



Nevada State Contractors Board

STRATEGIC PLAN
EXECUTIVE OFFICER REPORT
QUARTER THREE REPORT

January 1 - March 31, 2020



Members of the Board

Kent Lay, *Chairman*

Guy Wells, *Treasurer*

Margaret Cavin

Joe Hernandez

Jan B. Leggett

Melissa Maguire

Steve Menzies

Executive Leadership

Margi Grein, *Executive Officer*

Tim Geswein, *Board Counsel*

Nancy Mathias, *Licensing Administrator*

Paul Rozario, *Director of Investigations*

Brian Hayashi, *Information Technology Manager*

Jennifer Lewis, *Public Information Officer*

Mission Statement

The Nevada State Contractors Board (NSCB) is committed to ensuring the integrity and professionalism of the construction industry in Nevada. The NSCB has the responsibility to promote quality construction by Nevada licensed contractors through a regulatory licensing system designed to protect the health, safety and welfare of the public.

members
and



Message from the Executive Officer

Nobody could have predicted the events that have unfolded during the third quarter of fiscal year 2019-20. It's hard to think back to three months ago when optimism filled our newsfeeds as we welcomed a new decade and the opportunities it would bring. Little did we know our nation would be tested in the most jarring way possible two short months later.

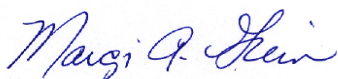
Given the impacts being felt today as a result of COVID-19, it feels unusual to speak to the accomplishments and efforts made by our Board during this period of time. However, it is our positive moments that are worth reflecting on to keep us focused on the better days ahead.

Prior to COVID-19, our Board has made strides in establishing a Joint Enforcement Task Force with the Nevada Labor Commissioner's office, which seeks to promote fair labor practices and joint investigations into unlawful activities. We are also on a steady path to begin testing an online license application that promised to streamline information requirements while guiding applicants through the application step-by-step. This feature, while currently on hold, will resume again and afford new license applicants a more efficient means to begin their career in Nevada's construction industry.

Although COVID-19 has disrupted many of our planned activities and projects, it has not deterred us from doing what we do best - providing excellent customer service to those in need of assistance. While every day presents a new opportunity to evaluate our operations, we are adapting in ways I may not have thought possible three months ago.

Our Board has acted quickly to protect the health and safety of its staff and provide the means necessary to keep our operations running with as much normalcy as possible. The gravity of decisions our customers are having to make regarding their personal and professional lives is not taken lightly. While answering a customer's question may not change the decisions they are facing, we have found comfort in the smiles and thank you's exchanged over the phone knowing our service helped make a difference, even if in a small way.

On behalf of the Contractors Board, we remain grateful to be considered essential in Nevada and are proud of the efforts being made by representatives of the construction industry to assist our state in its time of need. Together, we will get through this as history has shown.



MARGI A. GREIN
Nevada State Contractors Board Executive Officer

Contents

Executive Officer - Strategic Plan Initiatives.....	1
Executive Officer - Quarter Highlights.....	2
Executive Officer - Hammers & Hope Event.....	3
Executive Officer - Staff Highlights	4
Licensing & Cost Recovery - Data Dashboard.....	5
Licensing - Quarter Statistics.....	7
Licensing - New Application Quarter Statistics	8
Licensing - Issued Licenses Quarter Statistics	9
Licensing - Quarter Highlights	10
Investigations - Background Check Initiative	11
Investigations - Quarter Statistics	12
Investigations - Significant Cases	13
Information Technology	14
Public Information Office	15
Looking Forward: Quarter Four.....	16



Executive Officer - Strategic Plan Initiatives

Efforts to Expand Online Application Processes in the Works (Goal 1)

Understanding the importance of making automated services available to customers of the Board, staff worked closely with its vendor to develop an online new license application. The proposed format would assist applicants in navigating application requirements based on answers provided, and would also allow for electronic submission of supporting documentation, such as financial statements, certificates of work experience forms, etc. The new platform was scheduled to begin testing during the quarter, however, impacts of the COVID-19 Emergency Declaration have delayed this initiative temporarily.

Board's Fraud Unit Serves Public/Industry (Goal 2)

The Board's Investigations Department made strides during the quarter to fully staff the Fraud Unit, which investigates consumer and industry complaints alleging construction fraud. The Fraud Unit has welcomed significant successes and criminal prosecutions working in coordination with local, state, and federal authorities since it was first established.

Website Content Gets Updated; Assistance Sought for Reorganization & Design Objectives (Goals 1, 2, 3, 5)

Staff in every department combed through website content in an effort to streamline information, remove outdated resources, enhance visual representation of material, and offer suggestions for site architecture improvements. Plans to

revamp and improve the website's design and organizational layout are currently being sought from experts in the field.

Board Member Training Sessions (Goal 4)

To provide additional training opportunities for Contractor Board members, Executive Officer Grein scheduled seminars focused on bankruptcy law, labor laws, board finances and accounting, as well as current regulatory trends.

Board Adopts Changes to Employee Handbook (Goal 5)

At its January 16, 2020 meeting, the Contractors Board approved changes to the Employee Handbook, which included the Board's alternative work schedule policy and modifications to employees' annual leave accrual. Following the approval, Executive Officer Grein updated and implemented the Board's policies related to the changes made, which were distributed to all staff.

