



Nevada State Contractors Board

STRATEGIC PLAN

EXECUTIVE OFFICER REPORT

QUARTER FOUR REPORT

April - June 2022

FY 2021-22 ANNUAL REPORT

July 2021 - June 2022



Members of the Board

Kent Lay, *Chair*

Steve Menzies, *Treasurer*

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Brian Hayashi, *IT Manager*

Michael Phillips, *Public Information Officer*

Mission Statement

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

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Message from the Executive Officer

Over the past fiscal year, Nevadans adapted to change in resuming much of our pre-pandemic lives. For many of us, this meant participating again at in-person meetings and events. In construction and other industries, many businesses have embraced opportunities to reconnect with customers and clients. Likewise, the Nevada State Contractors Board also came back to interacting with the public at full capacity and enhanced our efforts in several areas.

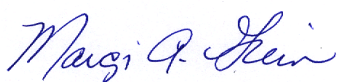
As a consumer-focused public protection agency, we take pride in the personal interactions we have with the public, particularly educating them about the Board's resources and resolving their issues. The Board took advantage of opportunities to reengage in-person at our offices and at a wide variety of events. NSCB also went directly to the media, holding a consumer protection conference and conducting numerous interviews from a variety of voices. In December, we moved into a new office space in Southern Nevada and we believe the new space provides a more comfortable experience for those who visit that office.

Construction in Nevada remained robust in most areas during the fiscal year and so did the Board's efforts in combating both licensed and unlicensed contractors engaging in illegal activity. While the majority of contractors are out to do a good job and provide a needed service, we know there are unscrupulous actors who prey on the most vulnerable in our population. We continue to enforce what is already on the books as well as tweak our licensing requirements to benefit qualified contractors and potential contractors. All the while supporting proposals, laws, and regulations that increase the penalties against illegal actors.

This spring, we enlisted the help of other state and local agencies to form an Interagency Task Force to look at unlicensed practice and fraud from a comprehensive perspective. Membership includes representatives from state and local agencies as well as other partners. The Task Force aims to improve efforts to combat illegal activities through improve communications, information sharing and joint enforcement efforts.

Environmental opportunities and challenges continue to impact many areas of construction and development. Our state's abundant sunshine continues to drive homeowners towards solar for their homes. Throughout the fiscal year, the Board communicated new standards and laws for residential photovoltaic contractors.

Moving into another fiscal year, we will look for opportunities to further protect the public and promote licensed contractors. Whether navigating through periods of clarity or uncertainty, the Board will remain nimble as we advance our efforts for those we serve.

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

MARGI A. GREIN
Nevada State Contractors Board Executive Officer

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Executive Officer - Strategic Plan Initiatives & Q4 Highlights

Implement customer service training for enforcement personnel involved in field operations. (Goal 2 Objective)

The Compliance Division focuses on customer service training during its regular meetings. Additionally, the Compliance Supervisor performs on the job customer service training on a regular basis. The Enforcement Department has scheduled a team-based training for enforcement personnel to be completed by April 2023.

Board Participates in NASCLA Coordinated Enforcement Effort (Goal 2)

In a coordinated effort with the National Association of State Contractors Licensing Agencies (NASCLA), the Board's Enforcement Division engaged in a multi-state effort to combat individuals unlawfully performing construction related activities in the State of Nevada. NSCB efforts focused on those advertising without a license and contracting without a license.

Investigators from the Board's Compliance and Special Investigations Divisions teamed up to perform 98 site visits at construction sites during the three-week time period where violations of NRS Chapter 624 were validated among licensed and unlicensed contractors. Additionally, three sting operations were conducted resulting in 11 criminal cases against unlicensed contractors.

In total, the Board's efforts during the time period resulted in 50 criminal cases for unlawful construction activities; 7 cases related to violations of industry regulations under NRS 624; and the issuance of 22 Cease and Desist Orders.

Continue Outreach to Potential Licensees to Spark Interest in the Contractor Profession (Goal 3)

During the fiscal year, the Board welcomed the opportunity to work collaboratively with the industry in reaching out to high school students to share with them the value of a career in construction. The forums provided an interactive discussion with students, highlighted the benefits of a career in construction; allowed each panelist to share their personal story of how they entered the field of construction to demonstrate that every professional took a different path to achieve success; helped students identify and think about their current interests and skills and how those traits related to a construction-related job.

Presentations to Property Managers and Realtors (Goal 3)

The Board continued to focus efforts on informing the real estate and development community about the Board's resources and the importance of hiring licensed contractors. In April, the PIO presented to New West Property Management in Las Vegas. In June, he presented to Realty One in Reno and The Las Vegas Realtors Property Management Committee.

Executive Officer - Strategic Plan Initiatives & Q4 Highlights

Board Sets Legislative Agenda for 2023 Legislative Session (Goal 4)

Executive Officer Grein met with legislative and industry representatives and the Board's Executive Subcommittee to discuss possible legislative initiatives for the 2023 Legislative Session. Following approval by the Board, the legislative package was submitted to the Governor's Office, which included recommendations to amend provisions related to Cease and Desist Orders, Informal Citation Conferences, Residential Construction contracts, general building provisions and false certification of applicants.

Board Engages in Training, Sets Strategic Direction for 2022-23 (Goals 4 & 5)

As part of its efforts to remain current on industry and regulatory practices, the Board and executive staff participated in a series of trainings throughout the year, including regulatory training by Dale Atkinson, on the role and responsibilities of regulatory boards, webinars from the Atkinson Firm, and NASCLA webinars. Later in the year, the Board held its annual Strategic Planning Session facilitated by Daniel Icafano from MIG to discuss and develop the goals and objectives for FY 2022-23 which were adopted in June 2022 as the Board's Strategic Plan.

Board Sets Strategic Plan Initiatives & Q4 Highlights (Goals 5)

Executive Officer Grein met with legislative and industry representatives and the Board's Executive Subcommittee to discuss possible legislative initiatives for the 2023 Legislative Session. Following approval by the Board, the legislative package was submitted to the Governor's Office, which included recommendations to amend provisions related to Cease and Desist Orders, Informal Citation Conferences, Residential Construction contracts, general building provisions and false certification of applicants.

Board Collaborates with Other States (All Goals)

Continuing with our annual tradition, the Nevada and California Contractors Boards met in September for a collaborative discussion addressing trends related to criminal background checks, exam waivers, licensing and enforcement, as well as topics including general building contractor classifications, residential solar construction, legislative changes, proactive multi-state stings and COVID-19 process improvements.

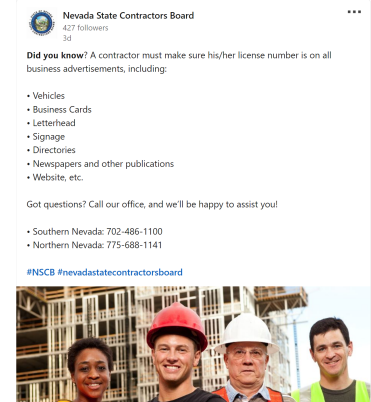
Executive Officer - FY 2021-22 Highlights

Board Expands and Enhances Opportunities and Channels to Protect Public

During the 2021-'22 fiscal year, the Board was able to convey to the public the dangers of unlicensed and unscrupulous contractors through a variety and expansion of forums.

Residential Solar Outreach Campaign

The Nevada State Contractors Board partnered with Clark County Commission Chair Marilyn Kirkpatrick and Senator Chris Brooks to host a joint press conference on the implementation of SB 303 concerning residential solar requirements, as well as inform the public of the importance of hiring licensed Nevada contractors for projects like residential pool and spa construction. To promote these changes, the Board created a new “Residential Solar” tab under consumer information on the NSCB website. Additionally, we distributed an Industry Bulletin to all licensees informing them of the changes that took effect October 1, 2021, sent information to industry groups as well as the media to help expand our outreach, and integrated new solar graphics into our social media.



LinkedIn

In October, the Board began a LinkedIn page as another way to the connect and engage with the public. Since then, we have posted over 130 times on LinkedIn. Now, there are over 400 followers of the page, providing our content to another audience in the social media sphere and helping to diversify our influence.

Small Business Incubator Program

The Board participated in biannual sessions of the Small Business Spanish Incubator Program hosted by UNLV's Office of Economic Development, the Nevada Small Business Development Center, and the City of Las Vegas. The representative was able to share information about some of the Board's resources with participants who were eager to join the business community.

