



Nevada State Contractors Board

STRATEGIC PLAN

EXECUTIVE OFFICER REPORT

QUARTER FOUR REPORT

April - June 2024

FY 2023-24 ANNUAL REPORT

July 2023 - June 2024



Members of the Board

Boyd Martin, *Chair*

Margaret Cavin, *Treasurer*

Bryan Cowart

Joe Hernandez

Kent Lay

Jan B. Leggett

Louis Polish, Jr.

Executive Leadership

Margi Grein, *Executive Officer*

David Behar, *Deputy Executive Officer*

Susan Broili-Kamesch, *Licensing Administrator*

Randy Escamilla, *Public Information Officer*

Brian Hayashi, *IT Manager*

Terry Wike, *Director of Investigations*

Mission Statement

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



Message from the Executive Officer

It is bittersweet to realize this will mark the final strategic plan report of my career. When I reflect on when I first started with the Contractors Board, it is truly remarkable to see the progress that has been made.

Over the years, I have witnessed firsthand the ebbs and flows of construction across our state. I have seen the value and shining moments of our industry when the demand is high and resources are plentiful; and I have experienced the devastating consequences to consumers, our community, and workers themselves when business practices, safety measures, and compliance fall short of the standards we strive to uphold.

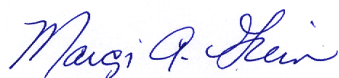
There is nothing more fulfilling in one's career than to work with a team of professionals who are dedicated to making the end product better than it was before, and I have had the pleasure of working with Board members and staff, industry representatives, government officials, legislators, and every day citizens to enhance protections across several construction trades, heighten industry construction standards, and implement greater consequences for contractors who intentionally place others at harm.

Beyond our role as a regulatory agency, many of the successes we've publicized have been the direct work of the industry coming together to help those in need. There is no doubt in my mind our industry surpasses all others with its generosity, empathy, and willingness to right a wrong at all costs.

It is these stories that I have most enjoyed sharing and it is the ongoing dedication and commitment to excellence that makes Nevada a desirable place for new companies to establish their business and add value to our communities.

I am confident in and look forward to the continued advancements both the Board and industry will make to ensure public safety remains paramount, while integrity and professionalism across the trades becomes more than just the Board's mission, but the cornerstone to every contractor's business practice.

Thank you for the opportunity to serve alongside and with you all these years. My gratitude is beyond measure.

A handwritten signature in blue ink that reads "Margi A. Grein". The signature is written in a cursive, flowing style.

MARGI A. GREIN
Nevada State Contractors Board Executive Officer

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Executive Officer - Quarter 4 Highlights

NSCB Creates Solar Investigations Unit (Goal 2 & 5)



In April 2024, the Nevada State Contractors Board launched its Solar Investigations Unit following a surge of complaints from homeowners detailing problems they have had with their residential solar systems and the solar companies that installed them. The new unit is comprised of both criminal and compliance investigators from both Northern and Southern Nevada. The investigators are charged with pursuing all avenues in helping homeowners recover from the harm they've experienced at the hands of registered and unregistered solar contractors. To date, roughly one third of the 3,000 complaints coming into the Board are about residential solar company issues.

Contractor Board's Underground Economy-Nevada Interagency Task Force Welcomes Governor's Cabinet Member (Goals 4 & 5)

Nevada Director of Business and Industry, Dr. Kris Sanchez attended the June meeting of the Underground Economy-Nevada Interagency Task Force (UETF) at the NSCB. Discussions included illegal contractors, the NSCB's Solar Investigations Unit, and predatory lenders harming homeowners. The NSCB falls under the Executive Branch with the Department of Business and Industry. Director Sanchez was impressed with the accountability from the NSCB.



NSCB Holds Joint Board Meeting with California Contractors State License Board (All Goals)

The NSCB held its annual joint meeting in June 2024 at Newport Beach, California. The issues facing both the NSCB and the CSLB are similar; particularly homeowners harmed in both states after being negatively impacted by the residential solar industry

and by unlicensed contractors. Investigators from California and Nevada reported that homeowners in each state are each proportionally by solar scams and illegal contractors. Both state boards agreed to continue working together to continue mutual information sharing and enforcement cooperation.

NSCB Partners with Legal Aid of Nevada for Scam Outreach to Vulnerable populations (Goals 2 & 3)

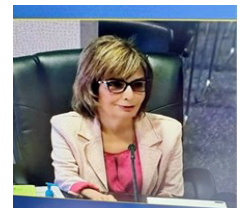
Legal Aid of Northern and Southern Nevada will partner with the Nevada State Contractors Board to provide outreach to address solar scams and contractor scams. In late July, NSCB Investigators will meet with Legal Aid attorneys in Southern Nevada to begin the process of presenting consumer awareness information to senior citizens and to non-English speaking homeowners.



These two groups are viewed as some of the most vulnerable members of our population by both the NSCB and Legal Aid. The NSCB is also partnering with Legal Aid of Northern Nevada to expand our outreach to homeowners there.

NSCB Leadership Testifies Before Senate Standing Committee on Commerce and Labor (Goal 6)

The Senate Committee on Commerce and Labor invited NSCB leadership to testify. Executive Officer Margi Grein and Deputy Executive Officer David Behar discussed current issues and trends the NSCB is seeing. Issues discussed included the surge in solar scams, the statute of limitations for filing criminal charges against contractors, applicants using false information to obtain a license, the impact of the 2023 legislation, and whether there are increased penalties for committing fraud against a person aged 60 or older.



Executive Officer - FY 2023-24 Reflections

Standardized Contract and Down Payment Requirements Aim to Improve Experience and Outcomes of Home Improvement Projects

When it comes to consumer protection, the Board has seen great success over the years in finding opportunities to standardize contract requirements in trades that have a history of significant complaints. In October of 2023, the Board began to enforce a new law enacted by Assembly Bill 39 from the 2023 Legislative Session, which focused on home improvement and renovation projects.

These are often projects of significant value and can include many different trades and construction details based on the owner's needs. After an upward trend in complaints began to be noticed by the Board, action was taken to look at the core issues of the complaints and identify opportunities to make the process more transparent and protective for both the consumer and contractor.

