homes and property are damaged or destroyed by natural disasters.

CSLB's post-disaster mission is to help ensure that home and business owners are not harmed by unlicensed or unscrupulous contractors who may try to take advantage of them during the rebuilding process.

Unfortunately, 2020 was a year when wildfires in California continued to grow in their scale and scope. Five of the six largest wildfires in the state's history occurred in the summer and fall of 2020 and by the end of the year, wildfire disasters were responsible for the deaths of at least 31 people and the destruction or damage of more than 9,200 structures.

## CSLB Post-Disaster Efforts



As in recent years, CSLB dedicated significant resources to its post-disaster response. This robust and multi-faceted program includes immediate and longer-term outreach, enforcement efforts, participation in multi-agency taskforces, and assistance for affected licensees. And, while COVID-19 forced CSLB to modify how it responded to disasters in

some instances, the commitment to ensuring that survivors in every affected county received adequate support remained unchanged.

## Assistance Centers and Disaster Hotline



In response to the 2020 wildfires, CSLB staffed, sent materials, and/or participated in virtual local assistance centers established by the Governor’s Office of Emergency Services, or Disaster Relief Centers, established by the Federal Emergency Management Agency (FEMA) in 17 counties throughout California.

These centers provided a single facility at which individuals, families, and businesses can access a variety of disaster assistance programs and services. The primary consumer education messages encourage people to hire licensed contractors for rebuilding work and to be aware that unlicensed or unscrupulous contractors may try to perpetrate a scam.

Over a combined 106 days in 2020, CSLB employees devoted 770 hours to staffing local assistance centers for disaster survivors in 17 different counties. At these operations, CSLB provided support, advice, and educational materials to help survivors with the rebuilding process.

CSLB also maintains a toll-free disaster hotline, serviced by Licensing Information Center staff Monday through Friday from 8 a.m. to 5 p.m. The hotline was promoted in various publications, as well as on disaster signs posted throughout the fire zones. In some instances, where it was not necessary for CSLB to physically staff LACs, a special phone line was set-up for wildfire survivors to speak immediately with a CSLB staff member.



FIRE	LAC LOCATION	RESOURCES
1. August Complex Fire	Mendocino County	Materials Only
2. August Complex Fire	Trinity County	Materials Only
3. Bobcat Fire	Palmdale (Los Angeles County)	In-Person Staffing and Virtual
4. Carmel/Dolan/River Fires	Monterey (Monterey County)	Materials Only
5. Creek Fire	Clovis (Fresno County)	In-Person Staffing Special Phone Line
6. CZU Lightning Complex	Santa Cruz (Santa Cruz County)	In-Person Staffing Special Phone Line
7. CZU Complex Fire	Pescadero (San Mateo County)	Materials Only
8. El Dorado Fire	San Bernardino County	Materials Only
9. Glass Fire	Santa Rosa (Sonoma County)	In-Person Staffing
10. Glass Fire	Napa (Napa County)	In-Person Staffing
11. LNU Complex Fire	Vacaville (Solano County)	Materials Only
12. LNU Complex Fire	Napa (Napa County)	Materials Only
13. LNU Complex Fire	Healdsburg (Sonoma County)	Materials Only
14. LNU Complex Fire	Guerneville (Sonoma County)	Materials Only
15. North Complex Fire	Oroville (Butte County)	In-Person Staffing
16. SCU Lightning Complex	(Santa Clara County)	Materials Only
17. Slater/Devil Fire	Yreka (Siskiyou County)	Materials Only
18. Slater/Devil Fire	Happy Camp (Siskiyou County)	In-Person Staffing
19. SQF Fire	Tulare County	Materials Only
20. Valley Fire	El Cajon (San Diego County)	In-Person Staffing
21. Willow Fire	Yuba County	Materials and Virtual
22. Zogg Fire	Shasta County	In-Person Staffing



## CSLB Website – Disaster Help Center

CSLB redesigned and updated the content on the Disaster Help Center page of its website to make it easier for users to navigate. This page provides information and resources for disaster survivors, contractors, and the media, including videos, publications, printable signs about the risks of unlicensed contractors, and press releases.



## Additional Short and Long-Term Outreach

CSLB’s Public Affairs Office coordinated additional outreach to dozens of congressional offices and state legislator offices in the affected areas, as well as building departments and chambers of commerce in these areas.

CSLB also continued to utilize its partnership with NextDoor, a social networking service for neighborhoods, to reach disaster survivors. NextDoor allows CSLB to target outreach messages to specific neighborhoods, based on their zip code. CSLB has access to post to NextDoor pages in nine counties (Butte, Lake, Mendocino, Napa, Nevada, Orange, Solano, Sonoma, Yuba), reaching almost 2.1 million households. CSLB also made regular disaster-related posts through its different social media channels, including Facebook, Twitter, and Instagram.

## Enforcement Efforts

Staff from CSLB’s Enforcement division partnered with the California Department of Insurance and local district attorney’s offices to distribute educational materials and place warning signs in both English and Spanish in Butte, Fresno, Lake, Monterey, Napa, San Diego, Santa Clara, Santa Cruz, Shasta, Solano, Sonoma, Stanislaus, and Yuba counties. Some signs caution consumers to hire only licensed contractors; while others warn that contracting without a license in a disaster area could lead to felony charges. Five days of joint sweep operations and one sting operation was conducted in Butte County. As a result of these efforts, CSLB referred 16 cases to the local district attorney for criminal prosecution, issued three Stop Orders, one administrative citation, and wrote 24 advisory notices for illegal advertising and minor violations.





## **Task Force Participation**

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CSLB staff continue to participate in two multi-agency task forces established by OES—one focused on debris removal and one focused on housing. The task forces include representatives from local, state, and federal agencies, with a goal of coordinating and streamlining the debris clean-up efforts, including the removal of all hazardous waste, and addressing both short-term housing needs for survivors and the longer-term rebuild.

## **Assistance for Licensees/Applicants**

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CSLB continued its practice of waiving fees for licensees to replace their wall certificate and/or plastic pocket license if it they had been destroyed in the fires. CSLB also has waived delinquent fees for failure to renew a license before it expires for fire survivors. In addition, CSLB has worked to expedite license applications for those planning to work in fire areas.

## **Meeting with Oregon Construction Contractors Board**

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In 2020, Oregon also experienced unprecedented and devastating wildfires that killed at least 11 people, destroyed more than 5,700 structures, and burned more than one million acres of land.