Executive Officer - FY 2021-22 Highlights

Board Resumes In-Person Services, Meetings, and Events

With the undoing of many pandemic restrictions and precautions, the Board took advantage of opportunities to interact with the public. Staff was able to full reengage with the public at our offices and at a wide variety of events. These occasions included speaking to senior and realtor groups as well as attending community home expos in both Northern and Southern Nevada. NSCB also went directly to the media, conducting numerous interviews from a variety of voices. Furthermore, the Board was well represented at construction career panels and events.



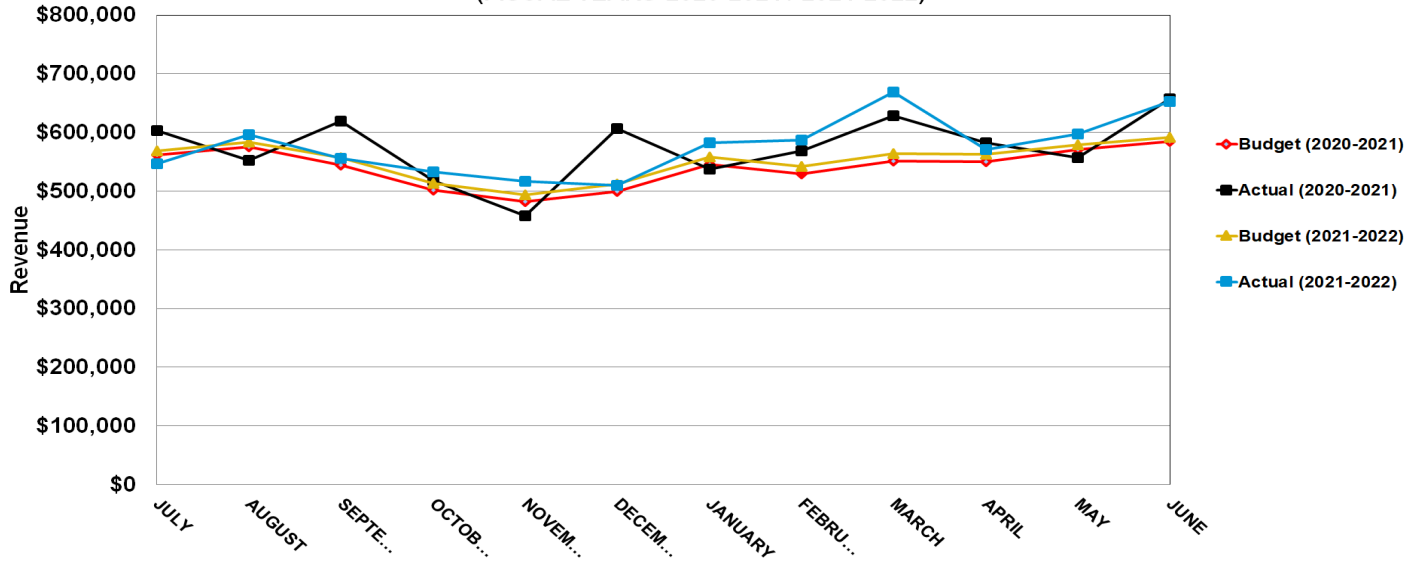
New Southern Nevada Office

On December 15, 2021, the Board's Southern Nevada Office moved from its Henderson location to 8400 West Sunset Road, Suite 150, Las Vegas, NV 89113. The new office space, located within the UNLV Tech Park lowers the Board's carbon footprint and offers the Board enhanced technological infrastructure to serve the needs of the public, contractors, as well as Board staff in performing their duties.