Staff Continues to Research and Identify Best Practices (All Goal Areas)

What has become an ongoing practice of the Board, staff regularly review the operations of licensing boards across the state and nation to identify best practices not currently utilized by the Board and make recommendations to the Executive Officer for consideration.

Executive Officer - Quarter Highlights

Executive Officer Attends Legislative Commission's Sunset Subcommittee & Executive Branch Audit Committee Meetings

Executive Officer Grein attended the February 21, 2020, meeting of the Legislative Commission's Sunset Subcommittee where she submitted the Commission on Construction Education's report detailing the implementation of two audit recommendation items from the October 2018 Sunset Subcommittee audit findings. Board staff also attended the Executive Branch Audit Committee on February 26, 2020, where a status report was provided on Division of Internal Audits Report 19-03, related to Occupational and Professional Licensing Boards.

NSCB Coordinates Updates to the Nevada Blue Book as part of NCIRC Participation

During the quarter, the Board hosted two Nevada Construction Industry Relations Committee meetings where proposed changes to the Nevada Blue Book were reviewed. The meetings welcome representatives from the State Board of Architecture, Interior Design and Residential Design; State Board of Professional Engineers and Land Surveyors; State Board of Landscape Architecture; State Fire Marshal Division; State Public Works Division; Organization of Building Officials; and the State Contractors Board. All approved changes are expected to be finalized and published this year.

Participation in FARB Strategic Planning Efforts Continues; Staff Attends FARB Training Seminar

Executive Officer Grein continued to participate in meetings for the Federation of Association of Regulatory Board's Super Strategic Action Team during the quarter. Current initiatives focus on platforms to promote FARB's tagline message across all regulatory industries. Grein and staff also attended FARB's Comprehensive Regulatory Training, which

provided training on topics such as current regulatory news and various litigation, and aspects of regulation and board operations.

Strategic Planning Session - March 10

On March 10, 2020, members joined executive management staff for the Board's annual strategic planning meeting. The meeting provides a focused and dedicated opportunity to review Board achievements from the prior year, discuss matters that may influence Board operations in the year ahead, and begin to construct goals and objectives aimed to move the Board forward in its efforts to remain a model regulatory agency. The fiscal year 2020-21 plan will highlight targeted goals for each of the Board's departments.

Joint Task Force with Nevada Labor Commissioner Moves Forward

In January, the Board hosted a Joint Task Force meeting with the Nevada Labor Commissioner and the Executive Deputy Director for Compliance with the Nevada Department of Taxation where more in-depth discussions about the creation and operation of our Joint Enforcement Task Force were outlined. To further support the Task Force initiatives, Grein applied to the Governor's Boards and Commissions office to be appointed to the Task Force on Employee Misclassification, created under Senate Bill 493.

Executive Officer Collaborates with Regulatory Boards; Implements Policy Changes

Executive Officer Grein participated in a teleconference with the Boards of Nursing, Medical Examiners and Pharmacists to discuss efforts being made to keep operations active during the COVID-19 pandemic. Additionally, Grein implemented temporary policies and processes in both offices to ensure continued operations and services for Contractor Board customers.

Executive Officer - Hammers & Hope Event

NSCB Partners with NAWIC Las Vegas Chapter to Promote Construction Careers for Women (Goal 3)

On March 5, 2020, the Contractors Board hosted its first Hammers and Hope event in partnership with the National Association of Women in Construction, Las Vegas Chapter, at the Legal Aid Center of Southern Nevada. The event aligned with the National Women in Construction Week and greeted more than 200 women driven to join the construction industry.

The event offered a variety of platforms for attendees to receive information, including a

keynote speaker, expert panel discussion, mentor breakout groups, and construction career resource tables where information on apprenticeship programs, training opportunities, and career connections were made available to all who sought their services.

Unlike standard career fairs, the Board's event offered a unique and much appreciated format allowing personalized interaction with industry professionals and direct feedback for those with thoughtful questions.

Upon receiving exceptional feedback, the Board looks forward to hosting this event again.



Executive Officer - Staff Highlights

BOARD INVESTIGATOR GOES BEYOND THE CALL OF DUTY



February 21, 2020 was a normal day at the Board. A Business Assistance Program was taking place in the Board room, and an administrative meeting was being held in the public conference room adjacent to it. Within moments, the normal day became a scene of life saving measures as a contractor representative in the administrative meeting suffered a heart attack, falling to the ground barely breathing.

As paramedics were called, investigator Mike McCoy's law enforcement and military training drove him to voluntarily step in and assist. Taking over CPR compressions and resuscitation efforts for nearly 20 minutes until paramedics arrived, McCoy's selfless decision saved the woman's life, who has since reported to be fully recovered.

A remarkable outcome led by a remarkable man and valued employee of the Nevada State Contractors Board.

SPECIAL SKILLS USED TO HELP THOSE IN NEED



As the world and nation reacted to the COVID-19 pandemic, and news of personal protective equipment shortages became top headlines, staff member Kenya McCampbell knew her seamstress skills were being called to action for a greater good.

Without question or hesitation, McCampbell got to work sewing over 75 masks in her home office, which were later donated to medical personnel in southern Nevada.