CSLB executive staff met with their counterparts at the Oregon Construction Contractors Board to share best practices about potential pitfalls with debris removal, successful outreach tools, and the importance of collaboration with other state agencies, building departments, local law enforcement, and district attorneys.





# LICENSING

The Licensing division processes all applications for contractor licenses and home improvement salesperson registrations. This processing includes criminal background checks and experience verification for contractor licenses and criminal background checks for home improvement salesperson (HIS) registrations. Division staff also process license changes, and all documents related to compliance with bond, insurance, and workers' compensation requirements, as well as biennial renewals.

In 2020, CSLB received more than 27,000 applications. This is 1,500 applications less than received in 2019 but comparable to the number received in 2018. Licensing division supervisors continually monitor workload to ensure that applications and other materials are processed in a timely manner. The Licensing division has continued to offer expedited processing of applications submitted by military veterans.

## Licensing Workshops

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In 2020, CSLB held in-person licensing workshops in January and February at both the Norwalk and Sacramento offices—the seminars were offered in English and Spanish and had a total combined attendance of 271 people. In response to the pandemic, CSLB transitioned in May to a monthly, live and interactive virtual workshop, with an average attendance of 200 per month.

The workshops are conducted by licensing staff and include a review of the benefits of licensure, an overview of the licensing requirements, and the steps involved in getting a license. Questions from participants are also answered.

## Processing Improvements

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In 2020, in compliance with board approval, the Licensing division updated procedures to only require license qualifiers sign the license renewal, with the goal of reducing the number of renewals returned for correction.

Licensing staff also created a “welcome letter” providing tips and other information for new licensees and worked with the Information Technology division to update several e-process letters to minimize staff time on correspondence.

## Restitution to Consumers and Government Agencies

The Licensing division’s Judgment unit processes outstanding civil liabilities, judgments, and payments of claims reported to CSLB by licensees, consumers, attorneys, credit recovery firms, bonding companies, CSLB’s Enforcement division, and other governmental agencies. In 2020, the Judgment unit helped to secure nearly \$48 million in ordered restitution to injured parties.

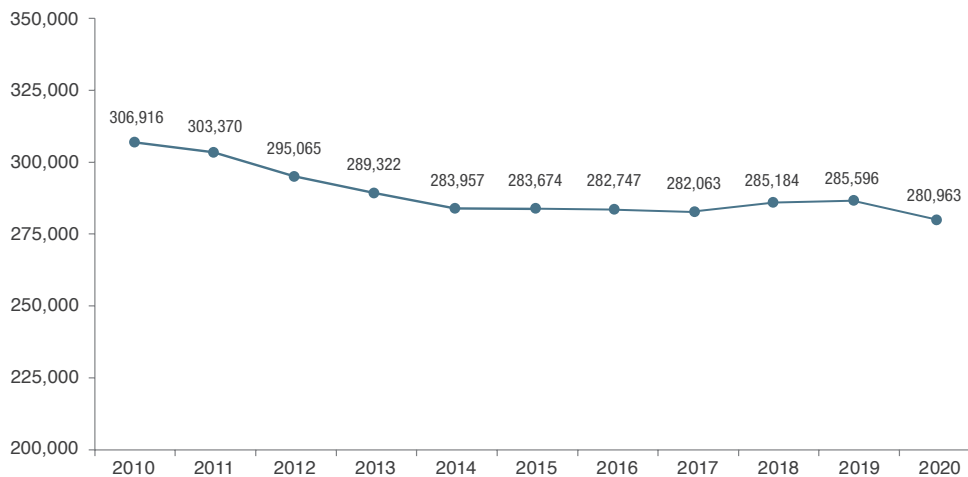
2020 JUDGMENT UNIT – ORDERED RESTITUTION	TOTAL PROCESSED	ORDERED RESTITUTION
Outstanding Liabilities*	1,139	\$18,342,713
Final Judgments	1,404	\$20,586,922
Claims Against Bonds	3,763	\$9,913,780
<b>TOTAL</b>	<b>6,306</b>	<b>\$48,843,415</b>

\* Includes Employment Development Department, Division of Occupation Safety and Health; Franchise Tax Board; Board of Equalization; and Department of Industrial Relations’ Office of Division of Legal. This information, excluding BOE and ODL, is also referenced in the Enforcement section on the Joint Enforcement Strike Force.

## Number of Licenses

As of December 2020, there were 280,963 licenses, a decrease of 4,633 licenses (1.6%) from 2019. Of these, 228,368 were active licenses; 52,595 were inactive.

### 2020 TOP TEN LICENSE CATEGORIES



## 2020 TOP TEN LICENSE CATEGORIES

CLASSIFICATION	TOTAL
"B" General Building	132,125
C-10 Electrical	32,006
"A" General Engineering	19,011
C-36 Plumbing	18,982
C-33 Painting and Decorating	18,061
C-20 Warm-Air Heating, Ventilating and Air- Conditioning	14,523
C-27 Landscaping	13,785
C-15 Flooring and Floor Covering	8,121
C-8 Concrete	7,634
C-54 Tile (Ceramic and Mosaic)	7,379

## Veterans Application Assistance Program

CSLB offers a Veterans Application Assistance Program for those transitioning from military service to civilian employment. This program offers priority services to veteran applicants by evaluating transferable military experience and training, as well as education, that help meet the minimum experience requirements for a state contractor license.

CSLB assists veterans by providing:

- Program technicians specially trained to evaluate transferable military training and experience from all branches of the military that meet minimum licensure requirements;
- Automatic priority application processing;
- College transcript evaluation to help verify acceptable educational credit (in addition to military experience and training); and
- Direct telephone and email contact with CSLB staff.

In 2020, CSLB issued 532 expedited licenses through this program.



VETERANS APPLICATION ASSISTANCE PROGRAM SUMMARY	2019	2020
Application Expedited & Licenses Issued	660	532
Applications Expedited & Voided	149	86
Correspondence Received	158	160
Pending Expedited Applications	261	346

## Fingerprinting

Starting in July 2020, staff began implementing new criminal background review procedures in accordance with AB 2138 (Chiu, Chapter 995, Statutes of 2018). CSLB’s applications were updated prior to the change and staff were trained and prepared for the transition in advance.