Licensing & Cost Recovery Data Dashboard

Budget (2020-2021)	JULY-20	AUG-20	SEPT-20	OCT-20	NOV-20	DEC-20	JAN-21	FEB-21	MAR-21	APR-21	MAY-21	JUN-2021	TOTALS
License Renewals	\$389,000	\$403,000	\$374,000	\$331,100	\$312,000	\$330,000	\$375,000	\$360,000	\$381,000	\$380,000	\$399,900	\$415,000	\$4,450,000
New License Fee	\$61,666	\$61,667	\$61,667	\$61,666	\$61,667	\$61,667	\$61,666	\$61,667	\$61,667	\$61,666	\$61,667	\$61,667	\$740,000
Application Fee	\$43,333	\$43,333	\$43,334	\$43,333	\$43,333	\$43,334	\$43,333	\$43,333	\$43,334	\$43,333	\$43,333	\$43,334	\$520,000
License Changes	\$35,000	\$35,000	\$35,000	\$35,000	\$35,000	\$35,000	\$35,000	\$35,000	\$35,000	\$35,000	\$35,000	\$35,000	\$420,000
Investigative Recov/Costs	\$20,833	\$20,833	\$20,834	\$20,833	\$20,833	\$20,834	\$20,833	\$20,833	\$20,834	\$20,833	\$20,833	\$20,834	\$250,000
Renewal Late Fees	\$5,750	\$5,750	\$5,750	\$5,750	\$5,750	\$5,750	\$5,750	\$5,750	\$5,750	\$5,750	\$5,750	\$5,750	\$69,000
Renewal Inactive Fee	\$5,725	\$5,875	\$3,325	\$3,525	\$3,075	\$3,225	\$3,625	\$2,425	\$3,325	\$3,625	\$4,225	\$3,025	\$45,000
Totals	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	
	\$561,307	\$575,458	\$543,910	\$501,207	\$481,658	\$499,810	\$545,207	\$529,008	\$550,910	\$550,207	\$570,708	\$584,610	\$6,494,000
Actual (2020-2021)	JULY-20	AUG-20	SEPT-20	OCT-20	NOV-20	DEC-20	JAN-21	FEB-21	MAR-21	APR-21	MAY-21	JUN-2021	TOTALS
License Renewals	\$390,150	\$345,000	\$412,565	\$333,555	\$296,100	\$338,530	\$385,200	\$379,125	\$395,250	\$386,325	\$401,888	\$454,235	\$4,517,923
New License Fee	\$83,700	\$79,500	\$75,450	\$73,200	\$50,400	\$70,200	\$53,400	\$64,500	\$76,150	\$54,200	\$51,900	\$74,100	\$806,700
Application Fee	\$47,100	\$56,100	\$56,400	\$50,400	\$52,200	\$56,700	\$43,500	\$59,400	\$82,800	\$71,700	\$49,500	\$66,000	\$691,800
License Changes	\$43,300	\$34,750	\$41,975	\$33,925	\$35,500	\$34,950	\$31,825	\$34,200	\$46,900	\$40,475	\$35,975	\$40,575	\$454,350
Investigative Recov/Costs	\$29,381	\$29,229	\$25,207	\$16,227	\$12,201	\$94,094	\$10,275	\$19,808	\$17,056	\$20,957	\$10,402	\$15,766	\$300,603
Renewal Late Fees	\$4,163	\$4,125	\$3,038	\$7,275	\$7,488	\$7,888	\$9,188	\$8,550	\$6,675	\$5,175	\$4,275	\$3,225	\$70,863
Renewal Inactive Fee	\$5,250	\$4,200	\$4,538	\$3,000	\$4,050	\$4,350	\$4,350	\$2,700	\$3,900	\$3,450	\$2,700	\$3,750	\$46,238
Totals	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	
	\$603,043	\$552,904	\$619,172	\$517,582	\$457,939	\$606,511	\$537,737	\$568,283	\$628,731	\$582,282	\$556,639	\$657,651	\$6,888,475
Variance (2020-2021)	JULY-20	AUG-20	SEPT-20	OCT-20	NOV-20	DEC-20	JAN-21	FEB-21	MAR-21	APR-21	MAY-21	JUN-2021	TOTALS
License Renewals	\$1,150	(\$58,000)	\$38,565	\$2,455	(\$15,900)	\$8,530	\$10,200	\$19,125	\$14,250	\$6,325	\$1,988	\$39,235	\$67,923
New License Fee	\$22,034	\$17,833	\$13,783	\$11,534	(\$11,267)	\$8,533	(\$8,266)	\$2,833	\$14,483	(\$7,466)	(\$9,767)	\$12,433	\$66,700
Application Fee	\$3,767	\$12,767	\$13,066	\$7,067	\$8,867	\$13,366	\$167	\$16,067	\$39,466	\$28,367	\$6,167	\$22,666	\$171,800
License Changes	\$8,300	(\$250)	\$6,975	(\$1,075)	\$500	(\$500)	(\$3,175)	(\$800)	\$11,900	\$5,475	\$975	\$5,575	\$34,350
Investigative Recov/Costs	\$8,548	\$8,396	\$4,373	(\$4,606)	(\$8,832)	\$73,260	(\$10,559)	(\$1,025)	(\$3,778)	\$124	(\$10,431)	(\$5,068)	\$60,603
Renewal Late Fees	(\$1,588)	(\$1,625)	(\$2,713)	\$1,525	\$1,738	\$1,938	\$3,438	\$2,800	\$925	(\$575)	(\$1,475)	(\$2,525)	\$1,863
Renewal Inactive Fee	(\$475)	(\$1,675)	\$1,213	(\$525)	\$975	\$1,125	\$725	\$275	\$575	(\$175)	(\$1,525)	\$725	\$1,238
Totals	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	
	\$41,736	(\$22,554)	\$75,262	\$16,375	(\$23,719)	\$106,701	(\$7,470)	\$39,275	\$77,821	\$32,075	(\$14,069)	\$73,041	\$394,475
Budget (2021-2022)	JULY-21	AUG-21	SEPT-21	OCT-21	NOV-21	DEC-21	JAN-22	FEB-22	MAR-22	APR-22	MAY-22	JUN-22	TOTALS
License Renewals	\$384,000	\$398,000	\$374,000	\$331,100	\$312,000	\$330,000	\$375,000	\$360,000	\$381,000	\$380,000	\$399,900	\$409,900	\$4,430,000
New License Fee	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$62,500	\$750,000
Application Fee	\$54,166	\$54,167	\$54,167	\$54,166	\$54,167	\$54,167	\$54,166	\$54,167	\$54,167	\$54,166	\$54,167	\$54,167	\$650,000
License Changes	\$35,833	\$35,833	\$35,834	\$35,833	\$35,833	\$35,833	\$35,833	\$35,833	\$35,834	\$35,833	\$35,833	\$35,834	\$430,000
Investigative Recov/Costs	\$20,833	\$20,833	\$20,834	\$20,833	\$20,833	\$20,834	\$20,833	\$20,833	\$20,834	\$20,833	\$20,833	\$20,834	\$250,000
Renewal Late Fees	\$5,833	\$5,833	\$5,834	\$5,833	\$5,833	\$5,834	\$5,833	\$5,833	\$5,834	\$5,833	\$5,833	\$5,834	\$70,000
Renewal Inactive Fee	\$5,725	\$5,875	\$3,325	\$3,525	\$3,075	\$3,225	\$3,625	\$2,425	\$3,325	\$3,625	\$4,225	\$3,025	\$45,000
TOTALS	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	
	\$568,890	\$583,041	\$556,494	\$513,790	\$494,241	\$512,394	\$557,790	\$541,591	\$563,494	\$562,790	\$578,391	\$592,094	\$6,825,000
Actual (2021-2022)	JULY-21	AUG-21	SEPT-21	OCT-21	NOV-21	DEC-21	JAN-22	FEB-22	MAR-22	APR-22	MAY-22	JUN-22	TOTALS
License Renewals	\$356,290	\$378,450	\$379,225	\$353,245	\$331,200	\$335,080	\$406,650	\$390,075	\$437,100	\$367,125	\$397,125	\$435,560	\$4,567,125
New License Fee	\$76,500	\$80,300	\$64,750	\$69,800	\$61,500	\$61,050	\$57,150	\$61,950	\$84,700	\$74,000	\$66,000	\$72,000	\$829,500
Application Fee	\$52,800	\$63,900	\$52,500	\$54,300	\$57,900	\$57,000	\$44,100	\$58,500	\$72,000	\$56,700	\$58,200	\$75,300	\$703,200
License Changes	\$32,325	\$46,300	\$34,325	\$33,500	\$41,600	\$35,150	\$44,250	\$44,850	\$47,350	\$49,825	\$47,600	\$46,325	\$503,400
Investigative Recov/Costs	\$19,830	\$17,695	\$19,018	\$10,050	\$12,809	\$8,567	\$17,638	\$18,548	\$15,962	\$11,538	\$16,810	\$12,214	\$180,679
Renewal Late Fees	\$4,050	\$4,500	\$3,838	\$8,550	\$6,635	\$8,363	\$9,338	\$9,113	\$7,688	\$8,025	\$7,688	\$7,800	\$85,385
Renewal Inactive Fee	\$4,800	\$4,800	\$2,888	\$3,800	\$4,800	\$4,800	\$3,600	\$3,900	\$4,200	\$3,600	\$3,600	\$3,600	\$48,188
Totals	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	
	\$546,595	\$595,945	\$556,343	\$532,845	\$516,444	\$510,010	\$582,726	\$586,936	\$668,999	\$570,813	\$597,023	\$652,799	\$6,917,477
Variance (2021-2022)	JULY-21	AUG-21	SEPT-21	OCT-21	NOV-21	DEC-21	JAN-22	FEB-22	MAR-22	APR-22	MAY-22	JUN-22	TOTALS
License Renewals	(\$27,710)	(\$19,550)	\$5,225	\$22,145	\$19,200	\$5,080	\$31,850	\$30,075	\$56,100	(\$12,875)	\$2,125	\$25,660	\$137,125
New License Fee	\$14,000	\$17,800	\$2,250	\$7,100	(\$1,000)	(\$1,450)	(\$5,350)	(\$550)	\$22,200	\$11,500	\$3,500	\$9,500	\$79,500
Application Fee	(\$1,366)	\$9,733	(\$1,667)	\$134	\$3,733	\$2,833	(\$10,066)	\$4,333	\$17,833	\$2,534	\$4,033	\$21,133	\$63,200
License Changes	(\$3,508)	\$10,467	(\$1,509)	(\$2,333)	\$5,767	(\$684)	\$8,417	\$9,017	\$11,516	\$13,992	\$11,767	\$10,491	\$73,400
Investigative Recov/Costs	(\$1,003)	(\$3,138)	(\$1,816)	(\$10,783)	(\$8,024)	(\$12,267)	(\$3,195)	(\$2,285)	(\$4,872)	(\$9,295)	(\$4,023)	(\$6,620)	(\$69,321)
Renewal Late Fees	(\$1,783)	(\$1,333)	(\$2,197)	\$2,717	\$802	\$2,529	\$3,505	\$3,280	\$1,854	\$2,192	\$1,855	\$1,966	\$15,385
Renewal Inactive Fee	(\$925)	(\$1,075)	(\$438)	\$75	\$1,725	\$1,575	(\$25)	\$1,475	\$875	(\$25)	(\$625)	\$575	\$3,188
Totals	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	
	(\$22,295)	\$12,904	(\$151)	\$19,055	\$22,203	(\$2,384)	\$24,936	\$45,345	\$105,505	\$8,023	\$18,632	\$60,705	\$292,477

Application, Renewal & Cost Recovery Revenue
(FISCAL YEARS 2020-2021 / 2021-2022)



APRIL TO JUNE 2022			
Licenses (Beginning of Quarter)		17,807	
New Licenses Issued		348	
Licenses Cancelled/Surrendered/Revoked		(197)	
Variance in Suspended/Reinstated Licenses		(33)	
Licenses (End of Quarter)		17,925	
# of Licenses on April 1, 2022			
		17,807	
# of Licenses on June 30, 2022			
		17,925	
Licenses Gained / Lost		118	
Renewal Revenue Gained / Lost		\$70,800	
<i>*Does not include suspended licenses</i>			
180 Day Retention Rate			
Projected Year-End Retention Rate	January 2022	17,721	
	Cancellations	(436)	(2.43%)
	New Licenses	684	3.82%
	Susp/Reinstate	(44)	(0.25%)
	June 2022	17,925	
	Change	204	
6 Month Rolling	% Change	1.14%	

FISCAL YTD LICENSING FEE TOTALS (FY 2021-2022)			
LICENSING FEES	Q4 BUDGET	Q4 ACTUAL	VARIANCE
License Renewals	1,184,900	1,199,810	14,910
New License Fee	187,500	212,000	24,500
Application Fee	162,500	190,200	27,700
License Changes	107,500	143,750	36,250
Invest Recov Costs	62,500	40,562	(21,938)
Renewal Late Fees	17,500	23,513	6,013
Renewal Inactive	10,875	10,800	(75)
90 Day Retention Rate			
Projected Year-End Retention Rate	April 2022	17,807	
	Cancellations	(197)	(1.10%)
	New Licenses	348	1.94%
	Susp/Reinstate	(33)	(0.18%)
	June 2022	17,925	
	Change	118	
3 Month Rolling	% Change	0.66%	