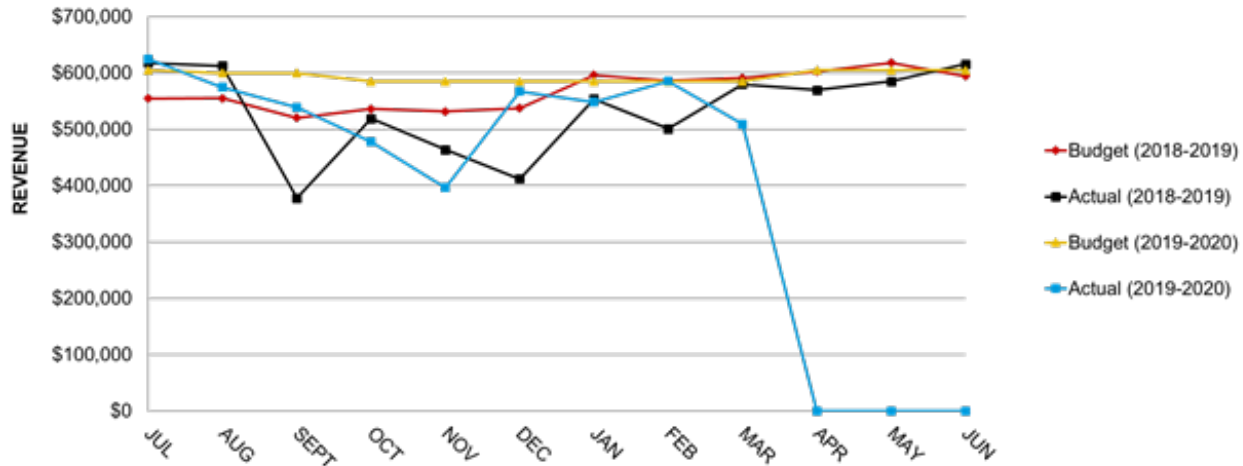
Efforts like this exemplify the highest level of service and commitment Board staff have to offer. The Board is grateful for the many ways McCampbell and others have contributed to our community's needs during these uncertain and difficult times.