Among some of the new provisions - which have already been applied to residential pool and spa and solar construction trades in prior years - contractors are now required to include specific project terms in all contracts and may not charge more than \$1,000 or 10% of the aggregate contract price as a downpayment.

This information is now included in the Board's outreach efforts through the Business Assistance Program, Licensed Contractor Assistance Program, and various resources on the Board's website, including a Consumer Home Improvement Checklist to ensure those engaging in such projects have a clear understanding of what to expect and how to discuss these requirements with their contractor.

State and Local Partnerships Are Key to Combating Unlawful Construction

As a regulatory agency, the Board's authority to investigate and discipline both licensed and unlicensed contractors is sometimes the first step in a larger process to seek criminal charges for violations and harm that goes beyond violating the provisions of NRS Chapter 624. These types of offenses, which often target senior citizens, require the assistance of local and state authorities to carry out the next phase of discipline for alleged criminal charges.

The Board's Underground Economy Interagency Task Force and newly created Solar Investigations Unit are two forums that utilize the collaborative expertise of local district attorney offices and the State Attorney General, among other law enforcement and state agency representatives, to heighten awareness of the harm caused by unlawful construction activities, while strategizing to bring offenders to justice and prevent future harm from occurring.

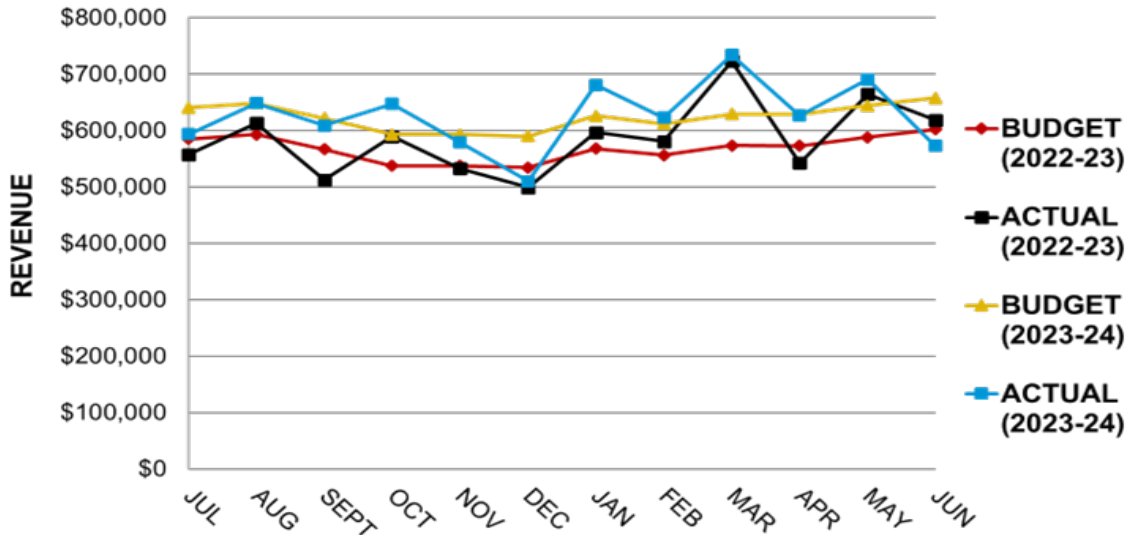
The efforts of these groups have gained increasing attention this past year, with more state and local representatives, including members of the industry, interested and willing to participate in the discussions and offer resources and knowledge toward achieving outcomes centered on consumer awareness, contractor compliance, and intolerance for unlicensed and unlawful contracting practices.