Licensing - Overview and Comparison

	Quarter 4 FY '21-'22	
New License Apps	643 (3%)	2,395 (3%)
Issued Licenses	377 (30%)	1665 (14%)
License Change Apps	831 (22%)	2,940 (10%)
Active Licenses	17,416 (2%)	17,416 (2%)
Inactive Licenses	509 (6%)	509 (6%)
Placed on Inactive Status	31 (29%)	145 (11%)
Voluntary Surrender	54 (8%)	248 (14%)
Licenses Canceled, Not Renewed	129*	534 (27%)
Licenses Revoked	13 (18%)	42 (24%)
License Suspensions (no bond)	187 (55%)	717 (13%)
License Suspensions Initiated (DETR/DIR)	17 (11%)	85 (10%)
Compliance with DETR/DIR Received	21 (24%)	74 (20%)
Suspended	4 (20%)	24 (167%)
Pending Suspension	4 (79%)	4 (79%)
Active License Renewals	2,031 (4%)	7,458 (2%)
Inactive License Renewals	43 (9%)	179 (11%)
New Online Registrations	425	1,881
Application Denial Hearings	6 (25%)	32 (16%)
CMS Exams	436 (13%)	1,601 (12%)
Trade Exams	431 (20%)	1,780 (6%)
Certificate of Eligibility Requests	12 (140%)	38 (19%)
Certificate of Eligibility Renewals	98 (5%)	363 (0.3%)
Single Project Limit Increases	23 (15%)	91 (3%)
Contractors Identified as Veterans	91 (47%)	347 (0.3%)
Business Assistance Program Attendees	20 (51%)	103 (38%)
Public Records Requests	22 (22%)	74 (31%)

*Cancellations were paused in the 4th quarter 2019-2020 as a result of the COVID-19 Emergency Declaration and was reinstated on February 2, 2021.

Licensing - License Application Trends

New License Application Trends

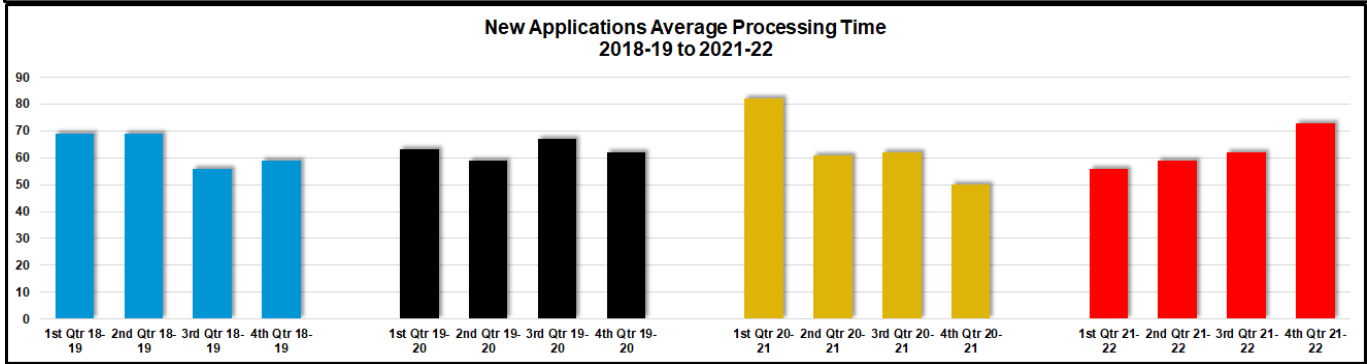
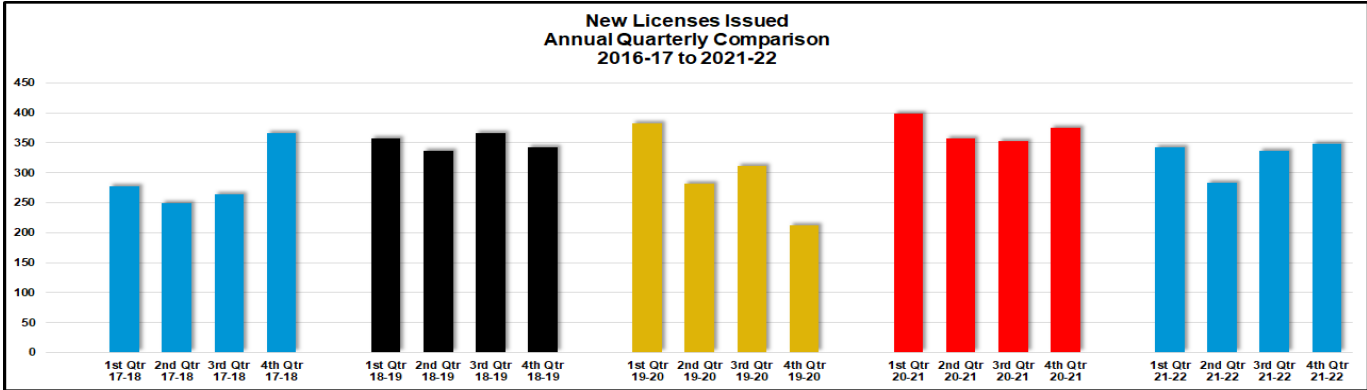
Quarter	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	% Change
1st Qtr	398	460	497	532	578	9%
2nd Qtr	386	498	488	534	576	8%
3rd Qtr	475	514	575	633	598	-6%
4th Qtr	539	548	431	627	643	3%
Fiscal Year Total	1,798	2,020	1,991	2,326	2,395	3%
<i>% change from prior FY quarter</i>						

	4th Quarter FY 2020-21	4th Quarter FY 2021-22	% Change
Received	627	643	3%
Approved	535	377	-30%
Tabled	7	11	57%
Denied	20	24	20%
Pending	814	886	9%
<i>% change from prior FY quarter</i>			

License Change Application Trends

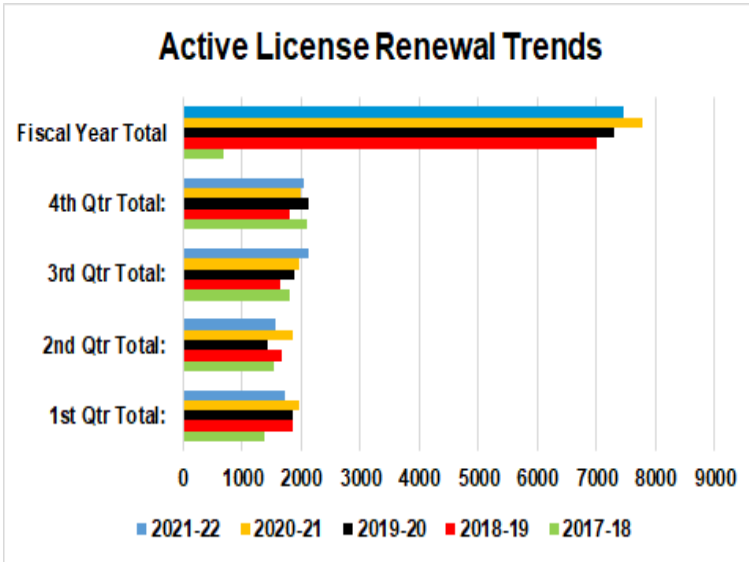
	2017-18	2018-19	2019-20	2020-21	2021-22	% Change
July	261	241	253	249	189	-24%
August	279	253	245	234	285	22%
September	201	186	213	235	190	-19%
1st Qtr Total:	741	680	711	718	664	-8%
October	200	213	225	209	215	3%
November	193	193	200	204	248	22%
December	176	209	217	209	210	0.5%
2nd Qtr Total:	569	615	642	622	673	8%
January	223	221	224	187	238	27%
February	237	239	239	207	263	27%
March	254	291	215	266	274	3.0%
3rd Qtr Total:	714	751	678	660	775	17%
April	222	275	155	223	282	26%
May	227	282	210	211	267	27%
June	231	243	240	248	281	13.3%
4th Qtr Total:	680	800	605	682	830	22%
Fiscal Year Total	2,704	2,846	2,636	2,682	2,942	10%
<i>% Change from Prior FY</i>						