Licensing & Cost Recovery - Data Dashboard

Budget (2018-2019)	JULY-18	AUG-18	SEPT-18	OCT-18	NOV-18	DEC-18	JAN-19	FEB-19	MAR-19	APR-19	MAY-19	JUN-19	TOTALS
License Renewals	\$350,000	\$350,000	\$315,000	\$330,000	\$326,000	\$332,000	\$390,000	\$380,000	\$385,000	\$395,000	\$410,000	\$387,000	\$4,350,000
New License Fee	\$66,666	\$66,667	\$66,667	\$66,666	\$66,667	\$66,667	\$66,666	\$66,667	\$66,667	\$66,666	\$66,667	\$66,667	\$800,000
Application Fee	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$600,000
License Changes	\$41,666	\$41,667	\$41,667	\$41,666	\$41,667	\$41,667	\$41,666	\$41,667	\$41,667	\$41,666	\$41,667	\$41,667	\$500,000
Investigative Recov Costs	\$33,333	\$33,333	\$33,334	\$33,333	\$33,333	\$33,334	\$33,333	\$33,333	\$33,334	\$33,333	\$33,333	\$33,334	\$400,000
Renewal Late Fees	\$7,500	\$7,500	\$7,500	\$7,500	\$7,500	\$7,500	\$7,500	\$7,500	\$7,500	\$7,500	\$7,500	\$7,500	\$90,000
Renewal Inactive Fee	\$5,800	\$6,100	\$6,200	\$7,200	\$6,400	\$6,200	\$7,300	\$6,900	\$7,200	\$8,500	\$8,900	\$8,300	\$85,000
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$554,965	\$555,267	\$520,368	\$536,365	\$531,567	\$537,368	\$596,465	\$586,067	\$591,368	\$602,665	\$618,067	\$594,468	\$6,825,000
Actual (2018-2019)	JULY-18	AUG-18	SEPT-18	OCT-18	NOV-18	DEC-18	JAN-19	FEB-19	MAR-19	APR-19	MAY-19	JUN-19	TOTALS
License Renewals	\$412,800	\$381,600	\$237,540	\$354,000	\$275,400	\$257,300	\$358,200	\$315,000	\$394,600	\$356,320	\$355,500	\$418,390	\$4,116,650
New License Fee	\$76,200	\$93,600	\$28,800	\$62,400	\$73,800	\$32,400	\$79,800	\$63,600	\$42,940	\$71,400	\$66,000	\$69,625	\$760,565
Application Fee	\$41,400	\$48,600	\$46,500	\$45,000	\$54,600	\$46,200	\$45,000	\$47,700	\$60,600	\$50,700	\$59,700	\$52,200	\$598,200
License Changes	\$42,425	\$40,350	\$35,475	\$33,575	\$34,150	\$35,075	\$37,225	\$37,475	\$52,300	\$48,600	\$47,025	\$41,025	\$484,700
Investigative Recov Costs	\$32,230	\$37,526	\$21,335	\$13,889	\$18,644	\$26,766	\$21,744	\$25,138	\$18,109	\$30,794	\$45,216	\$17,665	\$309,056
Renewal Late Fees	\$7,500	\$6,000	\$6,113	\$6,825	\$5,025	\$7,428	\$7,650	\$8,250	\$6,113	\$7,575	\$8,475	\$7,391	\$84,343
Renewal Inactive Fee	\$5,700	\$5,100	\$2,325	\$3,300	\$2,100	\$6,600	\$4,200	\$3,900	\$5,570	\$4,460	\$3,000	\$9,395	\$55,650
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$618,255	\$612,776	\$378,088	\$518,989	\$463,719	\$411,769	\$553,819	\$501,063	\$580,231	\$569,849	\$584,916	\$615,690	\$6,409,164
Variance (2018-2019)	JULY-18	AUG-18	SEPT-18	OCT-18	NOV-18	DEC-18	JAN-19	FEB-19	MAR-19	APR-19	MAY-19	JUN-19	TOTALS
License Renewals	\$62,800	\$31,600	(\$77,460)	\$24,000	(\$50,600)	(\$74,700)	(\$31,800)	(\$65,000)	\$9,600	(\$38,680)	(\$54,500)	\$31,390	(\$233,350)
New License Fee	\$9,534	\$26,933	(\$37,867)	(\$4,266)	\$7,133	(\$34,267)	\$13,134	(\$3,067)	(\$23,727)	\$4,734	(\$667)	\$2,958	(\$39,435)
Application Fee	(\$8,600)	(\$1,400)	(\$3,500)	(\$5,000)	\$4,600	(\$3,800)	(\$5,000)	(\$2,300)	\$10,600	\$700	\$9,700	\$2,200	(\$1,800)
License Changes	\$759	(\$1,317)	(\$6,192)	(\$8,091)	(\$7,517)	(\$6,592)	(\$4,441)	(\$4,192)	\$10,633	\$6,934	\$5,358	(\$642)	(\$15,300)
Investigative Recov Costs	(\$1,103)	\$4,193	(\$11,999)	(\$19,444)	(\$14,689)	(\$6,568)	(\$11,589)	(\$8,195)	(\$15,225)	(\$2,539)	\$11,883	(\$15,669)	(\$90,944)
Renewal Late Fees	\$0	(\$1,500)	(\$1,388)	(\$675)	(\$2,475)	(\$73)	\$150	\$750	(\$1,388)	\$75	\$975	(\$110)	(\$5,657)
Renewal Inactive Fee	(\$100)	(\$1,000)	(\$3,875)	(\$3,900)	(\$4,300)	\$400	(\$3,100)	(\$3,000)	(\$1,630)	(\$4,040)	(\$5,900)	\$1,095	(\$29,350)
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$63,290	\$57,509	(\$142,280)	(\$17,376)	(\$67,848)	(\$125,599)	(\$42,646)	(\$85,004)	(\$11,137)	(\$32,816)	(\$33,151)	\$21,222	(\$415,836)
Budget (2019-2020)	JULY-19	AUG-19	SEPT-19	OCT-19	NOV-19	DEC-19	JAN-20	FEB-20	MAR-20	APR-20	MAY-20	JUN-20	TOTALS
License Renewals	\$370,000	\$365,000	\$365,000	\$350,000	\$350,000	\$350,000	\$350,000	\$350,000	\$350,000	\$370,000	\$370,000	\$370,000	\$4,310,000
New License Fee	\$75,000	\$75,000	\$75,000	\$75,000	\$75,000	\$75,000	\$75,000	\$75,000	\$75,000	\$75,000	\$75,000	\$75,000	\$900,000
Application Fee	\$66,666	\$66,667	\$66,667	\$66,666	\$66,667	\$66,667	\$66,666	\$66,667	\$66,667	\$66,666	\$66,667	\$66,667	\$800,000
License Changes	\$48,333	\$48,333	\$48,334	\$48,333	\$48,333	\$48,334	\$48,333	\$48,333	\$48,334	\$48,333	\$48,333	\$48,334	\$580,000
Investigative Recov Costs	\$33,333	\$33,333	\$33,334	\$33,333	\$33,333	\$33,334	\$33,333	\$33,333	\$33,334	\$33,333	\$33,333	\$33,334	\$400,000
Renewal Late Fees	\$6,666	\$6,667	\$6,667	\$6,666	\$6,667	\$6,667	\$6,666	\$6,667	\$6,667	\$6,666	\$6,667	\$6,667	\$80,000
Renewal Inactive Fee	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$60,000
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$604,998	\$600,000	\$600,002	\$584,998	\$585,000	\$585,002	\$584,998	\$585,000	\$585,002	\$604,998	\$605,000	\$605,002	\$7,130,000
Actual (2019-2020)	JULY-19	AUG-19	SEPT-19	OCT-19	NOV-19	DEC-19	JAN-20	FEB-20	MAR-20	APR-20	MAY-20	JUN-20	TOTALS
License Renewals	\$419,400	\$337,200	\$361,990	\$284,620	\$249,600	\$383,440	\$374,700	\$384,000	\$309,750				\$3,104,700
New License Fee	\$79,200	\$86,400	\$63,600	\$64,800	\$43,800	\$78,000	\$52,800	\$66,600	\$79,390				\$614,590
Application Fee	\$49,200	\$51,681	\$46,420	\$61,580	\$39,220	\$43,500	\$47,700	\$59,400	\$57,300				\$456,000
License Changes	\$42,106	\$41,545	\$34,875	\$37,975	\$36,900	\$34,325	\$38,175	\$41,800	\$37,350				\$345,050
Investigative Recov Costs	\$21,871	\$46,498	\$20,112	\$20,641	\$17,675	\$17,592	\$24,009	\$24,097	\$14,948				\$207,443
Renewal Late Fees	\$7,575	\$8,100	\$5,438	\$5,550	\$7,125	\$5,175	\$6,975	\$7,350	\$5,925				\$59,213
Renewal Inactive Fee	\$5,400	\$3,300	\$6,450	\$2,700	\$2,400	\$5,400	\$4,200	\$2,100	\$4,220				\$36,170
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$624,751	\$574,723	\$538,884	\$477,866	\$396,720	\$567,432	\$548,559	\$585,347	\$508,883	\$0	\$0	\$0	\$4,823,166
Variance (2019-2020)	JULY-19	AUG-19	SEPT-19	OCT-19	NOV-19	DEC-19	JAN-20	FEB-20	MAR-20	APR-20	MAY-20	JUN-20	TOTALS
License Renewals	\$49,400	(\$27,800)	(\$3,010)	(\$65,380)	(\$100,400)	\$33,440	\$24,700	\$34,000	(\$40,250)	(\$370,000)	(\$370,000)	(\$370,000)	(\$1,205,300)
New License Fee	\$4,200	\$11,400	(\$11,400)	(\$10,200)	(\$31,200)	\$3,000	(\$22,200)	(\$8,400)	\$4,390	(\$75,000)	(\$75,000)	(\$75,000)	(\$285,410)
Application Fee	(\$17,466)	(\$14,987)	(\$20,248)	(\$5,086)	(\$27,447)	(\$23,167)	(\$18,966)	(\$7,267)	(\$9,367)	(\$66,666)	(\$66,667)	(\$66,667)	(\$344,000)
License Changes	(\$6,228)	(\$6,789)	(\$13,459)	(\$10,358)	(\$11,433)	(\$14,009)	(\$10,158)	(\$6,533)	(\$10,984)	(\$48,333)	(\$48,333)	(\$48,334)	(\$234,950)
Investigative Recov Costs	(\$11,462)	\$13,165	(\$13,222)	(\$12,692)	(\$15,658)	(\$15,742)	(\$9,324)	(\$9,236)	(\$18,386)	(\$33,333)	(\$33,333)	(\$33,334)	(\$192,557)
Renewal Late Fees	\$909	\$1,433	(\$1,230)	(\$1,116)	\$458	(\$1,492)	\$309	\$683	(\$742)	(\$6,666)	(\$6,667)	(\$6,667)	(\$20,788)
Renewal Inactive Fee	\$400	(\$1,700)	\$1,450	(\$2,300)	(\$2,600)	\$400	(\$800)	(\$2,900)	(\$780)	(\$5,000)	(\$5,000)	(\$5,000)	(\$23,830)
TOTALS	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	
	\$19,753	(\$25,277)	(\$61,118)	(\$107,132)	(\$188,280)	(\$17,570)	(\$36,439)	\$347	(\$76,119)	(\$604,998)	(\$605,000)	(\$605,002)	(\$2,306,834)