Since January 2005, license applicants are required to submit fingerprints if they are listed as personnel on an original application or are applying to add a classification to an existing license, replace the qualifier, report new officers, or register as a home improvement salesperson. Fingerprints are compared to California Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) records to learn if a criminal history exists.

CSLB staff review all criminal convictions to determine if the crime substantially relates to the duties, qualifications, or functions of a contractor, and to evaluate if the applicant has demonstrated sufficient rehabilitation. Throughout 2020, the timeline for pulling conviction records for review averaged 2.1 weeks.

### 2020 FINGERPRINT STATISTICS

40,210	Applicants with fingerprint responses from the DOJ and FBI
6,657	Applicants identified with a criminal history
63	Applicants denied licensure due to criminal convictions
86	Probationary licenses issued



# TESTING

A critical element of CSLB's licensing process is to test applicants for their knowledge of business law, as well as the specific trade(s) applied for. CSLB accomplishes this through two units, the Examination Development unit and the Examination Administration unit.

To address staff recruitment and retention challenges, six positions in the Examination Development unit were reclassified to the Research Data series to allow recruitment from a broader pool of applicants. This move aligns CSLB with other departments that use the same series to recruit for exam development positions, particularly the Department of Consumer Affairs. Recruitment efforts in March and November show the benefits of these new classifications by providing a large pool of highly qualified applicants to interview and select from.

The Examination Development unit develops and maintains 46 different examinations, and updates and releases new exams as required to reflect changes in the construction industry.

The Examination Administration unit administers CSLB exams at test centers throughout the state. In 2020, over 37,000 examinations were scheduled. The Test centers were closed from mid-March to mid-June and again in December through January 2021 due to COVID-19 shutdown orders.

## **Examination Development**

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In accordance with legal requirements and professional testing standards, an occupational analysis of each license classification is conducted every five-to-seven years to collect information from licensed contractors to identify current trade practices. Information received is then used to update exams.

In response to COVID-19 and to ensure the safety of staff and subject matter experts, the Examination Development unit altered its protocols. Licensed contractors that represent a cross-section of the construction industry serve as subject matter experts (SMEs). The Examination Development unit moved to virtual workshops for the occupational analysis process during COVID-19 shutdown orders.

Staff also gathers statistical information from licensees, applicants, and consumers through online surveys which have become beneficial for many elements of exam development. To ensure CSLB reaches a sufficient sample of licensees in the smaller trade classifications, staff reaches out to licensees via both email and the U.S. Postal Service.

In 2020 the Examination Development unit released the B-1 General Building examination on February 6, 2020 and ensured all 46 CSLB examinations comply with the recently released 2019 California Building Codes. The unit also completed ten occupational analyses.

OCCUPATIONAL ANALYSES COMPLETED

ASB	Asbestos Certification
C-6	Cabinetry, Millwork & Finish Carpentry
C-8	Concrete
C-9	Drywall
C-15	Flooring
C-20	HVAC
C-29	Masonry
C-32	Parking & Highway Improvement
C-43	Sheet Metal
	Law and Business

**Examination Administration**

CSLB’s Examination Administration unit administers computer-based exams at test centers located in Fresno, Norwalk, Oxnard, Sacramento, San Bernardino, San Diego, and San Jose. In 2020 the Berkley location was shut down due to the pandemic and will not reopen as CSLB transitions to outsourcing administration functions.

CSLB develops and administers 43 trade, two certifications, and one Law and Business exam.





## 2020 Examination Statistics

EXAMINATION STATISTICS	TOTAL
Number of Examinations Scheduled	34,084
Number of Misconduct Investigations	1
Number of Confirmed Misconduct Incidents	0
Overall Percentage of Examinations Passed	52%

## Consumer Satisfaction Survey

The Examination Development unit conducts an ongoing survey of consumers whose complaint cases have been closed to assess overall satisfaction with the Enforcement division's complaint-handling practices. Consumers who provide CSLB with an email address receive the survey within the first or second month after their complaint has been closed.

Data is compiled into an annual report that the Enforcement division uses to benchmark performance improvement. In 2020, the overall reported satisfaction rate was 51% percent. This is slightly lower than the average of the previous three years which is 62% and most likely due to the pandemic which restricted staff from performing site visits.

## Applicant Satisfaction Survey

Examination Development unit designed an applicant satisfaction survey for applicants to take via SurveyMonkey upon license issuance and began administering it monthly in February 2020. These results will help Licensing determine how successful the current licensure process is and what might be done to improve it in the future. In 2020, the overall reported satisfaction rate was 90%.

## Online Asbestos Examination

In 2019, the Examination Development unit transitioned the open book asbestos examination online which all applicants must take prior to obtaining a license. The purpose of this exam is to ensure all contractors are familiar with asbestos containing materials and asbestos regulation. In 2020, approximately 7,400 applicants took advantage of CSLB's convenient online exam.





# ENFORCEMENT

The Enforcement division provides public protection by enforcing Contractor License Law (CLL) requirements.

The division provides methods for receiving and processing consumer complaints, investigating contractors, and providing avenues for consumers harmed by contractor misconduct to pursue financial redress.

The majority of California's 283,000 licensed contractors and 22,000 registered home improvement salespersons comply with the state's contracting requirements. However, not all contractors comply with the law and not all consumers are satisfied with their contracting experience.

In 2020, CSLB received 16,665 complaints and completed 18,414 investigations. Staff first attempt to resolve non-egregious complaints against licensed contractors through mediation. Most consumer complaints filed with CSLB allege incomplete or defective work. In these cases, CSLB makes every effort to resolve the dispute and make the consumer financially whole. In 2020, CSLB efforts resulted in over \$26 million in negotiated restitution. Complaints that cannot be mediated, or that appear to involve significant violations of law, may be referred for formal investigation.

Investigations establishing unlicensed practice or serious misconduct by a licensee may result in an administrative legal action and/or criminal prosecution. In 2020, CSLB's formal investigations resulted in 2,213 administrative legal actions brought against violators. The most egregious contractor misconduct—such as elder abuse, predatory business practices, unsafe working conditions, unlicensed practice, or repeated offenses—may warrant criminal prosecution. To that, 757 cases were referred for possible criminal charges in 2020.

## Significant Criminal Investigation Highlights



### CSLB Disaster Investigation Leads to 59 Felony Charges

The Sonoma County District Attorney’s Office filed 59 criminal charges against Sal and Pam Chiaramonte for allegedly defrauding numerous survivors of the devastating 2017 Tubbs Fire in Santa Rosa and Sonoma Counties. Multiple victims had contacted CSLB with complaints against the Chiaramonte’s Tulare-based company, Chiaramonte Construction & Plumbing.