Licensing & Cost Recovery Data Dashboard

BUDGET (2022-23)	JULY-22	AUG-22	SEPT-22	OCT-22	NOV-22	DEC-22	JAN-23	FEB-23	MAR-23	APR-23	MAY-23	JUN-23	TOTAL \$
License Renewals	\$390,000	\$398,000	\$374,000	\$345,000	\$345,000	\$342,100	\$375,000	\$365,000	\$381,000	\$380,000	\$395,000	\$409,900	\$4,500,000
New License Fee	\$67,918	\$67,917	\$67,917	\$67,916	\$67,917	\$67,917	\$67,918	\$67,917	\$67,917	\$67,916	\$67,917	\$67,917	\$815,000
Application Fee	\$58,250	\$58,250	\$58,250	\$58,250	\$58,250	\$58,250	\$58,250	\$58,250	\$58,250	\$58,250	\$58,250	\$58,250	\$675,000
License Changes	\$39,583	\$39,583	\$39,584	\$39,583	\$39,583	\$39,584	\$39,583	\$39,583	\$39,584	\$39,583	\$39,583	\$39,584	\$475,000
Investigative Recov Costs	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$225,000
Renewal Late Fees	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$8,750	\$81,000
Renewal Inactive Fee	\$5,725	\$5,875	\$3,325	\$3,525	\$3,075	\$3,225	\$3,625	\$2,425	\$3,325	\$3,625	\$4,225	\$3,025	\$45,000
TOTAL \$	\$584,974	\$593,125	\$568,576	\$537,774	\$537,325	\$534,576	\$567,874	\$556,675	\$573,576	\$572,874	\$588,475	\$602,176	\$6,816,000
ACTUAL (2022-23)	JULY-22	AUG-22	SEPT-22	OCT-22	NOV-22	DEC-22	JAN-23	FEB-23	MAR-23	APR-23	MAY-23	JUN-23	TOTAL \$
License Renewals	\$381,340	\$380,850	\$348,650	\$416,425	\$354,625	\$326,278	\$407,097	\$393,000	\$477,188	\$342,750	\$438,225	\$386,325	\$4,850,753
New License Fee	\$55,500	\$69,200	\$62,000	\$50,700	\$62,800	\$55,000	\$68,750	\$62,850	\$72,600	\$63,750	\$72,300	\$75,800	\$758,850
Application Fee	\$48,000	\$60,000	\$52,200	\$45,100	\$55,200	\$50,100	\$59,400	\$56,700	\$73,500	\$60,600	\$72,300	\$75,900	\$709,000
License Changes	\$36,955	\$44,620	\$38,425	\$41,050	\$40,225	\$43,525	\$40,200	\$45,500	\$53,375	\$38,975	\$48,025	\$44,000	\$509,875
Investigative Recov Costs	\$22,938	\$40,796	\$12,279	\$18,271	\$9,032	\$12,289	\$11,172	\$11,690	\$33,207	\$26,478	\$23,071	\$22,941	\$244,162
Renewal Late Fees	\$8,025	\$11,888	\$8,383	\$13,883	\$7,373	\$8,288	\$8,382	\$8,213	\$8,475	\$8,250	\$8,138	\$9,713	\$108,947
Renewal Inactive Fee	\$5,700	\$5,700	\$2,700	\$3,750	\$3,450	\$3,600	\$4,050	\$3,000	\$4,800	\$3,600	\$4,850	\$4,200	\$49,200
TOTAL \$	\$557,458	\$613,053	\$512,617	\$589,158	\$532,504	\$499,079	\$597,031	\$580,952	\$723,145	\$542,403	\$664,708	\$618,678	\$7,030,787
VARIANCE (2022-23)	JULY-22	AUG-22	SEPT-22	OCT-22	NOV-22	DEC-22	JAN-23	FEB-23	MAR-23	APR-23	MAY-23	JUN-23	TOTAL \$
License Renewals	(\$8,660)	(\$17,150)	(\$27,350)	\$71,425	\$9,625	(\$15,822)	\$32,097	\$28,000	\$96,188	(\$37,250)	\$43,225	(\$23,575)	\$150,753
New License Fee	(\$12,418)	\$1,283	(\$5,917)	(\$17,218)	(\$5,317)	(\$12,917)	(\$1,168)	(\$5,067)	\$4,683	(\$4,168)	\$4,383	\$7,883	(\$58,150)
Application Fee	(\$9,250)	\$3,750	(\$4,050)	(\$11,150)	(\$1,050)	(\$8,150)	\$3,150	\$4,500	\$17,250	\$4,350	\$16,050	\$19,650	\$34,000
License Changes	(\$3,628)	\$5,037	(\$1,199)	\$1,467	\$642	\$3,941	\$617	\$5,917	\$13,791	(\$2,608)	\$6,442	\$4,416	\$34,875
Investigative Recov Costs	\$4,188	\$22,046	(\$8,471)	(\$479)	(\$9,718)	(\$8,481)	(\$7,578)	(\$7,080)	\$14,457	\$7,728	\$4,321	\$4,191	\$19,162
Renewal Late Fees	\$1,275	\$5,138	\$1,613	\$7,113	\$623	\$1,538	\$1,612	\$1,463	\$1,725	\$1,500	\$1,388	\$2,963	\$27,947
Renewal Inactive Fee	(\$25)	(\$175)	(\$625)	\$225	\$375	\$375	\$425	\$575	\$1,475	(\$25)	\$425	\$1,175	\$4,200
TOTAL \$	(\$27,516)	\$19,928	(\$5,959)	\$51,384	(\$4,821)	(\$3,549)	\$29,157	\$24,277	\$149,569	(\$30,471)	\$76,233	\$16,502	\$214,787
BUDGET (2023-24)	JULY-23	AUG-23	SEPT-23	OCT-23	NOV-23	DEC-23	JAN-24	FEB-24	MAR-24	APR-24	MAY-24	JUN-24	TOTAL \$
License Renewals	\$423,000	\$431,000	\$407,000	\$378,000	\$378,100	\$375,100	\$411,000	\$398,000	\$414,300	\$413,000	\$428,300	\$443,200	\$4,900,000
New License Fee	\$65,833	\$65,836	\$65,836	\$65,832	\$65,832	\$65,832	\$65,832	\$65,833	\$65,832	\$65,835	\$65,832	\$65,835	\$790,000
Application 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
License Changes	\$47,917	\$47,916	\$47,917	\$47,917	\$47,916	\$47,917	\$47,917	\$47,916	\$47,917	\$47,916	\$47,917	\$47,917	\$575,000
Investigative Recov Costs	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$25,000	\$300,000
Renewal Late Fees	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$120,000
Renewal Inactive Fee	\$8,225	\$6,375	\$3,825	\$4,025	\$3,575	\$3,725	\$4,125	\$2,925	\$3,825	\$4,125	\$4,725	\$3,525	\$51,000
TOTAL \$	\$640,475	\$648,627	\$622,078	\$593,274	\$592,923	\$590,074	\$626,374	\$612,174	\$629,374	\$628,376	\$644,274	\$657,977	\$7,486,000
ACTUAL (2023-24)	JULY-23	AUG-23	SEPT-23	OCT-23	NOV-23	DEC-23	JAN-24	FEB-24	MAR-24	APR-24	MAY-24	JUN-24	TOTAL \$
License Renewals	\$409,500	\$410,590	\$419,615	\$434,200	\$385,080	\$321,968	\$448,687	\$397,350	\$469,638	\$383,500	\$450,640	\$369,000	\$4,899,788
New License Fee	\$54,900	\$61,800	\$55,800	\$54,000	\$62,800	\$61,150	\$79,400	\$73,900	\$76,200	\$65,850	\$83,100	\$53,400	\$782,100
Application Fee	\$58,700	\$75,900	\$60,300	\$65,700	\$68,300	\$63,300	\$75,000	\$73,500	\$86,100	\$75,600	\$79,200	\$69,600	\$847,200
License Changes	\$45,025	\$5,100	\$39,950	\$43,850	\$35,550	\$38,575	\$50,700	\$51,450	\$55,325	\$46,000	\$45,450	\$41,500	\$544,275
Investigative Recov Costs	\$14,398	\$30,111	\$14,709	\$30,734	\$17,437	\$14,983	\$14,414	\$13,652	\$33,978	\$42,334	\$19,131	\$28,085	\$273,963
Renewal Late Fees	\$9,075	\$12,225	\$14,875	\$14,950	\$9,688	\$7,725	\$9,183	\$8,583	\$8,678	\$8,913	\$8,650	\$7,725	\$120,228
Renewal Inactive Fee	\$4,200	\$7,050	\$3,450	\$4,350	\$2,570	\$2,550	\$3,880	\$4,500	\$3,900	\$4,500	\$4,350	\$3,900	\$49,200
TOTAL \$	\$593,796	\$648,776	\$608,699	\$647,584	\$579,225	\$510,251	\$681,244	\$622,914	\$733,816	\$626,697	\$690,521	\$573,210	\$7,516,733
VARIANCE (2023-24)	JULY-23	AUG-23	SEPT-23	OCT-23	NOV-23	DEC-23	JAN-24	FEB-24	MAR-24	APR-24	MAY-24	JUN-24	TOTAL \$
License Renewals	(\$13,500)	(\$20,410)	\$12,615	\$56,200	\$8,980	(\$53,132)	\$37,687	(\$850)	\$55,338	(\$29,500)	\$22,340	(\$74,200)	(\$233)
New License Fee	(\$10,933)	(\$4,036)	(\$10,036)	(\$11,832)	(\$3,232)	(\$4,682)	\$13,568	\$8,067	\$10,368	\$15	\$17,288	(\$12,435)	(\$7,900)
Application Fee	(\$5,800)	\$13,400	(\$2,200)	\$3,200	\$3,800	\$800	\$12,500	\$11,000	\$23,600	\$13,100	\$16,700	\$7,100	\$97,200
License Changes	(\$2,892)	\$3,184	(\$7,967)	(\$4,267)	(\$12,366)	(\$9,342)	\$2,783	\$3,534	\$7,408	(\$1,916)	(\$2,467)	(\$8,417)	(\$30,725)
Investigative Recov Costs	(\$10,604)	\$5,111	(\$10,291)	\$5,734	(\$7,583)	(\$10,017)	(\$10,586)	(\$11,348)	\$8,978	\$17,334	(\$5,869)	\$3,085	(\$26,037)
Renewal Late Fees	(\$925)	\$2,225	\$4,875	\$4,950	(\$313)	(\$2,275)	(\$838)	(\$1,438)	(\$1,323)	(\$1,088)	(\$1,350)	(\$2,275)	\$228
Renewal Inactive Fee	(\$2,025)	\$675	(\$375)	\$325	(\$1,005)	(\$1,175)	(\$245)	\$1,575	\$75	\$375	(\$375)	\$375	(\$1,600)
TOTAL \$	(\$46,679)	\$145	(\$13,379)	\$54,310	(\$13,698)	(\$79,823)	\$54,870	\$10,740	\$104,442	(\$1,679)	\$46,247	(\$84,767)	\$30,733