Licensing & Cost Recovery - Data Dashboard

Application, Renewal & Cost Recovery Revenue
(FISCAL YEARS 2018-19 / 2019-20)



JANUARY TO MARCH 2020	
Licenses (Beginning of Quarter)	16,758
New Licenses Issued	312
Licenses Cancelled / Surrendered / Revoked	(196)
Variance in Suspended/Reinstated Licenses	4
Licenses (End of Quarter)	16,878
# of Licenses on Jan 1, 2020	16,758
# of Licenses on Mar 31, 2020	16,878
Net YTD (Fiscal Year)	
Licenses Gained / Lost	120
Renewal Revenue Gained / Lost	\$72,000
<i>*Does not include suspended licenses</i>	

FISCAL YTD LICENSING FEE TOTALS (FY 2019-20)			
LICENSING FEES	3rd QUARTER BUDGET	3rd QUARTER ACTUAL	VARIANCE
License Renewals	1,050,000	1,068,450	18,450
New License Fee	225,000	198,790	(26,210)
Application Fee	200,000	164,400	(35,600)
License Changes	145,000	117,325	(27,675)
Investigative Costs	100,000	63,054	(36,946)
Renewal Late Fees	20,000	20,250	250
Renewal Inactive	15,000	10,520	(4,480)

90 DAY RETENTION RATE			
Projected Year-End Retention Rate	Jan 2020	16,758	
	Cancellations	(196)	(1.16%)
	New Licenses	312	1.85%
	Susp/Reinstated	4	0.02%
	Mar 2020	16,878	
	Change	120	
3 Month Rolling	% Change	0.71%	

180 DAY RETENTION RATE			
Projected Year-End Retention Rate	Oct 2019	16,675	
	Cancellations	(396)	(2.35%)
	New Licenses	594	3.52%
	Susp/Reinstated	5	0.03%
	Mar 2020	16,878	
Change	203		
6 Month Rolling	% Change	1.20%	

Licensing - Quarter Statistics

New License Apps	575	(12%)
Issued Licenses	312	(15%)
Change Apps	678	(10%)
<hr/>		
Active Licenses	16,414	(3%)
Inactive Licenses	464	(28%)
Placed on Inactive Status	31	(11%)
Voluntary Surrender	54	(35%)
Licenses Cancelled	127	(40%)
License Suspensions (no bond)	144	(15%)
License Suspensions Initiated (DETR/DIR)	33	(371%)
• Compliance with DETR/DIR Received	16	
• Licensee Referred to Enforcement	5	
• License Suspended	3	
<hr/>		
Active License Renewals	1,893	(5%)
Inactive License Renewals	50	(34%)
Online Renewals	1,193	(60% of all renewals)
New Online Registrations	436	(7,639 total registered)
<hr/>		
Application Denial Hearings	11	(31%)
<hr/>		
CMS Exams	319	(16%)
Trade Exams	342	(13%)
NASCLA Exam Transcripts	13	(32%)
• General Building Exam Waiver	7	(30%)
Licensure by Endorsement	132	(23% of new license apps)
• Trade & Experience	68	
• Trade Only	61	
• Experience Only	3	
<hr/>		
Certificates of Eligibility Requests	7	(17%)
Certificates of Eligibility Renewals	83	(20%)
Single Project Limit Increases	29	(12%)
<hr/>		
Contractors Identified As Veterans	97	(18%)
Business Assistance Program Attendees	157	(21%)
Public Records Requests	17	(37%)
Total Calls Received (1/1/20 - 3/13/20)	8,745	(avg. call time 1:26)