A months-long investigation by CSLB’s Special Investigations unit led to the criminal charges, which included grand theft of personal property, diversion of construction funds, and theft from elderly clients totaling more than \$1 million.

CSLB staff initiated four search warrants, reviewed thousands of documents seized from those warrants, interviewed multiple alleged victims, prepared extensive documentation, and worked closely with the Sonoma County District Attorney’s Office. The company’s contractor license is currently suspended, with an accusation pending seeking to revoke the license.



### Four Consumer Complaints Lead to Four-Year Sentence for Licensee

CSLB’s Special Investigation unit investigated four complaints filed against licensee Christobal Lopez, owner of Chris’s Handyman Services of Grover Beach. Four homeowners hired Lopez to perform remodeling jobs with contract amounts of \$10,000 to \$106,000. CSLB’s investigation found that Lopez started construction work at the victims’ homes but became

increasingly unreliable and eventually abandoned the projects. Lopez collected excessive funds from all four victims before and during the work performed. The homeowner’s cases were referred to the San Luis Obispo District Attorney, who filed multiple felony charges against Lopez. In December 2020, Lopez pled guilty to four counts of diversion of construction funds and will serve a four-year criminal sentence. Mr. Lopez’s license is currently expired, subject to disclosure, with an accusation pending seeking to revoke the license.



## Case Management Unit

CSLB's Case Management unit is comprised of three separate sections: Citation Enforcement, Enforcement Services, and Disciplinary Services.

### Citation Enforcement Section

When a CSLB complaint investigation establishes that a serious violation has occurred, the registrar may issue an administrative citation against a contractor's license. The citation may include a civil penalty up to \$5,000 (\$15,000 for specified violations) and an order for a licensee to make restitution to an injured party. Citations are disclosed on a contractor's online license history for five years. Unlicensed persons are subject to a civil penalty up to \$15,000 and or a referral to a local prosecutor.

In 2020, CSLB's Citation Enforcement Section issued 1,185 citations: 655 to licensees and 530 to non-licensed contractors. As a result, CSLB collected almost \$1.5 million in civil penalties. The citations also resulted in \$957,000 in restitution paid to injured parties—a 37 percent increase from 2019.

Last year, CSLB revoked the licenses of 257 citation recipients for non-compliance. Individuals whose licenses were revoked and also referred to the Franchise Tax Board for collection of the unpaid civil penalties. Non-licensees who fail to comply with a final order are referred to a CSLB-approved collection agency.

Since January 1, 2019, citation recipients have had the option of requesting an "Informal Citation Conference" (ICC) to contest their citations. At these ICCs, respondents can discuss the circumstances of their citation and/or their civil penalty assessment with a CSLB conference official—with a goal of reaching a mutually agreeable settlement and avoid the time and expense of a formal appeal hearing before an administrative law judge. In 2020, staff conducted 320 informal citation conferences, and successfully resolved 267 (83 percent) of the appealed citations.

### Enforcement Services Section

#### Arbitration Program

Arbitration provides a cost-effective, expeditious alternative to formal administrative actions for less egregious matters. CSLB offers two arbitration programs as options for resolving qualifying consumer complaints. Disputes between licensed contractors and complainants involving amounts up to \$15,000 are eligible for the Mandatory Arbitration Program, while disputes involving amounts between \$15,000 and \$50,000 can be referred to the Voluntary Arbitration Program. CSLB's Enforcement Services



Section manages both arbitration programs, and CSLB contracts with the Arbitration Mediation Conciliation Center (AMCC) to provide arbitration services.

The arbitration programs faced unprecedented challenges in 2020 due to pandemic-related operational restrictions. A comprehensive array of electronic and contactless methods allowed participants to exchange evidence and have their cases heard in a timely, professional, and safe manner.

In 2020, CSLB referred more than 500 disputes between consumers and contractors to arbitration, which resulted in over \$4 million in ordered restitution to consumers. Among the advantages of arbitration for both consumers and licensees is the speed and accessibility of the process. During 2020, parties experienced an average cycle time from referral to award of less than 60 days.

The AMCC monitors user satisfaction with the CSLB arbitration programs using surveys sent to participants. These surveys have consistently shown that arbitration participants have been pleased with their experience. During 2020, participants gave AMCC’s arbitration services an impressive average score of 4.82 out of 5 in all rating categories.

### Disciplinary Services Section

For serious violations of law, CSLB can take administrative action by filing an accusation to suspend or revoke the offender’s license. CSLB’s Disciplinary Services Section handles these cases, and their investigations may result in one or more of the following actions:

- Revocation of license
- Probation (with stay of revocation)
- Restitution order for a financially injured consumer
- Recovery of investigation and enforcement costs
- Dismissal of case

DSS ADMINISTRATIVE ACTIONS	2020	2019	2018
Accusations Filed	241	325	371
Licenses Revoked via Accusation	251	305	297
Licenses Placed on Probation	105	112	103



## Letter of Admonishment

The Letter of Admonishment is an intermediate form of corrective action, and its purpose is to enhance public protection by promptly addressing single, non-egregious violations by licensed contractors. The letter provides for one year of public disclosure after issuance; offers an option for requiring corrective action by the contractor; and provides written documentation that can be used to support formal disciplinary action in the future, if warranted.

CSLB issued 376 Letters of Admonishment in 2020—a 22 percent increase over the previous year. The most common violations cited in Letters of Admonishment issued in 2020 were: conviction of a misdemeanor criminal offense (27 percent) violation of a statute or regulation, including permit requirements (22 percent); and failure to meet home improvement contract requirements (16 percent).

Contractors who receive a Letter of Admonishment are afforded an opportunity to contest its issuance via an “Office Conference” administered by CSLB (conducted by video/teleconference due to stay at home order) The Office Conference procedures allow the presiding official to uphold, modify, or withdraw the Letter of Admonishment based on their review of the case. During 2020, CSLB conducted 30 Office Conferences. As a result of those conferences, 19 Letters of Admonishment were upheld as issued, two were modified, and eight were withdrawn.