Licensing - Dashboard Statistics

Application, Renewal & Cost Recovery Revenue
(FISCAL YEARS 2022-23 / 2023-24)



APRIL TO JUNE 2024			
Licenses (Beginning of Quarter)		18,347	
New Licenses Issued		364	
Licenses Cancelled / Surrendered /Revoked		(236)	
Variance in Suspended/Reinstated Licenses		(90)	
Licenses (End of Quarter)		18,385	
# of Licenses on April 1, 2024		18,347	
# of Licenses on June 30, 2024		18,385	
Licenses Gained / Lost		38	
Renewal Revenue Gained / Lost		\$22,800	
<i>*Does not include suspended licenses</i>			
90 Day Retention Rate			
Projected Year-End Retention Rate	April 2024	18,347	
	Cancellations	(236)	(1.28%)
	New Licenses	364	1.98%
	Susp/Reinstated	(90)	(0.49%)
	June 2024	18,385	
Change	38		
3 Month Rolling	% Change	0.21%	

FISCAL YTD LICENSING FEE TOTALS (FY 2023-24)			
LICENSING FEES	Q4 BUDGET	Q4 ACTUAL	VARIANCE
License Renewals	1,284,500	834,140	(450,360)
New License Fee	197,502	148,950	(48,552)
Application Fee	187,500	154,800	(32,700)
License Changes	143,750	91,450	(52,300)
Invest Recov Costs	75,000	61,466	(13,534)
Renewal Late Fees	30,000	17,563	(12,438)
Renewal Inactive Fee	12,375	8,850	(3,525)
180-DAY RETENTION RATE			
Projected Year-End Retention Rate	January 2024	18,181	
	Cancellations	(526)	(2.86%)
	New Licenses	787	4.28%
	Susp/Reinstated	(57)	(0.31%)
	June 2024	18,385	
Change	204		
6 Month Rolling	% Change	1.11%	

Licensing - Quarter & Annual Statistics

4TH QUARTER

FISCAL YEAR 2023-24

New License Apps: 779 (10%)
 Issued Licenses: 364 (1%)
 License Change Apps: 795 (5%)
 Placed on Inactive Status: 29 (6%)
 Voluntary Surrender: 78 (13%)
 Active License Renewals: 2,126 (5%)
 Inactive License Renewals: 36 (16%)
 Online Lic. Renewals: 1,613 (75% all renewals)
 Licenses Suspended (no bond): 357 (48%)
 Licenses Revoked: 17 (325%)
 Licenses Cancelled Not Renewed: 141 (9%)
 Single Project Increase Apps: 34 (79%)
 3 Application Denial Hearings (67%)
 4 Financial Reviews Initiated (73%)

- 2 Approved by Staff

 515 CMS Exams Administered by PSI (16%)
 552 Trade Exams Administered by PSI (20%)

- 9 applicants applied for waiver of the trade exam based on passing the NASCLA exam

 Certificates of Eligibility for Bidders Preference:

- 8 new/reinstated requests received
- 99 certificates renewed

 Public Records Requests: 41 (156%)
 Business Assistance Program: 63 (75%)
 License Assistance Program: 20 (18%)
 Veteran Applicants New/Renewal: 86 (37%)
 11,128 Calls Received

New License Apps: 2,893 (20%)
 Issued Licenses: 1,457 (22%)
 License Change Apps: 3,158 (4%)
 Active Licenses: 17,971 (2%)
 Inactive Licenses: 414 (5%)
 Placed on Inactive Status: 118 (4%)
 Voluntary Surrender: 321 (3%)
 Active License Renewals: 8,178 (10%)
 Inactive License Renewals: 161 (10%)
 Online Renewals: 5,943 (71% total renewals)
 Licenses Suspended (no bond): 1,053 (20%)
 Licenses Revoked: 52 (93%)
 Licenses Cancelled Not Renewed: 673 (26%)
 Single Project Increase Apps: 104 (5%)
 23 Application Denial Hearings (51%)
 3 Financial Responsibility Hearings (200%)
 29 Financial Reviews (38%)

- 26 Approved by Staff; 7 Received; 7 Pending Due Not Received; 5 Tabled

 1,911 CMS Exams Administered by PSI (20%)
 2,060 Trade Exams Administered by PSI (26%)