Licensing - Issued License Trends



Issued Licenses By Primary Classification	4th Qtr 2020-21			4th Qtr 2021-22		
	In	Out	Total	In	Out	Total
A - General Engineering	14	14	28	13	20	33
AB - General Engineering & General Building			0			0
B - General Building	36	30	66	42	37	79
C-1 Plumbing and Heating	18	3	21	16	3	19
C-2 Electrical	38	12	50	21	17	38
C-3 Carpentry, Maintenance & Minor Repairs	29	1	30	18	2	20
C-4 Painting and Decorating	26	4	30	21	3	24
C-5 Concrete Contracting	12	7	19	13	1	14
C-6 Erecting Signs		1	1	1	1	2
C-7 Elevation and Conveyance			0		2	2
C-8 Glass and Glazing	3		3	4	2	6
C-10 Landscape Contracting	7	1	8	14	2	16
C-11 Spraying Mixtures Containing Cement			0	1		1
C-13 Using Sheet Metal	2		2			0
C-14 Steel Reinforcing and Erection	16	11	27	6	3	9
C-15 Roofing and Siding	3	3	6	4	2	6
C-16 Finishing Floors	11	1	12	11	2	13
C-17 Lathing and Plastering		1	1	3	1	4
C-18 Masonry	7	1	8	6	2	8
C-19 Installing Terrazzo and Marble	8	1	9	6	3	9
C-20 Tiling	10	1	11	11	1	12
C-21 Refrigeration and Air Conditioning	22	6	28	18	2	20
C-23 Drilling Wells & Installing Pumps, Pressure Tanks & Storage Tanks	1		1	2	1	3
C-24 Erecting Scaffolds & Bleachers			0	1		1
C-25 Fencing & Equipping Playgrounds	3	1	4	1	1	2
C-26 Institutional Contracting		1	1	1	1	2
C-27 Individual Sewerage		1	1			0
C-28 Fabricating Tanks	1		1	1		1
C-30 Installing Equipment to Treat Water	2		2			0
C-31 Wrecking		1	1		2	2
C-33 Installing Industrial Machinery			0	1		1
C-36 Installing Urethane			0			0
C-37 Solar Contracting			0			0
C-38 Installing Equipment used with Liquefied Petroleum & Natural Gas	1		1			0
C-39 Heaters		1	1			0
C-40 Specialties Not Authorized by Other Classifications	2		2		1	1
C-41 Fire Protection			0			0
Total	272	103	375	236	112	348
% In Nevada			73%			68%
% Out of State			27%			32%

Licensing - License Renewal Trends



ONLINE RENEWALS - 4TH QUARTER TRENDS				
	Q4 FY 2019-20	Q4 FY 2020-21	Q4 FY 2021-22	% Change
Total Renewals	2,161	2,037	2,074	-4%
Online Renewals	1,400	1,302	1,589	14%
% Renewed Online	65%	64%	77%	12%

ONLINE RENEWALS FISCAL YEAR COMPARISON				
	FY 2019-20	FY 2020-21	FY 2021-22	% Change
Total Renewals	7,498	7,968	7,637	2%
Online Renewals	4,486	5,127	5,188	16%
% Renewed Online	60%	64%	68%	8%

ACTIVE LICENSE RENEWAL TRENDS					
MONTH	FY 2018-19	2019-2020	2020-2021	2021-2022	Biennial % Change
JUL	639	688	590	567	-18%
AUG	620	586	605	648	11%
SEPT	601	591	756	507	-14%
1ST QTR	1,860	1,865	1,951	1,722	-8%
OCT	612	498	627	548	10%
NOV	473	410	626	519	27%
DEC	581	518	606	504	-3%
2ND QTR	1,666	1,426	1,859	1,571	10%
JAN	593	665	684	669	1%
FEB	527	591	621	626	6%
MAR	534	637	668	839	32%
3RD QTR	1,654	1,893	1,973	2,134	13%
APR	561	609	644	536	-12%
MAY	617	753	581	718	-5%
JUN	637	752	776	777	3%
4TH QTR	1,815	2,114	2,001	2,031	-4%
FY TOTAL	6,995	7,298	7,784	7,458	2%

% Change from Biennial Period two years ago

FY 2021-22 realized a 16% increase in the number of licensees electing to renew their license online, compared to the previous fiscal year. Overall, the percentage of online renewals continues to show steady gains year over year.

As of June 30, 2022, there are 11,980 registered online accounts, representing a 16% increase in the number of registered accounts compared to one year prior. During the 4th quarter, 425 new online accounts were added bringing the fiscal year total up to 1,881.

Licensing - Endorsement & Exam Trends

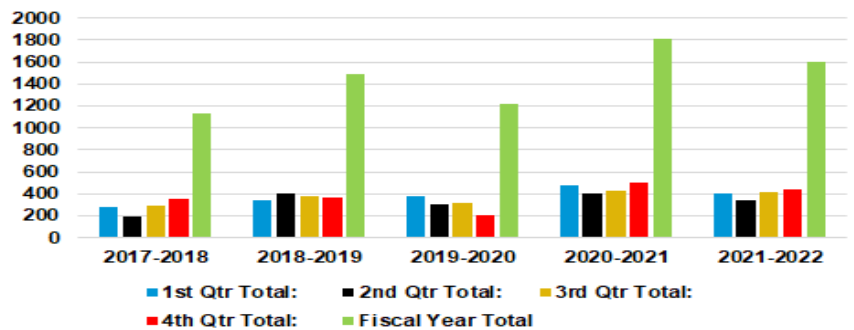
Primary Classification	4th Quarter 2021-22			FY 2021-22		
	Trade & Experience	Trade Only	Experience Only	Trade & Experience	Trade Only	Experience Only
A - General Engineering	8		1	20	0	1
B - General Building	20		4	63	0	8
C-2 Electrical	1		1	12	1	2
C-4 Painting and Decorating	1			4	0	1
C-5 Concrete Contracting				1	0	0
C-6 Erecting Signs	1			1	0	0
C-7 Elevation and Conveyance	1			2	0	0
C-8 Glass and Glazing			1	0	0	1
C-10 Landscape Contracting				2	0	0
C-16 Finishing Floors	2			3	0	0
C-18 Masonry	1			3	0	0
C-20 Tiling	1			1	0	0
C-21 Refrigeration and Air Conditioning				1	0	0
C-23 Drilling Wells & Installing Pumps, Pressure Tanks & Storage Tanks	1			1	0	0
Total	37	0	7	114	1	13

During the 4th quarter, 44 applicants requested endorsement of a trade exam and/or experience qualifications based on licensure in another state, which is 7% of all New License Applications received in the same period with no percentage change over the same period last year.

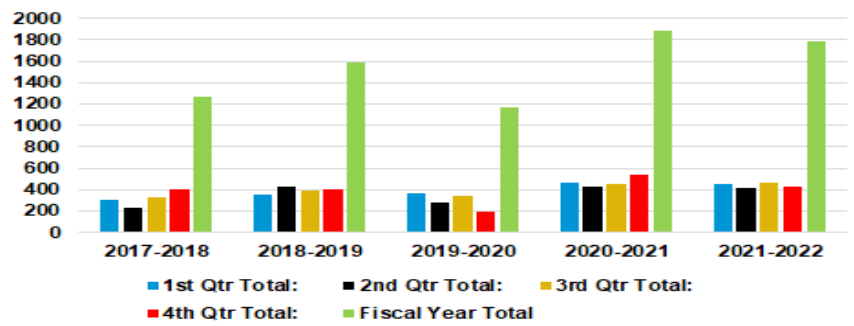
NASCLA EXAM

During the 4th quarter, 4 applicants applied for waiver of the general building exam based on passing the NASCLA exam. This represents a 75% decrease from the prior fiscal year. A total of 40 waivers were requested in FY 2021-22, which is a 18% decrease from FY 2020-21.

CMS Exam Trends



Trade Exam Trends



Licensing - Annual Highlights

Strategic Goal Highlights

Strategic Goal 1.A.

Determine if license requirements can be simplified in areas such as documentation of work experience, financial responsibility, certificate postings and processing deadlines. Recommend changes that reduce barriers and encourage licensure for all qualified candidates.

Related Accomplishments:

- Expanded acceptable experience documentation to include a master's certification in a discipline substantially similar to the requested classification.
- Completed rulemaking proceedings to allow credit toward the experience requirement based on completion of a training program for occupational, vocational, career, trade or technical education.
- Modified reference certificate forms in an effort to ensure certification of proper employment periods and detailed work experience.
- Established a subcommittee to explore the feasibility of creating a new license category for residential remodeling and address the need to provide licensure to smaller remodeling contractors that may not have the experience to obtain a B-2 or B-6 license.
- Initiated rulemaking proceedings for the adoption of a new residential remodeling classification.
- Policy and program updates were completed related to review of experience documents.

Strategic Goal 1.B.

Review regulations and trade examination content to address changes in technology and construction methods.