Late in 2020, a new option was introduced for the Letter of Admonishment program: contractors who have violated local permit requirements are issued a Letter of Admonishment with a corrective order to complete a video training session regarding building permits. Violators who do not complete the training are subject to an administrative citation. In 2020, 20 Letters of Admonishment included a requirement to complete the permit training, and four violators who did not comply with that requirement were issued citations.



## Targeted Enforcement Programs

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### Solar Industry Enforcement

Approximately 135,000 residential solar panel systems were installed in 2020. The vast majority of solar contractors perform good work, and most consumers are pleased with their solar systems. However, CSLB has seen a 10% increase in the number of solar-related consumer complaints, many involving predatory sales tactics, since 2019.

During 2020, the Enforcement division settled 195 solar-related cases (including some complaints received in prior years), which led to more than \$2.8 million in restitution to financially injured consumers. Additionally, 107 solar investigations resulted in administrative legal actions and another 20 were referred for criminal prosecution.

CSLB's partnership with the California Public Utilities Commission (CPUC) and the Department of Financial Protection and Innovation (DFPI), known as the Joint Agency Solar Task Force, continued to evolve throughout 2020, as each agency strove to address predatory sales tactics. The effective inter-agency collaboration resulted in the following:

- At the request of Joint Agency Solar Task Force members and industry partners, CSLB published and distributed an industry advisory on lead generation and solar brokers. The advisory aims to ensure that consumers are protected from unscrupulous marketing and sales tactics by unlicensed salespeople.
- A review of over 150 interconnection packets received from three investor-owned utilities (packets include consumer contracts) revealed a pattern of contract law violations and business practice deficiencies by solar contractors. As a result, an industry bulletin was published reminding licensees about home improvement contract requirements when installing residential solar systems.

## Proactive Enforcement

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### Statewide Investigative Fraud Team

CSLB's Statewide Investigative Fraud Team (SWIFT) performs proactive enforcement of contractors' license law. SWIFT investigators, in partnership with other construction industry stakeholders, law enforcement agencies, and allied state agencies, confirm license, tax, wage, and safety compliance through inspection "sweeps" at active jobsites and through staged undercover "sting" operations.





Additionally, SWIFT investigators respond to leads from consumers, licensed contractors, and other agencies.

In 2020, SWIFT's enforcement efforts were severely affected by the COVID-19 shut-down orders. Fifteen SWIFT investigators were reassigned to California Connected, the state's COVID-19 contact tracing program.

In spite of these challenges, in 2020, SWIFT continued to have a presence in the wildfire disaster areas, conducted 16 sting operations, participated in 63 sweep days, and responded to 693 leads. Of the 3,084 cases closed by SWIFT investigators, 756 resulted in administrative or criminal legal actions, 293 of which were referred to prosecutors. Furthermore, SWIFT issued 1,384 advisory notices for minor violations.

2020 SWIFT ADMINISTRATIVE LEGAL ACTIONS AND CRIMINAL REFERRALS	
CATEGORY	RESULT
Legal Actions	756
Initial Citation Assessment	\$309,800
Stop Orders Issued for Workers' Compensation Violations	91
Licensee Criminal Referrals	40
Non-Licensee Criminal Referrals	253

## Sweeps/Leads

SWIFT regularly receives information about active, unlicensed, or illegal construction activity reported by licensees, the public, and allied state agencies that can lead to a construction site inspection. Additionally, SWIFT investigators routinely sweep areas for active construction projects and conduct compliance inspections.

2020 SWIFT SWEEP AND LEAD RESULTS	
CATEGORY	RESULT
Compliance Sweep Days	63
Legal Actions Resulting from Sweep Compliance Inspections	173
Leads Received	693
Legal Actions Resulting from a Lead	168



## Labor Enforcement Task Force

Established in 2012, the Labor Enforcement Task Force (LETf) combats the underground economy in California and strives to create an environment where legitimate businesses can thrive. Partner agencies include CSLB, Employment Development Department, Division of Labor Standards Enforcement, and Division of Occupational Safety and Health. The task force aims to:

- Ensure that workers receive proper payment of wages and are provided a safe work environment
- Ensure that California receives all employment taxes, fees, and penalties due from employers
- Eliminate unfair business competition by leveling the playing field
- Make efficient use of state resources in carrying out LETf’s mission

LETf members conduct sweeps at active job sites to verify employee wages and compliance with licensing, insurance, tax, and job safety requirements. Inspections conducted by LETf at construction sites in 2020, found 94 percent of contractors out of compliance with one or more contractors’ state license law requirements.

2020 LETf JOINT INSPECTIONS	
CATEGORY	RESULT
Number of Contractors Inspected	54
Number of Contractors Out of Compliance	51
Percent of Contractors Out of Compliance	94%
Total Initial Assessments	\$260,146
Inspections that Resulted in CSLB Investigations	41
CSLB-Issued Stop Orders	12
DLSE—Number of Deduction Statement Violations (Labor Code §226)	6
Number of Businesses Referred to EDD Tax Audit Program	24
Cal/OSHA Serious Violations	30



# LEGISLATIVE



CSLB's Legislative division engages in the regulatory and legislative processes to facilitate the board's administrative rulemaking priorities and advise the board on relevant legislation. In addition, the division sponsors legislation and screens all bills introduced by the Legislature to determine if they will affect the board, consumer protection, or the construction industry. The division also prepares and submits any reports or studies that are requested by the Board or required by the Legislature.

## Development and Coordination of CSLB Sponsored or Partnered Legislation

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CSLB took direct part in sponsoring or partnering with the authors of the following legislative bills that were signed into law (chaptered) in 2020 by Governor Gavin Newsom.

### **Assembly Bill 2210 (Aguiar-Curry), Chapter 128, Statutes of 2020**

This bill authorizes disciplinary action against a licensed contractor for violations of tree worker safety regulations administered by the California Division of Occupational Safety and Health without regard to whether death or serious injury to an employee resulted from the violation. This bill also extends the time for the CSLB registrar to bring disciplinary action against a licensed contractor for violations of the Labor Code or the specified tree safety regulations from 180 days to 18 months.

### **Assembly Bill 3087 (Brough), Chapter 295, Statutes of 2020**

This bill authorizes the CSLB registrar to contract with a public or private organization to administer, and provide services and materials for, CSLB's contractor license exams.