Licensing - New Application Quarter Statistics

3rd Quarter New Applications: Processing & Classification Data

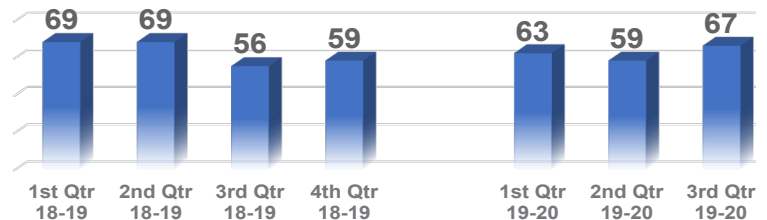
	Jan – Mar 2019	Jan – Mar 2020	% Change
Received	514	575	12%
Approved	429	396	8%
Tabled	3	6	100%
Denied	9	7	22%

Primary Classification		3rd Qtr 19-20		
		In-State	Out-of-State	Total
A	General Engineering	29	31	60
AB	General Engineering & General Building		2	2
B	General Building	69	61	130
C-1	Plumbing & Heating	21	6	27
C-2	Electrical	42	30	72
C-3	Carpentry, Maintenance & Minor Repair	33	14	47
C-4	Painting & Decorating	30	7	37
C-5	Concrete Contracting	24	7	31
C-6	Erecting Signs	6	3	9
C-7	Elevation & Conveyance	1	1	2
C-8	Glass & Glazing	3	1	4
C10	Landscape Contracting	15		15
C11	Spraying Mixtures Containing Cement	1		1
C13	Using Sheet Metal		1	1
C14	Steel Reinforcing & Erection	11	8	19
C15	Roofing & Siding	8	8	16
C16	Finishing Floors	10	2	12
C17	Lathing & Plastering	7	1	8
C18	Masonry	10		10
C19	Installing Terrazzo & Marble	5	2	7
C20	Tiling	8	1	9
C21	Refrigeration & Air Conditioning	27	10	37
C23	Drilling Wells & Installing Pumps, Pressure Tanks & Storage Tanks		1	1
C24	Erecting Scaffolds & Bleachers	2		2
C25	Fencing & Equipping Playgrounds	2	1	3
C26	Institutional Contracting		3	3
C30	Installing Equipment to Treat Water	1	1	2
C31	Wrecking	2		2
C33	Installing Industrial Machinery	1		1
C39	Installing Heaters	1	1	2
C41	Fire Protection	1	2	3
TOTAL		370 (64%)	205 (36%)	575

Licensing - Issued Licenses Quarter Statistics

3rd Quarter Issued Licenses: Processing & Classification Data

Average Processing Time in Days



Primary Classification		3rd Qtr 19-20		
		In-State	Out-of-State	Total
A	General Engineering	21	21	42
B	General Building	38	28	66
C-1	Heating & Plumbing	18	3	21
C-2	Electrical	25	8	33
C-3	Carpentry, Maintenance & Minor Repair	23	4	27
C-4	Painting & Decorating	8	4	12
C-5	Concrete Contracting	13	4	17
C-6	Erecting Signs	1	2	3
C-7	Elevation & Conveyance		1	1
C-8	Glass & Glazing	5	2	7
C10	Landscape Contracting	8		8
C13	Using Sheet Metal		1	1
C14	Steel Reinforcing & Erection	9	5	14
C15	Roofing & Siding	1		1
C16	Finishing Floors	7	2	9
C17	Lathing & Plastering	5	1	6
C18	Masonry	5	1	6
C19	Installing Terrazzo & Marble	3	3	6
C20	Tiling	5		5
C21	Refrigeration & Air Conditioning	10	3	13
C23	Drilling Wells & Installing Pumps, Pressure Tanks & Storage Tanks	1		1
C24	Erecting Scaffolding & Bleachers		1	1
C25	Fencing & Equipping Playgrounds	1		1
C26	Institutional Contracting	1		1
C31	Wrecking	1		1
C36	Installing Urethane	1		1
C40	Specialties Not Authorized by Other Classifications	1	1	2
C41	Fire Protection	5	1	6
TOTAL		216 (69%)	96 (31%)	312

Licensing - Quarter Highlights

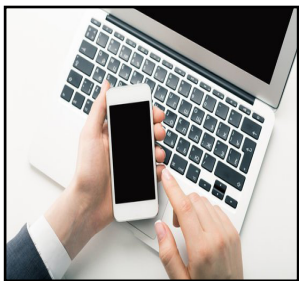


BOARD HOLDS REGULATION WORKSHOP & HEARING; ADOPTS PROPOSED REGULATION R014-19 CONCERNING THE BOARD'S RULES OF PRACTICE

The Nevada State Contractors Board held a regulation workshop on January 30, 2020 and a regulation hearing on February 6, 2020 to receive public comment on proposed regulation R14-19 having to do with the Board's rules of practice, which were reviewed in accordance with NRS 233B.050.