Related Accomplishments:

- Completed a review of all general engineering and general building exams and implemented changes to address the most recent building codes and other reference material updates.
- Updated the electrical and photovoltaic exams to address changes in energy storage technology.
- Identified underperforming exams that may not address current practices.
- Established a Subject Matter Expert working group to develop a trade examination for a new residential remodeling classification.

Licensing - Annual Highlights

Rulemaking Initiatives:

- R021-21 amended NAC 624.590 related to experience qualification, and NAC 624.640 and NAC 624.678 regarding license certificates.
- R022-21 amended NAC 624.7251 adding additional fine ranges for new causes for disciplinary action enacted during the 2021 legislative session.
- R030-21 established standards for advertisements related to residential photovoltaic systems.
- R034-22 creates a new classification of licensure for residential remodeling work. This rulemaking initiative is currently pending approval by the Legislative Commission.

Regulation Review:

The 10-year regulation review required under the provisions of NRS 233B.050 was completed, approved and submitted to the Legislative Counsel Bureau.

Database Process Enhancements:

- The Board's licensing database was enhanced to provide for automate validation of completed task and improve receipt and refund tracking.
- Initiated programming efforts to provide for the planned residential remodeling classification.

Enforcement Report Development and Enhancements:

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

State Professional and Occupational Licensing Report:

A report containing information related all renewed licenses was compiled and submitted to the State Controller's office as required under the provisions of NRS 353C.1965.

Veteran Disclosure Information:

At time of initial application and upon renewal of a license, information is collected from applicants and licensees concerning whether or not they are a veteran owned business, branch of service and discharge status.

A report of this information for the preceding fiscal year was compiled and submitted to the Department of Veterans Services as required by NRS 417.0193.

Licensing - Annual Highlights

Phone Migration Project:

During the year, In preparation for the phone system migration, licensing staff participated in plan development for call coverage and routing plans, staff training and implementation efforts.

Migration was completed in October. Work related to call reporting and monitoring is ongoing and as a result current call volume data is unavailable.

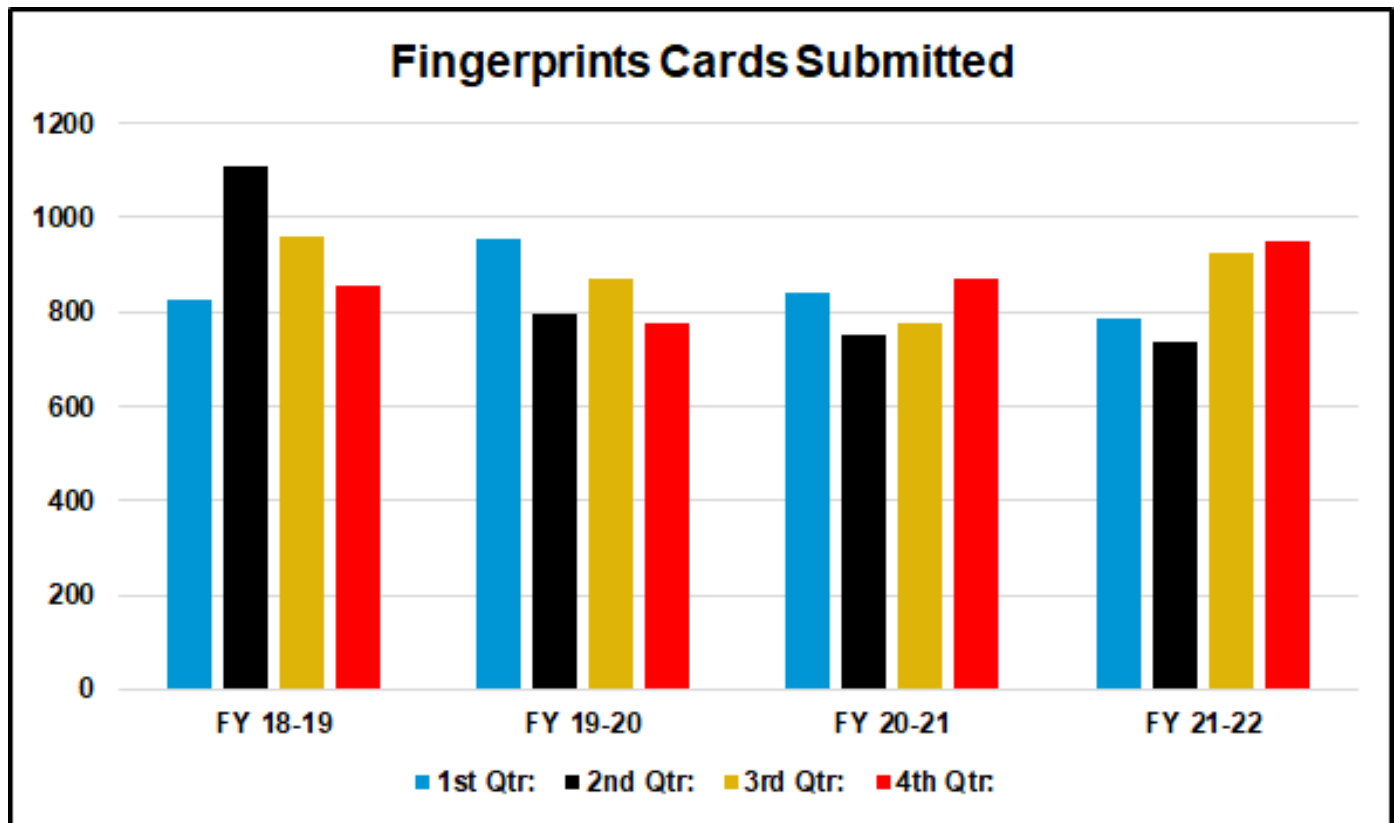
Roofing Trades:

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

Document Management:

Enhancements were made to Documentum to provide for electronic document storage and retention of meeting agendas and meeting minutes.

Enforcement - Background Check Trends



4th QUARTER

Fingerprint Cards Submitted	950
Applicants with criminal histories	246
Applicants without criminal histories	704
Criminal Histories	35%

FY 2021-22

Fingerprint Cards Submitted	3,398
Applicants with criminal histories	1307
Applicants without criminal histories	1,820
Criminal Histories	31%

Enforcement - FY Background Check Trends

Background Checks

Quarter 4		FY '21-'22
61	Investigations Initiated	230
48	Investigations Closed	168
11	Licensing Interviews Conducted	42
1	Administrative Citations	7
\$500	Related Fines	\$3,500

1 Administrative Citation was issued in the 4th Quarter for a \$500 fine.



Enforcement - Complaint Trends

4th Quarter

FY '21-'22

598	Complaints Opened	2,115
290	Workmanship	944
137	Contracting without a License	511
81	Industrial Regulation	354
52	Unlawful Advertising	207
37	Money Owing	135
1	Criminal Fraud	3

108	Citations Issued	383
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36	Administrative Citations Issued to Licensed Contractors	154
\$72,150	Fines	\$268,200
\$17,951	Costs	\$74,065
72	Administrative Citations Issued to Unlicensed Contractors	229
\$122,900	Fines	\$479,400
\$44,812	Costs	\$142,941

32	Disciplinary Hearings	100
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10	Licenses Revoked	35
15	Cases Assessed Fines & Costs	50
\$148,950	Fines	\$261,700
\$39,655	Costs	\$126,887