### **Senate Bill 1189 (McGuire), Chapter 364, Statutes of 2020**

This bill creates a new classification of contracting business called "residential remodeling contracting," defined as projects that make improvements to, on, or in an existing residential wood frame structure that use at least three unrelated building

trades or crafts for a single contract; a list of trades is included in the bill. The bill also includes in the definition of “home improvement” the reconstruction, restoration, or rebuilding of residential property damaged or destroyed by a disaster for which either the governor or president has declared a state of emergency. The bill also expands the type of contracting activity in a declared disaster zone for which a person without a contractor license can be prosecuted.

**Senate Bill 1474 (Senate Business, Professions & Economic Development Committee), Chapter 312, Statutes of 2020**

This bill requires the CSLB registrar to retroactively reinstate an expired contractor license if a completed license renewal application is received with the appropriate fees within 90 days of the license expiration date. It also makes several minor, technical, non-substantive changes to the law.

## Regulations

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On February 1, 2020, CSLB began to collect new license and home improvement salesperson registration renewal fees. The fees were increased to their statutory maximums by an act of emergency regulation approved by the Board on September 24, 2019 to address CSLB’s budgetary structural imbalance.

The expiration date of the fee increase emergency regulation was extended by the Governor twice in 2020 because of the COVID-19 pandemic. On November 10, 2020, the Office of Administrative Law approved CSLB’s request for re-adoption of the emergency regulations, allowing CSLB to continue to collect the new fees until June 8, 2021, by which time the regular version of the emergency rulemaking should be in place.



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## Reports and Studies

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### **Staff Report on Mandated Workers' Compensation for Certain License Classifications**

At its September 2020 meeting, the Board reviewed a report prepared by the Legislative Division which included background, legislative history, research and data on workers' compensation insurance enforcement efforts at CSLB. The report included recommendations from industry groups and insurance regulators following industry meetings hosted by the Legislative Division on the subject in 2018, 2019 and early 2020.

The report was accompanied by a legislative proposal for Board consideration and possible sponsorship of a legislative bill that would require three new contractor license classifications to obtain workers' compensation insurance in 2022, with all license classifications required to obtain it by 2025. The Board approved the proposal, and the Staff Report was found beneficial in securing an author of a legislative bill based on the Board's proposal. The legislative measure was introduced in 2021 (Senate Bill 216, Dodd).

### **Senate Bill 610 (Glazer) License Bond Study**

At its December 2020 meeting, the Board reviewed a policy research study prepared by the Legislative Division to evaluate whether the \$15,000 contractor bond amount is sufficient or whether an increase may be necessary. The Legislature included the requirement of this study in the CSLB 2019 Sunset Bill (Senate Bill 610, Glazer) and declared that it be submitted to the Legislature by January 1, 2021.

The study analyzed decades of legislative history, issues of barriers to licensure related to increasing bond amounts, the underwriting of bond products, the cost of projects in a typical home, and bond payment-of-claim data to conclude that the current \$15,000 contractor bond is not sufficient, and an increase is necessary. The Board approved the study, and the Legislative Division formally submitted it to the Legislature on December 23, 2020.





# PUBLIC AFFAIRS

Much of the work of CSLB's Public Affairs Office (PAO) shifted in 2020 to address the challenges of COVID, including transitioning to online meetings and outreach as well as keeping applicants, licensees, and consumers informed about available CSLB services. PAO also helped to coordinate CSLB's disaster response and continued its work in all areas of media relations; community outreach; publications and newsletter development and distribution; video services; website support; contractor education and outreach; and support for employee events.

During 2020, CSLB's Public Affairs Office:

- Distributed 26 industry bulletins
- Circulated 11 news releases
- Fielded 53 media inquiries and requests for interviews
- Broadcasted 13 live webcasts
- Organized and conducted 17 public outreach events, including Senior Scam Stopper<sup>SM</sup> seminars
- Published 19 publications, including meeting packets, reports, fliers, and the 2021 California Contractors License Law & Reference Book, and created seven COVID-related signs

## Graphic Design Services

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During 2020, PAO completed production of almost two dozen publications:

### Consumer/Licensee/Applicant/Industry Publications

- Get Licensed to Build: A Guide to Becoming a California Licensed Contractor
- Terms of Agreement: Consumer's Guide to Home Improvement
- What Seniors Should Know Before Hiring A Contractor
- What You Should Know Before Hiring A Contractor (English & Spanish)
- 10 Tips: Make Sure Your Contractor Measures Up (English & Spanish)
- Description of Classifications (English & Spanish)
- Mandatory Arbitration Program Guide (English & Spanish)

- Voluntary Arbitration Program Guide (English & Spanish)
- *California Contractors License Law & Reference Book* (2020 Edition)
- 2019 Accomplishments & Activities Report
- 2020 Board Member Administrative Procedures Manual
- June 5, 2020 Quarterly Board Meeting Packet (Teleconference)
- July 24, 2020 Quarterly Board Meeting Packet (Teleconference)
- September 9, 2020 Quarterly Board Meeting Packet (Teleconference)
- November 4, 2020 Committee Meeting Packet (Teleconference)
- December 10, 2020 Quarterly Board Meeting Packet (Teleconference)

#### **Workshop/Podcast**

- Get Licensed to Build Workshop and podcast logo

#### **Disaster Materials**

- CSLB Contact Info (Table Signage)
- Check a Contractor License Flyer
- Find My Licensed Contractor Flyer

#### **Covid-19**

- CSLB Visitor Protocol Poster
- CSLB Public Counter Closure & Remote Services Poster
- Examination Day Protocol – Covid-19 Safety Measures Mailer
- Examination Day Protocol – Covid-19 Safety Measures Posters
- Available Kiosk and Payment Options Poster
- Testing Candidates Closure Notification Signage
- Directional/Exit Signage

#### **WebEx Backgrounds**

- Virtual backgrounds for CSLB WebEx meetings/events





## Online/Digital Services

### CSLB Live Web Events

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During 2020, CSLB produced 13 live webcasts:

- February 19, 2020      CSLB Interagency Solar Task Force Meeting
- May 29, 2020          Get Licensed to Build Workshop  
(Teleconference)
- June 5, 2020            Quarterly Board Meeting (Teleconference)
- June 26, 2020          Get Licensed to Build Workshop  
(Teleconference)
- July 24, 2020           Quarterly Board Meeting (Teleconference)
- August 7, 2020          Get Licensed to Build Workshop  
(Teleconference)
- September 4, 2020      Get Licensed to Build Workshop (Teleconference)
- September 9, 2020      Quarterly Board Meeting (Teleconference)
- September 29, 2020     CSLB Regulatory Hearing (Teleconference)
- October 2, 2020          Get Licensed to Build Workshop  
(Teleconference)
- November 6, 2020       Enforcement, Public Affairs, Licensing &  
Legislative Committee Meetings  
(Teleconference)
- December 4, 2020       Get Licensed to Build Workshop  
(Teleconference)
- December 10, 2020      Quarterly Board Meeting (Teleconference)



## Social Media

PAO continued to use social media as an outreach tool during 2020 to better interact with applicants, licensees, the news media, and other stakeholders.