- 35 applicants applied for waiver of the trade exam based on passing the NASCLA exam

 Certificates of Eligibility for Bidders Preference

- 34 new/reinstated requests received
- 377 certificates renewed

 Public Records Requests: 137 (104%)
 Business Assistance Program: 224 (57%)
 License Assistance Program: 76 (347%)
 Veteran Applicants New/Renewal: 338 (36%)
 41,852 Calls Received

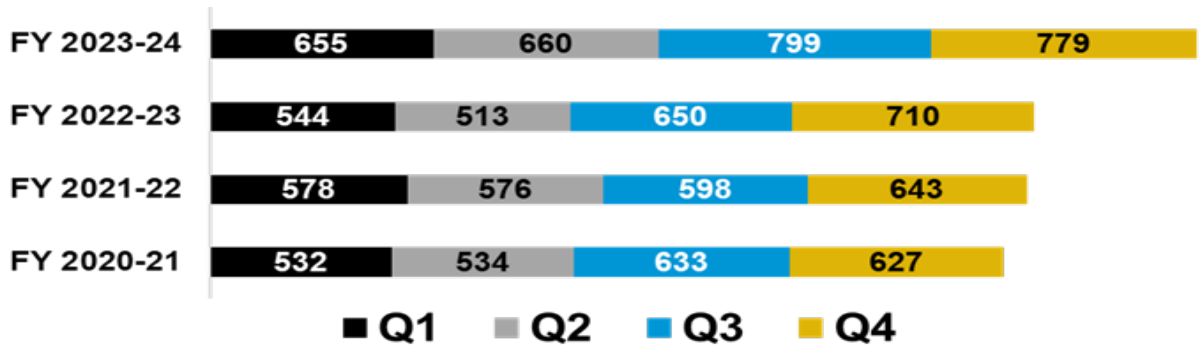
Licensing - Trends

New license applications realized significant gains in both fourth quarter and annual data comparisons with a 10% and 20% increase respectively. Although issued licenses stayed relatively normal compared to the same period last year, the Board noticed a 22% increase in the total number of licenses issued across the fiscal year.

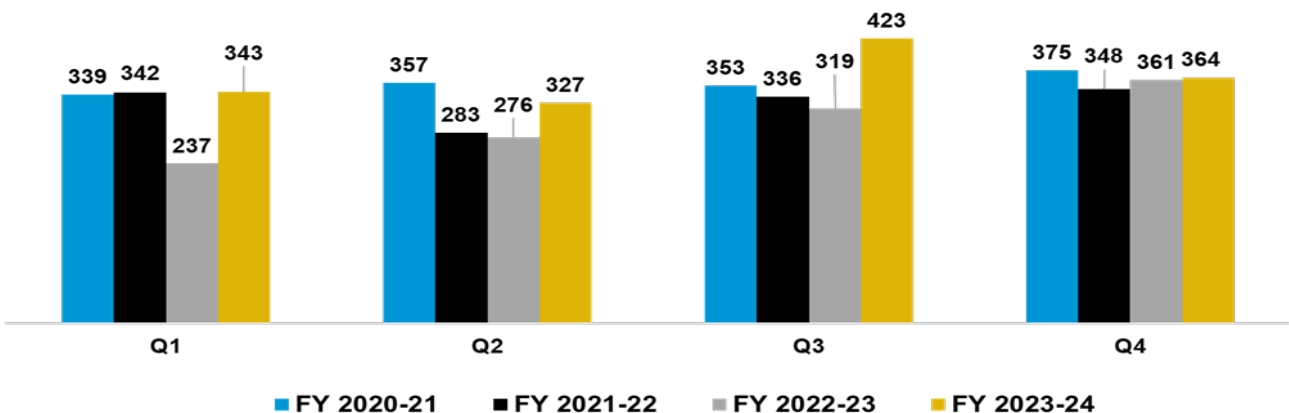
These figures support the narrative and reality of construction demands across the State of Nevada. While commercial construction continues to be sought after, many homeowners are turning to home improvement projects, including solar construction and renovation endeavors, as means to prepare homes for resell and/or invest in the longevity of their properties.

Also tied to this trend is the increasing number of trade and CMS exams being taken by industry professionals, both of which increased over 20% compared to last fiscal year. These trends are positive for the state's economy and also drive the Board's outlook on the year ahead as resources and timeliness remain a priority to meet the increasing demands on licensing operations.

NEW LICENSE APPLICATIONS



ISSUED LICENSES



Licensing - Trends

As the work opportunities across the state in construction continue to accelerate to new heights, it is not uncommon for the Contractors Board to also realize consequential trends in data that are not as positive. For instance, when more contractors are out facilitating the needs of customers, it can be expected that the Board would also receive an increase in the number of complaints it receives about the work being performed.

During the fourth quarter and fiscal year, the Board recorded a higher amount of license suspensions for failure to keep in force a bond and license revocations than in years prior. In looking at this data, while the comparative percentages may appear shocking, it is important to not overlook the context of scale. As you noticed in the data previously outlined, license suspensions for no bond increased 48% in the fourth quarter and 20% in the fiscal year comparison. However, contextually, the fiscal figure represents 6% of the total number of active license holders.

The same is true for licenses revoked, which increased 325% in the fourth quarter and 93% in the fiscal year. Again, keeping the scale of impact to the total number of licensed contractors is important. In this circumstance, the fiscal year impact represents less than 1% of total active license holders.

The trends that are tracked by the Board have more to do with the context behind the numbers. Some of these factors have to do with economic situations contractors face in the ebb and flow of business, while many of the revocations align with the investigative trends we're seeing in trades of solar and home remodel projects.

On the other hand, the Board has seen an increase in the number of applicants and licensees utilizing its free resources, like the Business Assistance Program and License Contractor Program, which help to educate and mitigate unlawful and uncompliant activities from occurring.

Overall, the industry is displaying positive trends from a licensing perspective with growth continuing across most quarters in recent years. The Licensing Department continues to use this data to forecast operational demands and resources and make enhancements to expedite processes and improve customer experience.

Licensing - Annual Highlights

Grant Helps UNLV Prepare Future Contractors for Licenses



The desire to become a licensed contractor brought out dozens of people to a workshop by the Nevada Small Business Development Center at The Innovation Center at the University of Nevada, Reno on June 25.