The regulation makes changes that enhance the rules of practice, modernize some aspects of the rules to recognize trends and technology improvements, and to remove areas of uncertainty. The regulation establishes an administrative fine range assessment for violating the provisions set forth in AB 440 from the 2019 Legislative Session, which created additional disciplinary action regarding builder's warranties, as well as an administrative fine range for violating NRS 624.30165.

At its February 20, 2020 public meeting, the Board adopted proposed regulation R014-19. The proposed regulation is currently pending approval by the Legislative Commission.



EFFORTS TO EXPAND USE OF ONLINE APPLICATIONS ONGOING

One of the Board's top priorities for FY 2019-20 included efforts to allow for online submission of new license applications. During the quarter, licensing staff have worked closely with the Board's vendor to develop the online application.

Agency testing of the automated application was scheduled to begin in March; however, impacts related to Nevada's COVID-19 State of Emergency have placed this effort on hold at this time.

Investigations - Background Check Trends

The Nevada State Contractors Board is authorized under NRS 624.265 to request fingerprints from all applicants for licensure for the purposes of conducting criminal background checks, which are used to assess the character of an applicant and verify accuracy and/or omission of information provided on the license application. The Board's use of criminal justice databases is monitored and audited by the State of Nevada and the FBI for compliance with applicable rules, regulations, policies and procedures.



Applicant Submittals	871
Applicants with criminal conviction(s)	236
Applicants without criminal conviction(s)	635
Criminal Histories	27%

Background Check Statistics

- 47 Background investigations initiated
 - 12 Investigations pending
 - 52 Investigations closed
- 5 Administrative Citations issued for misrepresentation
 - \$3,500 in fines
 - \$1,345 in costs

BACKGROUND INTERVIEWS HELP IMPROVE APPLICATION PROCESS

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

Of the 18 applicants interviewed for this purpose during the reporting period, all (100%) applicants were recommended for approval of licensure.

Investigations - Quarter Statistics

671 Complaints Opened

- 180 Workmanship (27%)
- 156 Unlawful Advertising (23%)
- 155 Contracting w/o License (23%)
- 127 Industrial Regulation (19%)
- 52 Money Owing (8%)
- 1 Criminal Fraud (0%)

95 Citations Issued

- 44 Administrative Citations (licensed contractors)
 - \$62,350 in Fines
 - \$15,562 in Costs
- 51 Administrative Citations (unlicensed contractors)
 - \$86,800 in Fines
 - \$21,986 in Costs

33 Disciplinary Hearings

- 14 Licenses Revoked
- 23 Cases assessed fines & costs
 - \$115,200 in Fines
 - \$26,582 in Costs

41 Criminal Affidavits Filed with District Attorney Offices

85 Cease & Desist Orders Issued to Unlicensed Contractors

Recovery Fund Statistics

- 46 Cases opened
- 1 Case denied
- 1 Case continued
- Recovery Fund balance as of March 31, 2020 is \$5.908 million

License Classifications of Cited Unlicensed Activity

B-2	Residential & Small Commercial	13
C-3	Carpentry, Maintenance & Minor Repair	9
A-10	Commercial & Residential Pools	5
C-1	Plumbing & Heating	4
C-5	Concrete Contracting	4
C-4	Painting & Decorating	3
C-10	Landscape Contracting	3
C-2	Electical	2
C-15	Roofing & Siding	1
C-16	Finishing Floors	1
C-18	Masonry	1
C-19	Installing Terrazzo & Marble	1
C-20	Tiling	1
C-25	Fencing & Equipping Playgrounds	1
C-40	Specialties Not Authorized by Other Classifications	1

UNLICENSED CONTRACTOR HOTLINE

Southern Nevada *Northern Nevada*
 (702) 486-1100 (ph.) (775) 850-7838 (ph.)
 (702) 486-1166 (fax) (775) 850-7854 (fax)

ALWAYS VERIFY A CONTRACTOR'S LICENSE

www.nscb.nv.gov - "License Search"

Search by license number, company name, or principal/qualified individual

Investigations - Significant Cases

Solar Contractor Steps up to Assist Homeowner after Former Employee Unlawfully Used Company Information

On Monday, January 27, 2020, the Nevada State Contractors Board opened an investigation into residential solar work after a homeowner filed a complaint against a licensed contractor who performed the installation alleging abandonment of her project and possible unfair business practices.

With the investigation underway, Board investigators quickly learned the employee responsible for entering into the contract was moonlighting and the contract terms he provided her did not adhere to the licensed company's standards.

By February 6, 2020, the licensee had voluntarily taken immediate steps to resolve the issue, including cancelling the signed contract, complete removal of all installed solar panels, and repairing her roof to its original condition.



Board Investigation into Unlicensed Contractor Concludes with \$10,000 Restitution Order

A Nevada homeowner was preparing to engage in a landscape project at his residence. He decided to hire Harrison Rebel of Green Ribbon Landscaping, an unlicensed contractor, for a contract value of \$36,310.

Shortly after the work began, concerns arose with the poor workmanship of Rebel as well as a significant amount of damage Rebel was causing to his home. A complaint was filed with the Nevada State Contractors Board and an investigation followed.