CSLB currently utilizes Facebook, Twitter, YouTube, Flickr, LinkedIn, Instagram, and NextDoor.



### Social Media Highlights

- **Facebook**—5,520 followers; an increase of 714 from 2019
- **Twitter**—2,812 followers; an increase of 163 from 2019
- **YouTube**—78 videos produced in 2020; 38,562 video views in 2020 (517,000 total views); 216,870 minutes watched in 2020 (1,824,000 total minutes watched)
- **Flickr**—22 photos posted/shared in 2020 (372 total photos shared)
- **LinkedIn**—462 followers, an increase of 163 from 2019
- **Instagram**—966 followers, an increase of 392 from 2019

CSLB also posted disaster-related content to NextDoor, targeted to specific neighborhoods. CSLB can reach 1,134,111 NextDoor members, an increase of more than 11,000 from 2019.



CSLB streamed 14 Facebook Live videos in 2020, which received a combined 6,231 views. All videos posted on CSLB’s Facebook page (including live videos and uploaded videos) received 13,162 views. Videos are also placed on CSLB’s YouTube Channel.

MOST VIEWED YOUTUBE VIDEOS	
Video Title	Total Views
1. What to Expect on Test Day June 17, 2020	4,857
2. Paradise Sting January 24, 2020	3,420
3. Get Licensed to Build Workshop May 12, 2020	2,049
4. Building Permit Training May 6, 2020	998
5. Get Licensed to Build Workshop June 26, 2020	614
6. CSLB Quarterly Board Meeting June 5, 2020	424
7. Get Licensed to Build Workshop November 9, 2020	418
8. Get Licensed to Build Workshop September 8, 2020	409
9. Rebuilding After a Disaster July 2, 2020	385
10. Watch CSLB Videos and Subscribe (YouTube Channel Trailer) August 28, 2020	373



## Email Alerts

CSLB has six categories where members of the public can sign-up to receive email alerts. In 2020, CSLB continued to increase the number of email alert subscribers, reaching 32,035 an increase of 1,553 since 2019.

2020 EMAIL ALERT SUBSCRIBERS BY CATEGORY	
Category	Subscriptions
<i>California Licensed Contractor</i> Newsletters	8,954
Industry Bulletins	7,657
News Releases / Consumer Alerts	7,568
CSLB Meeting Announcements	5,381
CSLB Job Opening	1,141
CSLB Surveys	1,334
<b>TOTAL</b>	<b>32,035</b>

PAO also utilizes a database consisting of email addresses voluntarily submitted on license applications and renewal forms. This licensee list currently consists of 115,266 active email addresses and the home improvement salesperson list consists of 20,030 active email addresses, bring the combined email database to 167,331 addresses.

## Outreach Events

Because of the COVID-19 pandemic, the Public Affairs Office altered its approach to outreach in 2020. In-person outreach events were suspended starting in mid-March and beginning in May, CSLB began conducting outreach virtually via Zoom and Facebook Live. Other outreach events that CSLB typically takes part in, including trade shows, home shows, and speaking engagements were also cancelled or moved to virtual platforms, including the monthly license applicant workshop now held via WebEx the first Friday of each month.



## Senior Scam Stopper<sup>SM</sup> Seminars

Launched in 1999, CSLB's Senior Scam Stopper<sup>SM</sup> (SSS) program informs, empowers, and educates senior consumers at the local level about unlicensed or unscrupulous contractors.

Seminars are coordinated with legislative offices and feature presentations by a panel of experts from local, state, and federal agencies, and community-based organizations; distribution of consumer publications; and spirited question-and-answer sessions.

In 2020, PAO staff coordinated and facilitated 17 Senior Scam Stopper<sup>SM</sup> seminars. Nine were in-person events held before COVID, and eight were held virtually.

CSLB will resume offering in-person SSS seminars as soon as health concerns subside. In the meantime, CSLB has several virtual seminars scheduled for 2021.

### 2020 Senior Scam Stopper<sup>SM</sup> Seminars:

DATE	LOCATION	LEGISLATIVE/COMMUNITY PARTNER(S)
January 10, 2020	Poway	Asm. Brian Maienschein
January 14, 2020	Walnut Creek (Rossmoor)	Asm. Rebecca Bauer Kahan
January 16, 2020	Antioch	Asm. Jim Frazier
January 24, 2020	Lakewood	Asm. Speaker Anthony Rendon
February 7, 2020	Paramount	Asm. Speaker Anthony Rendon
February 12, 2020	Lodi	Asm. Jim Cooper
February 19, 2020	Menifee	Menifee Senior Advisory Committee
February 20, 2020	Menifee	Menifee Senior Advisory Committee
March 11, 2020	Claremont	Asm. Chris Holden
May 27, 2020	Zoom Facebook Live	Speaker Pro Tem Kevin Mullin
August 5, 2020	Zoom	Realtor Dayna Wilson
August 14, 2020	Zoom Facebook YouTube	Asm. Cottie Petrie Norris
August 21, 2020	Phone	Asm. Al Muratsuchi
September 24, 2020	Zoom	Asm. Adrin Nazarian
November 10, 2020	Zoom	Riverside County CARE Team
November 17, 2020	Zoom	Asm. Timothy Grayson
November 19, 2020	Zoom	Sen. Richard Roth





# ADMINISTRATION

## **Transition to Special Investigator / Investigator Job Classification Series**

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As part of its 2019-20 strategic plan, the CSLB board asked staff to research the feasibility of transitioning from the Enforcement Representative classification series to the Special Investigator classification. Transitioning from the Enforcement Representative to the more widely known and used Special Investigator/Investigator classes would allow CSLB to effectively compete with other state agencies for the most suitable and qualified candidates to fill Enforcement division investigator vacancies.