9	Criminal Affidavits Filed with District Attorney Offices	50
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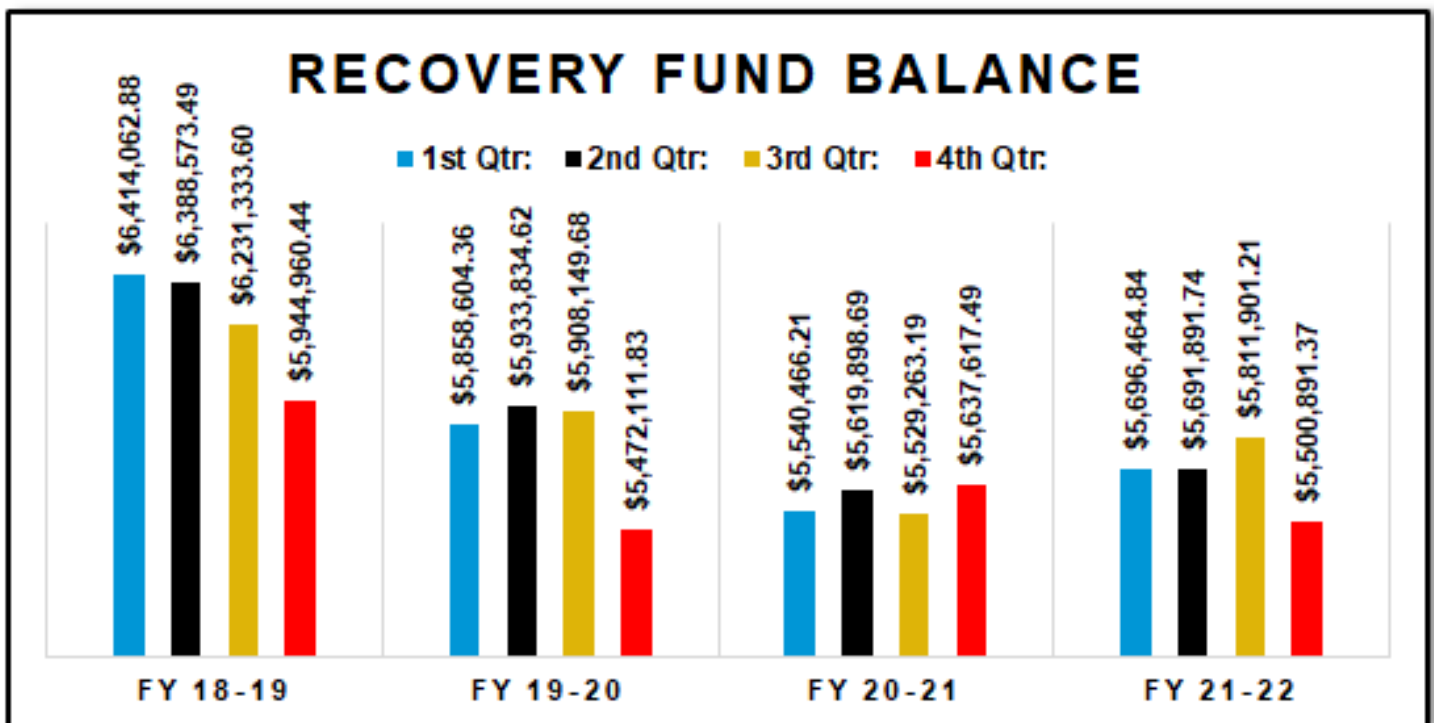
90	Cease & Desist Orders Issued to Unlicensed Contractors	287
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Enforcement - Recovery Fund Highlights

	4th Quarter	FY 2021-22
Claims Considered	26	85
Claims Awarded	25	77
Total Award Value	\$452,739	\$767,076
Average Claim Award	\$18,110	\$9,962

Homeowners Seek Recovery After Harm by Bolmer/Rooter Man Are Validated

During the fiscal year, 17 homeowners filed claims with the Residential Recovery Fund after hiring Bolmer Restoration. 5 cases were also filed against Rooter Man. The companies often worked in tandem to repair plumbing issues and perform restoration work. Both companies, which are owned by the same person, were found in violation of eight statutes including abandonment and failure or refusal to comply with the terms of a contract and have had their licenses revoked. The Recovery Fund awarded 14 of the claimants against Bolmer an aggregate total of \$252,891 and awarded 5 cases against Rooter Man for a total of \$97,208.



Enforcement - Case Highlights

Unlicensed Contractor Arrested on Outstanding Warrants

Matthew Shea was advertising his construction services via Craigslist. His services offered included painting, drywall, flooring, and remodeling of commercial and residential properties. Investigators contacted Mr. Shea via telephone using aliases and requested he provide a bid for a tenant improvement that included flooring, drywall and paint. When he arrived in person at the staged operation location, investigators identified Shea as the unlicensed contractor from a background check as he attempted to provide a bid in person. During the background check, it was revealed Shea had priors with NSCB and was wanted for multiple outstanding warrants including for stalking, domestic violence, and related charges. NSCB Investigations contacted the Las Vegas Metropolitan Police Department (LVMPD) and confirmed the outstanding warrants. Uniformed patrol responded to the location and Mr. Shea was taken into custody. In addition to the pending criminal case, Shea was given a Cease and Desist Order as well as an Administrative Citation for unlawful advertising due to the prior history with NSCB.

Licensed and Unlicensed Contractor Cited in Cases Together

SIU conducted another operation during the reporting period where an unlicensed contractor was identified via Craigslist. Kadeem Ahmed-Oberry was contacted and requested a bid for electrical services at the staged operation location. The investigation found Ahmed-Oberry was unlicensed. However, he provided an estimate for electrical work and listed a licensed contractor on the estimate and a NSCB license number. This number registered to a licensed contractor whom investigators contacted. When questioned, the licensed contractor advised that Ahmed-Oberry is a friend of his and he was aware his license number on his proposals. The licensed contractor advised Ahmed-Oberry was a 1099 employee of his company and he did not see a problem. The unlicensed contractor was given an administrative citation. The licensed contractor was uncooperative moving forward into the investigation and disciplinary action was requested for a Board Hearing with the violation of Aiding and Abetting an Unlicensed Contractor. The licensed contractor had received similar complaints in recent months that SIU investigators have investigated and resulted in administrative citations.

Tricor USA Punished for Unfinished Bath Remodels

In April, the Board initiated one summary suspension against Tricor Construction LLC dba Tricor USA (Tricor), License No. 80979, a Northern Nevada company. Tricor allowed their contractor's license to be used in contracts with multiple homeowners for the remodel of their bathrooms through an unlicensed contractor "Rebath." "Rebath's" parent company, The Littles, LLC dba Rebath, was the materials supplier to Tricor, while Tricor was the installer. Seven homeowners paid Rebath over \$89,430.00 in down payments before Rebath absconded with the homeowners' money. Fortunately for the homeowners and the public, NSCB acted quickly in addressing the complaints and was able to provide these homeowners with access to the Residential Recovery Fund. The homeowners were fully reimbursed for their entire loss from the funds.

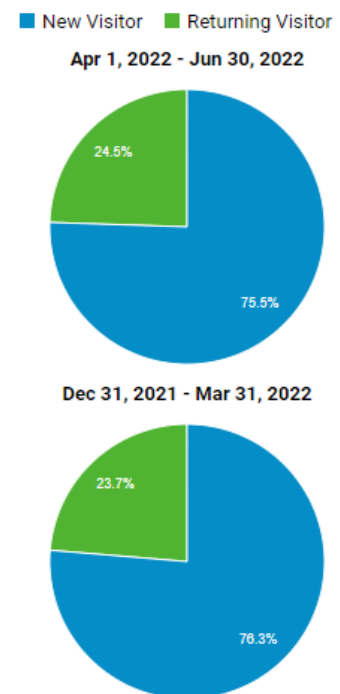
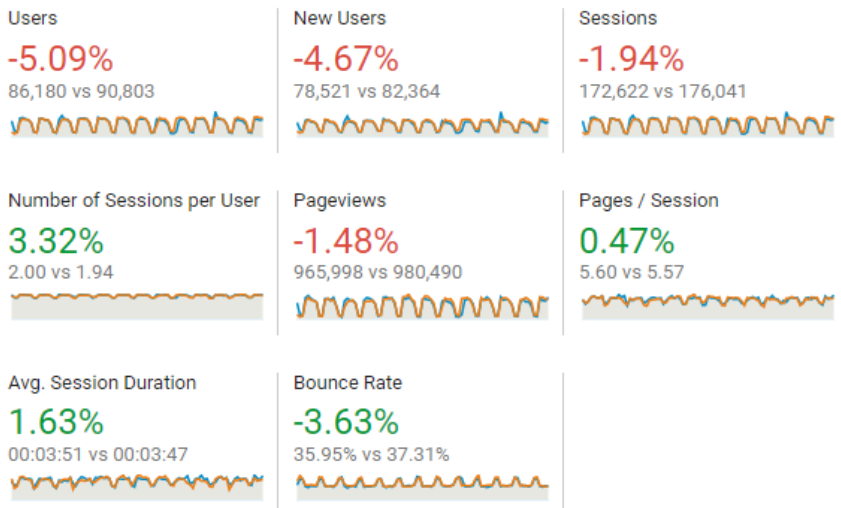
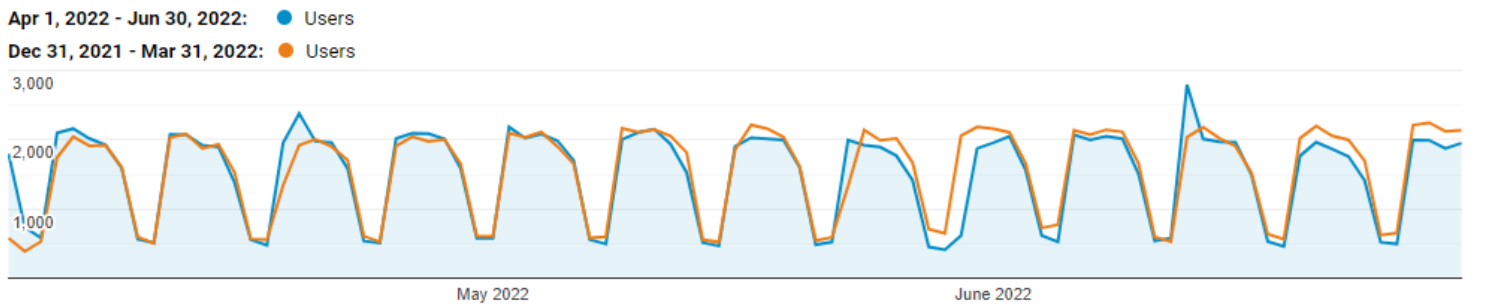
Information Technology - Quarter 4 Highlights