Having prior complaints on file and the new evidence at-hand, the Board submitted the case against Rebel to the Clark County District Attorney's office. Rebel appeared in court where he plead guilty to a Misdemeanor charge and was ordered to pay the homeowner \$10,000 in restitution as part of his sentencing.



Information Technology

Technology Resources Upgraded

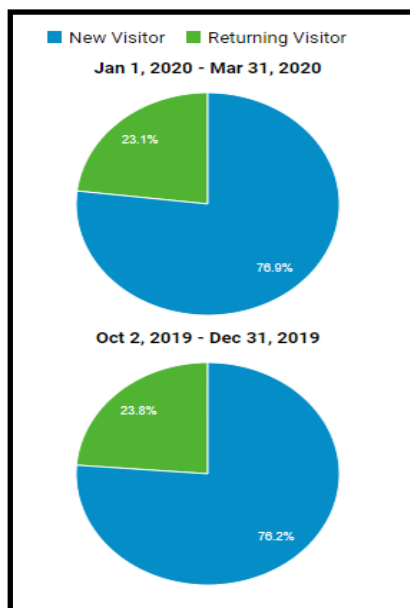
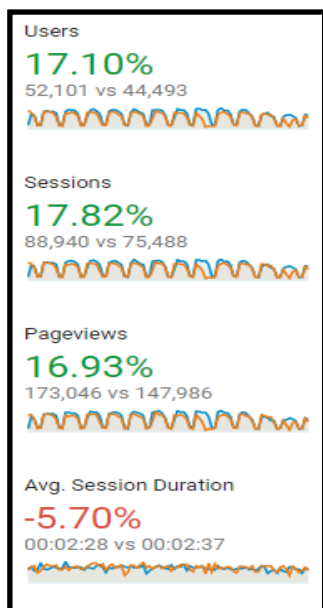
During the quarter, IT assisted in implementing the Board’s online time and labor management system. Additionally, both the Reno and Henderson offices received newer model copiers, which help reduce costs and improve production time. New scanners for both offices were also purchased and are currently in the process of being installed and programmed.

COVID-19 Shifts IT Priorities Overnight

The COVID-19 Emergency Declaration led to an immediate shift in IT priorities to be able to implement solutions for remote work for certain staff. These efforts included deployment of remote access solutions and mobile phones for telework as well as moving internal and public meetings from the physical to online platforms.

Website Statistics - 3rd Quarter

Over 52,000 visitors browsed the Board’s website during the 3rd Quarter of FY 2019-20. This is a 17% increase from last quarter and a 1.5% increase from the same period last year.



Public Information Office

Website Reorganization Efforts Continue

Efforts to redesign and reorganize the Board's website content continued during the quarter. In addition to content updates made by staff, the Public Information Officer worked with the IT Manager to outline various objectives for the new website, which were incorporated into a request for proposal that was disseminated to interested vendors. The changes being sought will offer more visual-based webpages, consistent site navigation, downloadable content, and organization efforts based on end-user needs, such as consumers, applicants, licensees, etc.

Media Engagement & Video Content

The Public Information Officer engaged in opportunities with Entercom Radio and KTNV Channel 13 to promote the Hammers and Hope event. An interview was also conducted with Channel 13 concerning heating and air conditioning repairs and the importance of hiring and verifying licensed contractors for this purpose.

Expanding upon the Board's video resources, Executive Officer Grein recorded three informational videos focused on finding licensed contractors, tips for evaluating multiple bids, and the importance of written contracts, which were all added to the Board's website and You Tube page for consumers.



Community Outreach & Message Promotion

Promoting the Board's message during the quarter involved a senior presentation to the Minden Rotary and engagement in a variety of community events, including the Southern Nevada Fire Station 21 Open House, the Sun City Summerlin Home Expo, and the Consumer Fraud Prevention Fairs in both southern and northern Nevada.

Staff also conducted seminars on the Board's resources and license verification resources to personnel at the City of Las Vegas Building and Fire Safety Division and attendees of the Nevada Finest Properties' Greater Las Vegas 10th Annual HOA Trade Show & Expo. Closing the quarter, members of management attended a meeting with the International Association of Special Investigators to discuss issues related to home remediation companies and related fraudulent and unlicensed activities.

Looking Forward - Quarter 4

As the third quarter closes, the Board finds itself adapting to unprecedented changes related to the COVID-19 Emergency Declaration. We are making every effort to keep licensing and enforcement services operational while taking appropriate steps to protect the health and safety of our staff and the public we serve.

In the weeks ahead, the Board will remain focused on adapting to the changing work environment. We will be strategizing daily, based on current information available, to evaluate the operations being provided in order to continue providing the highest quality of service possible.

Rethinking how we do business can be challenging, but we welcome the opportunity to implement unique solutions - some of which may have a lasting impact on our operations.

Our Board will be conducting public meetings, disciplinary hearings, and Recovery Fund hearings via online platforms. We are meeting customers' needs through drop box services, telephone calls, and electronic correspondence. And our investigators are approaching consumer complaints in a digital and virtual environment.

Although some of these efforts are new to us and require immediate and thoughtful attention, I am confident in our ability to adapt to and meet any future challenges.



NORTHERN OFFICE

5390 Kietzke Lane, Suite 102

Reno, NV 89511

(775) 688-1141

(775) 688-1271 Fax

SOUTHERN OFFICE

2310 Corporate Circle, Ste. 200

Henderson, NV 89074

(702) 486-1100

(702) 486-1190 Fax

www.nscb.nv.gov