CPS HR Consulting conducted a classification study and recommended that CSLB use the Special Investigator/Investigator classification series in place of the Enforcement Representative series. CSLB adopted the recommendations and worked with the Department of Consumer Affairs and the California Department of Human Resources (CalHR) to develop a formal plan to transition current employees from the Enforcement Representative series beginning July 1, 2020.

CSLB's Personnel staff worked diligently in July and August 2020 to transition 148 positions from the Enforcement Representative series to the Special Investigator series (Non-Peace Officers) and the Investigator series (Peace Officer).

Since this change was implemented, CSLB has seen a notable increase in the number of qualified applicants for Enforcement vacancies.

## **CSLB Career Development and Mentorship Programs**

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To formalize its ongoing commitment to assist employees in all aspects of their career, CSLB established a career development program in 2020. The program is intended to retain and prepare CSLB's talented and motivated employees for promotional opportunities. Key aspects focus on helping employees enhance their skills in their current roles, navigate organizational ladders, gain personal insight into their strengths as well as areas of potential growth, and identify promotional opportunities.

In addition, a mentorship program was developed to provide employees “one-on-one” mentorship to help build networks and to receive individualized career-related support, advice, and encouragement.

CSLB’s Executive staff and the Career Development/Mentorship Program Steering Committee held a kick-off teleconference meeting on September 15, 2020 to review program goals. The steering committee is comprised of staff representing each of CSLB divisions and meets weekly to discuss and build this program.

On October 8, 2020, the steering committee sent a survey to all CSLB staff to solicit ideas and feedback about the program. This survey included questions about what type of career assistance would be most helpful, such as resume writing, interview preparation, training on specific fields of work, opportunities to learn more about other divisions within CSLB, job shadowing, and formal “one-on-one” mentorship. The steering committee will use the survey responses to guide its work in developing an active, robust, and ongoing career development/mentorship program.

## Fee Audit Study

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At its September 24, 2019 meeting, the board directed staff to conduct a fee study to determine the potential need and appropriate fees for a possible legislative fee increase. The study was initiated in response to an increase in expenditures and projections of insufficient revenue for continued operations.

Cooperative Personnel Services HR Consulting (CPS) conducted the fee audit, the scope of which involved analyzing CSLB’s fee structure to determine if the current fees are appropriate to recover actual licensing, enforcement, and related costs.

The fee audit study included an analysis of CSLB’s projected financial trends and funding gaps.

CPS recommendations were based on establishing a five-month fund reserve for CSLB’s overall budget to account for economic uncertainties. CPS recommended increases to most existing fees and proposed a new fee for business name changes. In addition, they recommended a two-tier fee structure based on entity type for the initial contractor license fee and renewal fee, such that application and renewal fees would remain at the current rate for sole owners but would increase for corporations, partnerships, joint ventures, and limited liability companies.





# INFORMATION TECHNOLOGY

## Online Renewal & eKiosk

In April 2020, CSLB launched the sole owner online renewal. This allows sole owner licensees, without a responsible managing employee, to renew and pay their renewal through CSLB's website; the paid renewal is then processed and updated in real-time. Licensees can also update their address of record and contact information during the renewal process.

In addition, CSLB released the eKiosk application on CSLB's website which allows non-sole owner licensees to pay their renewal online.

In July 2020, CSLB developed and released the Home Improvement Salesperson (HIS) online renewal. Below is a chart of processed online transactions for 2020.

ONLINE RENEWAL TRANSACTIONS (APRIL-DECEMBER 2020)	SOLE OWNER	eKIOSK	HIS
April	1,798	1,498	-
May	3,230	1,510	-
June	3,812	1,570	-
July	3,429	1,485	107
August	2,875	1252	296
September	2,890	1,214	333
October	2,971	1,071	344
November	2,335	750	271
December	2,811	809	247
<b>TOTALS</b>	<b>26,151</b>	<b>11,159</b>	<b>1,598</b>

## Public Information Portal Enhancement

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In March 2020, CSLB implemented a new web service to automate data extraction from the CSLB Public Data Portal. This added convenience allows the public to self-obtain licensing data at no cost.

## Renewal Fee Increase and C-10 Electrical Contractor Fee

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CSLB implemented the board-approved emergency renewal fee increase and the legislatively mandated additional \$20 fee for active C-10 electrical contractor license renewals (provides funding for electrician certification enforcement) in February 2020.

## CSLB Remote Workforce

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Due to the COVID-19 pandemic, CSLB transitioned staff to remotely work from home, while having access to CSLB resources. In 2020, CSLB distributed 245 laptops to staff to ensure CSLB was compliant with the State of California's Statewide Information Management Manual which requires state-owned equipment to be used for network level connection to information assets.

## CSLB Website

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In February 2020, CSLB completed the migration of its website to DCA's server infrastructure. The CSLB website was previously hosted by the Department of Technology and with the transition to DCA's infrastructure, CSLB now saves approximately \$165,000 annually.

Along with the migration, CSLB redesigned its public website to enhance the security posture and improve the website's uptime during maintenance and unforeseen outages.

In 2020, the number of CSLB website visitors remained constant at just about 3.3 million, producing over 58.2 million page views. Below are the 20 most visited website pages, including the homepage.



CSLB WEBSITE 2020	
Page Title	Page Views
Check A License – License Detail	13,773,334
Check A License	11,500,775
Contractor Name Search Result	4,404,077
Contractors State License Board Homepage	3,357,756
Personnel List	2,786,617
Contractor Personnel Search Results	1,552,042
Personnel License List	1,135,816
Find My Licensed Contractor – Zip Code Search	896,900
Check Application Status (Secured)	888,273
Contractor Home Page	803,186
Consumer Home Page	764,299
Forms and Applications	735,573
Application Request	673,082
Check a License – Worker’s Comp History	576,391
Check A License – Personnel Detail	554,019
Check A License – Multiple Licenses	471,049
Check Application Status (Detail)	450,303
Applicants Home Page	379,759
Contractor’s Bond History	331,136
Complaint disclosure	294,706





**CONNECT WITH CSLB:**





## **CONTRACTORS STATE LICENSE BOARD**

9821 Business Park Drive, Sacramento, CA 95827

800.321.CSLB (2752)

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[www.cslb.ca.gov](http://www.cslb.ca.gov)

[CheckTheLicenseFirst.com](http://CheckTheLicenseFirst.com)

[SeniorScamStopper.com](http://SeniorScamStopper.com)