Quarter Projects and Major Operations

1. Southern Nevada office upgrade video conference system.
 - a. Completion of the project is waiting on parts (supply chain issue).
 - b. We completed audio configuration and tuning.
2. Northern Nevada office upgrade servers. Ongoing work.

Website Traffic

The number of users in the 4th Quarter were down from the previous quarter.



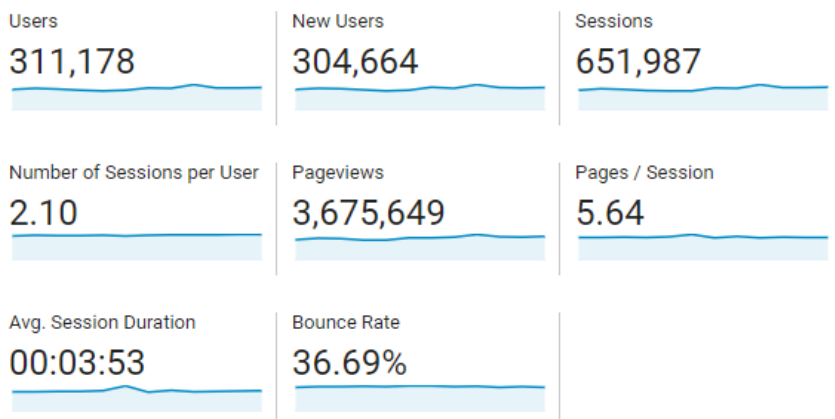
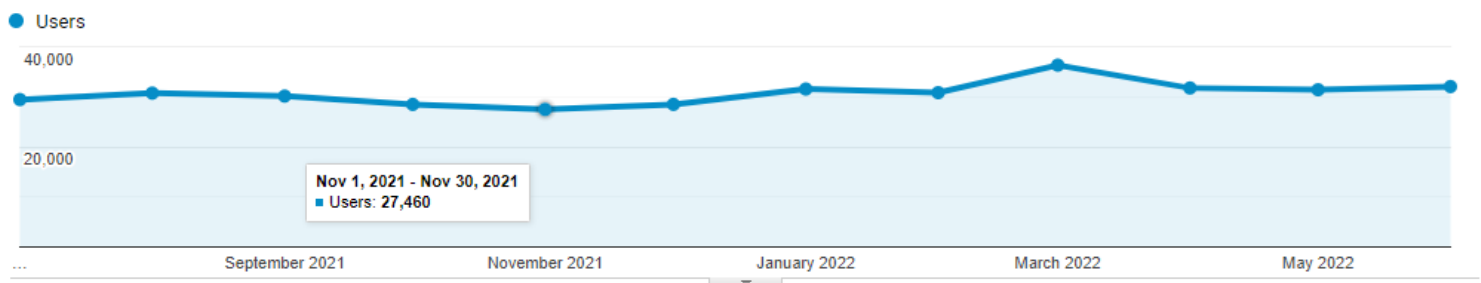
Information Technology - FY Trends

FY Projects and Major Operations

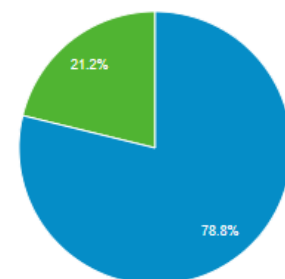
1. Southern Nevada Office Move - The Southern Nevada Office was moved from Henderson to Las Vegas with very little customer interruption and most services in Southern Nevada back online within 48 hours.
2. Phone System Upgrade - The Board phone system was updated to Avaya VoIP and NSCB was added to the State of Nevada Phone System to easier connect and collaborate with other agencies.

FY Website Traffic

Looking at the past year, March had more website visitors than any other month. Otherwise, traffic appeared fairly consistent all year.



■ New Visitor ■ Returning Visitor



Public Information - Quarter 4 Highlights

CONTINUED OUTREACH TO HOMEOWNERS AND TARGET AUDIENCES

Community Outreach Takes Many Forms

Connecting to and sharing valuable information with people across Nevada is the main objective of the Board's outreach efforts. Each forum is an opportunity to reach a new audience. Events attended by Board staff that catered to seniors, homeowners, and young families included the Anthem Home Show and the Boulder City Senior Center. Additionally, the Board participated in events like Construction Career Day and the Consumer Protection's Awareness Week. These forums provided an opportunity to share more in-depth information with state and local representatives and industry professionals about license verification, the Board's investigative services, and related resources.

NSCB Promotes Support of Veterans and Spouses

In May, the Board put special emphasis on Military Appreciation Month by adding additional social media posts and a media pitch dedicated to the Board's Veterans Assistance Program (VAP). Later that month, the Mesquite Local News featured information about the program and KPVM in Pahrump, the Boulder City Review, and Audacy Radio interviewed the PIO. Then, in June he touted the benefits of the VAP for Veterans and their spouses to Beasley Radio.

YEAR IN REVIEW FY 2021-22

- 800+ social media posts reaching over 20,000 members of the public.
- 20 Presentations/Events, including Construction Career Day and Construction Workforce Panels
- 11 News releases
- 10 Media interviews
- 1 Press Conference conducted with state and local officials
- 2 Home Shows
- Established LinkedIn page - Over 400 Followers

With Wildfire Season in Full Swing, Board Offers Suggestions

In June, the Board's Public Information Officer was featured on the morning show on KOLO in Reno, informing consumers about how victims of wildfire home repair scams and how to identify and avoid them. The opportunity afforded the Board exposure to thousands of Northern Nevada residents who may be learning of the Nevada State Contractors Board mission and resources for the first time.

Looking Forward - Fiscal Year 2022-23

With a desire to fulfill our mission and vision and go above and beyond our past achievements, the Nevada State Contractors Board moves forward with a ambitious set of goals and objectives from the FY 2022-23 Strategic Plan. Along with our daily obligations and accomplishments, the Board is prepared to address these areas:

- Finalize and implement the new category for residential remodeling work.
- Re-engage the task force and work with industry representatives statewide to identify new ways to address unlicensed contracting activity.
- Identify ways to automate the paperwork associated with enforcement activities.
- Modify the job description for enforcement personnel to expand the potential applicant pool.
- Implement customer service training for enforcement personnel involved in field operations, especially highlighting the skills needed to work with those whose first language is not English.
- Update the NSCB Communications Plan, emphasizing the benefits of hiring licensed contractors.
- Inform homeowners (including emphasizing seniors and other vulnerable communities), the media, real estate industry, and other stakeholders about contracting rules and requirements; provide outreach materials in Spanish.
- Update the NSCB website and mobile app to improve ease of use, “look and feel,” and site navigation.
- Establish a subcommittee for legislative matters.
- Submit a proposed bill draft request to provide an informal process as an alternative method to resolve administrative citations.
- Develop a new Board member training program
- Conduct a joint planning session with the Commission on Construction Education.
- Explore the use of software to enhance communications for certain types of projects.
- Implement an Online meeting option for specific types of meetings and hearings.
- Develop and implement a “carbon footprint” reduction program to lower the costs and impacts of Board operations.

While the Board continues to prioritize the the ongoing delivery of services and resources to our customers, we also remain steadfast in exceeding our past milestones with the objectives listed above. We are dedicated to working collaboratively with the industry, local and state partners, and community and educational groups in our efforts to educate and protect the public. Through the fiscal year, we look forward to sharing this progress through our quarterly reports.



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