It's happening after the Nevada State Contractors Board's Commission on Construction Education awarded the University of Nevada, Las Vegas (UNLV) Office of Economic Development a \$128,549 grant to hold multiple six-week statewide workshops in a multi-faceted small business training program designed to guide and assist Nevadans look to start and grow a construction business.

Anyone interested in the licensing workshops should contact the Nevada SBDC at (702) 895-4069 or email: ConstructioInfo@unlv.edu.

Application Forms and Processes Updated

During the reporting period, the Licensing Department updated its online and print license application forms to reflect new financial statement requirements that are anticipated to make the request for information more easily understood.

Staff also deployed a new process for requesting fingerprints from applicants, which the Board hopes will lead to receiving information in a more timely manner.

Helpful Reminders Ensure Ongoing Compliance

While contractor responsibilities are called out in NRS and NAC Chapters 624, the Licensing Department understands that details can be overlooked in the day-to-day operations. To help keep contractors compliant, an Industry Bulletin was sent out addressing key responsibilities for trade and law qualifiers to reduce confusion and clarify the Board's expectations when upholding the laws. Adding to this effort, staff also revised the current application to reflect new language that will better inform and address this topic more directly.

Enforcement - Background Check Trends

4th QUARTER

Fingerprint Cards Submitted	1,197
Applicants with criminal histories	310
Applicants without criminal histories	887
Criminal Histories	26%

FY 2023-24

Fingerprint Cards Submitted	3,818
Applicants with criminal histories	1073
Applicants without criminal histories	2,745
Criminal Histories	28%

BACKGROUND CHECK TRENDS

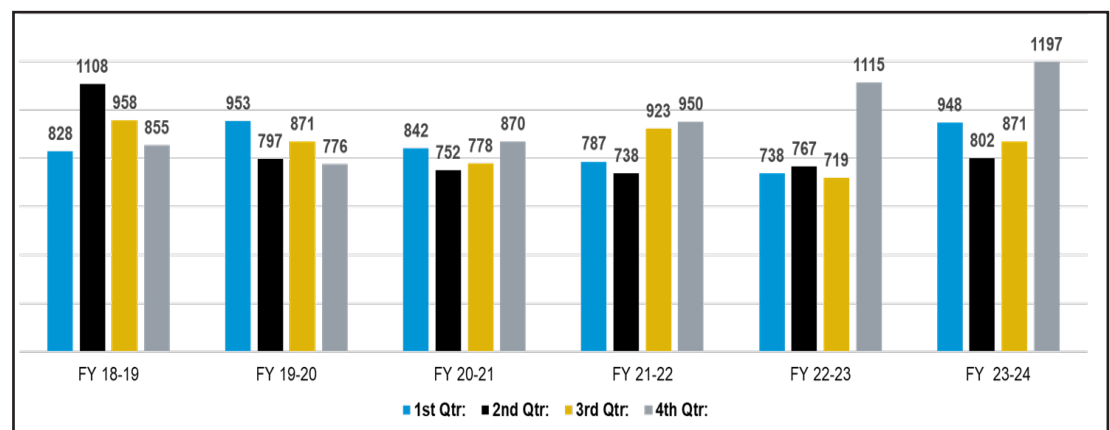
During the 4th quarter, 56 background investigations were initiated, 59 background investigations are pending, and 48 background investigations were closed. A total of 36 administrative citations were issued for misrepresentation.

Only one licensing background interview was conducted for the reporting period, which was recommended for approval.

Comparatively, statistics for the entire fiscal year reflect a total of 255 background investigations initiated, 232 background investigations closed, and 81 citations issued for misrepresentation.

71 Background interviews were conducted in coordination with the licensing application process, of which 21 or 30% of applicants were recommended for denial.

FINGERPRINT CARDS SUBMITTED



Enforcement - Complaint Trends

4th QUARTER

746 Complaints Opened

- Workmanship: 443 (59%)
- Contracting w/o a License: 135 (18%)
- Industrial Regulation: 82 (11%)
- Money Owing: 42 (6%)
- Unlawful Advertising: 42 (6%)
- Criminal Fraud: 2 (<0%)

119 Citations Issued

- 72 Administrative Citations issued to licensed contractors
 - \$76,050 in Fines
 - \$26,045 in Costs
- 47 Administrative Citations issued to unlicensed contractors
 - \$188,500 in Fines
 - \$37,805 in Costs

26 Disciplinary Hearings

- 13 Licenses Revoked
- 4 Licenses Suspended

6 Criminal Affidavits Filed with District Attorney Offices

53 Cease & Desist Orders Issued to Unlicensed Contractors

FY 2023-24

2,543 Complaints Opened

- Workmanship: 1,380 (49%)
- Contracting w/o a License: 524 (21%)
- Industrial Regulation: 304 (13%)
- Unlawful Advertising: 237 (9%)
- Money Owing: 206 (7%)
- Criminal Fraud: 16 (1%)

480 Citations Issued

- 233 Administrative Citations issued to licensed contractors
 - \$340,350 in Fines
 - \$88,891 in Costs
- 247 Administrative Citations issued to unlicensed contractors
 - \$758,400 in Fines
 - \$185,820 in Costs

128 Disciplinary Hearings

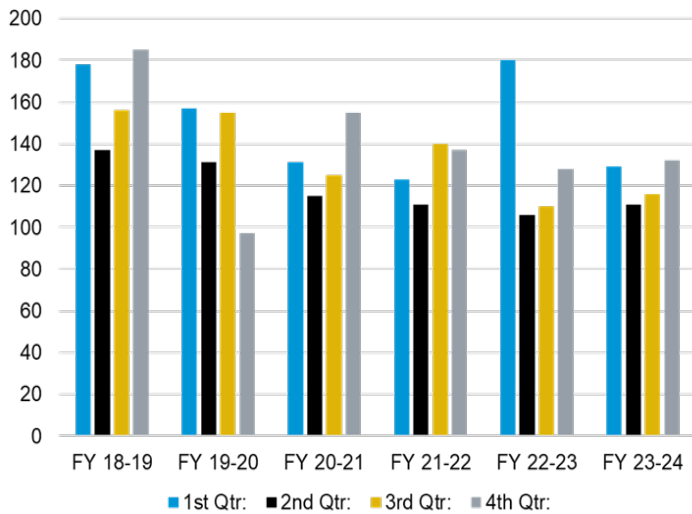
- 39 Licenses Revoked

37 Criminal Affidavits Filed with District Attorney Offices

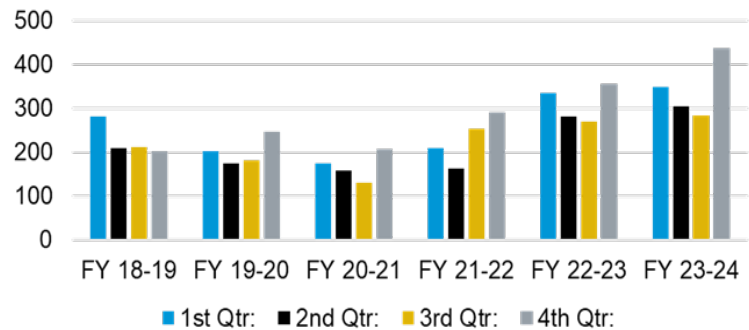
269 Cease & Desist Orders Issued to Unlicensed Contractors

Enforcement - Complaint Trends

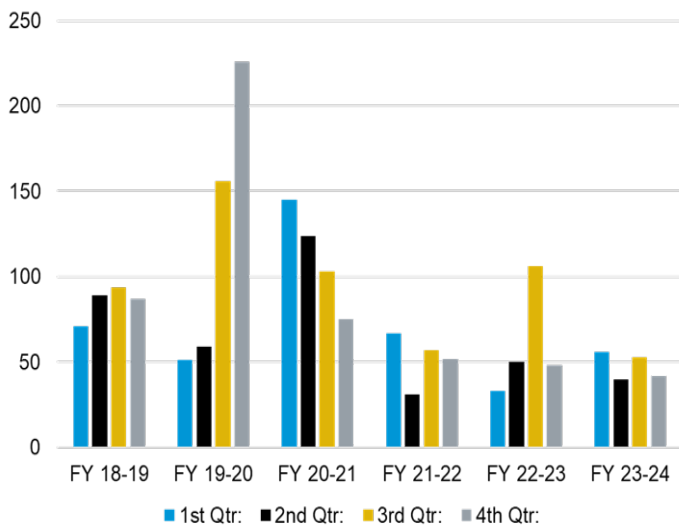
Contracting Without a License



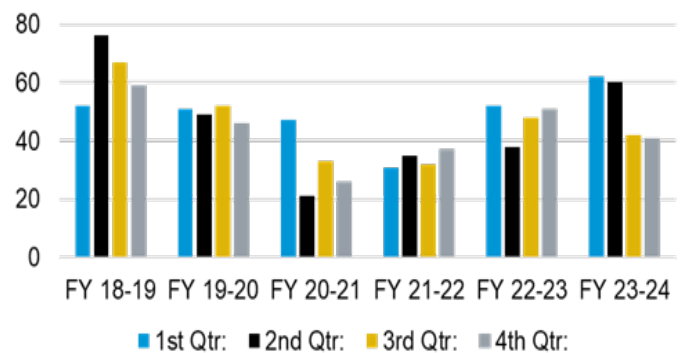
Workmanship



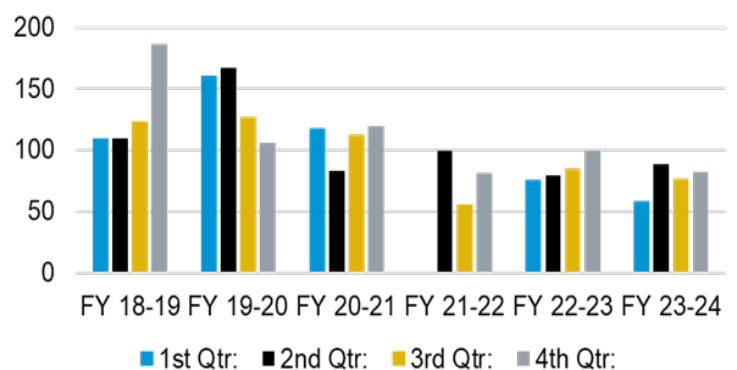
Unlawful Advertising



Money Owing



Industrial Regulations



Enforcement - Recovery Fund Highlights

The Residential Recovery Fund continues to be a valuable asset to homeowners harmed by licensed contractors by making up to \$40,000 per claimant available in financial recourse when circumstances are warranted.

The Recovery Fund Committee heard a total of 10 cases during the fourth quarter and awarded 9 claimants a total of \$176,204. During this period, a total of 51 cases were received and opened by Investigations staff. During the course of the entire fiscal year, the Committee heard 70 cases, of which 61 claimants were awarded an average amount of \$17,340.

In several cases throughout the year, homeowners filing claims for recovery were met with abandoned projects after payment had been made to contractors and workmanship issues that were never resolved or complied with as directed by the Board.

As of June 30, 2024, the Recovery Fund has a balance of \$5.6 million dollars.

	4th Quarter	FY 2023-24
Claims Considered	10	70
Claims Awarded	9	61
Total Award Value	\$176,204	\$1,057,758
Average Claim Award	\$19,578	\$17,340



Enforcement - Highlights

Gabriel Raymundo Adame of Adame Construction Arrested

The Nevada State Contractors Board held a disciplinary hearing on June 26, 2024, after which, formally licensed contractor Gabriel Raymundo Adame, owner of Adame Construction (license nos. 87433, 53598) was arrested by the Las Vegas Metropolitan Police Department on five felony charges related to fraudulent construction activities. Adame's licenses were revoked by the Board on January 29, 2024, upon finding him guilty of multiple violations affiliated with 21 consumer complaints.

Adame's business practices were found to consistently charge homeowners, many seniors, large down payments for home remodel projects prior to any work being performed. The charges Adame faces include:



- Theft of \$65,000 Class B Felony - Senior
- Theft of \$32,269.19 Class B Felony – Senior
- Theft of \$90,180.00 Class B Felony – Senior
- Theft of \$60,034.97 Class B Felony
- Theft of \$5202.80 Class C Felony – Senior

U.S. Army Veteran Mr. Adrian Pitts is a homeowner who lost \$65,000 to Adame. He said he's relieved with the arrest because he feared Adame was going to get away with his crimes. "We cannot thank the Nevada State Contractors Board for their help," said Pitts. "Adame and his crew hurt a lot of people; he stole one couple's entire life savings, so, he needs to pay for what he did."

Administrative Law Judge Revokes License of 1864 Concrete in Reno

A Reno construction company had its license revoked for multiple counts of diversion of funds and abandoning projects. The respondent had a total of six cases submitted to the Board within a few months and all of them with the same circumstances in that the respondent would collect a substantial portion of the contract bid and then not perform any work or would abandon the very substandard work he would do.

Five of the cases presented to the Board totaled \$175,000 in bids of which the respondent received \$100,000 with none of it paid back despite promises to do so. Homeowners testified they were forced to pay subcontractors to have liens removed or to avoid having them placed and also had to pay other contractors to finish the original work and fix poor work that had been done.

At the June 12, 2024 Disciplinary Hearing, the NSCB Administrative Law Judge revoked 1864's contractor's license and is currently considering the appropriate fines.

Enforcement - Highlights

Patio Covers 4 Less License Suspended

Investigations by compliance investigators in Southern Nevada involving Patio Covers 4 Less reveals at least 27 projects have been abandoned leaving homeowners with either partially completed projects or no work performed at all. Many of the homeowners made large deposits with Patio Covers 4 Less, simply to never to hear from them again.

On May 3, 2024, the Nevada State Contractors Board summarily suspended the license of Patio Covers 4 Less by executive order. On June 12, 2024, a hearing was held, where the summary suspension of Patio Covers 4 Less contractor's license was affirmed. Disciplinary action against Patio Covers 4 Less is forthcoming. The Board has also filed criminal charges with the Office of the District Attorney.

Homeowners harmed by Patio Covers 4 Less may have possible relief from the Board's Residential Recovery Fund.

Nation's Largest Industrial Center Welcomes NSCB Executives



Contractor Lystra Pitts points to a site in the Tahoe Reno Industrial Center. NSCB Deputy Executive Officer David Behar, center, and Director of Investigations Terry Wike, right, look on.

During the fourth quarter, Deputy Executive Officer David Behar and staff had an opportunity to meet with representatives from the Tahoe-Reno Industrial Center, which is comprised of 160 Wall Street and global high-tech companies, including Google, Tesla, Microsoft, and Switch.

With increasing construction growth both underway and projected for the ongoing future, connecting with TRIC officials proactively remained a priority to ensure that all licensing and construction activities were compliant, but also to ensure that resources and information were being made available to prospective contractors that could help to mitigate potential concerns from arising.

The meeting was a positive step forward for all parties. In addition to the onboarding package TRIC provides its contractors, the Board was invited to produce tailored materials of relevance that could be included in this information, as well as direct online links placed visibly on TRIC's website directories that could assist contractors with convenient license verifications, online forms, and other available resources of the Board.

Information Technology - Quarter 4 Highlights

Updates and Upgrades

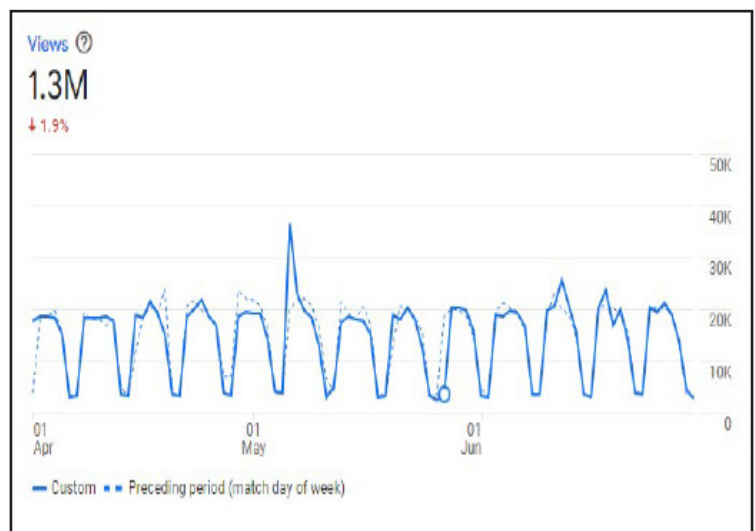
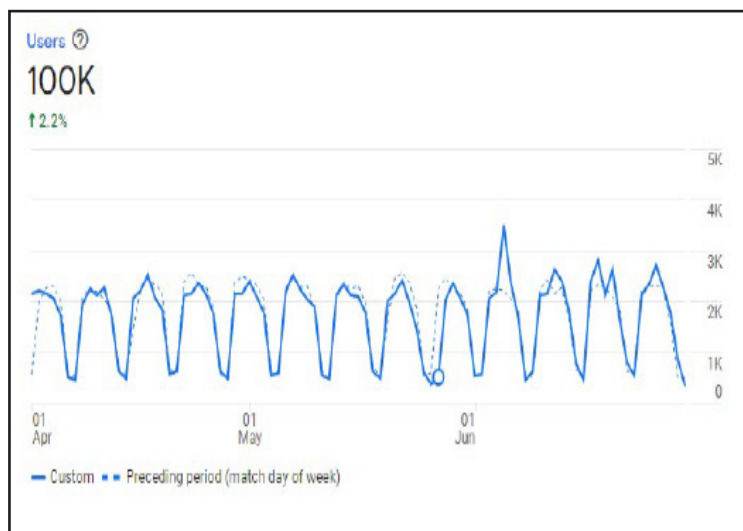
During the quarter, Information Technology staff have begun performing upgrade maintenance on the Board's licensing and investigations database, which is expected to be completed in the first quarter of FY 2024-25.

Staff were also excited to unveil the Board's new website redesign to the public in June, which features an entirely new look, easier navigation, and icon-driven graphics. Still in production is the redesign of the NSCB Mobile Application, which is anticipated to become available next quarter.

Website Traffic

Over the last three months, approximately 100,000 users visited the Board's website, which is a 2.2% increase over the prior quarter.

Although traffic to the Board's website increased, there was a 1.9% decrease in the number of pages viewed during those visits compared to last quarter.



Public Information - Quarter 4 Highlights

NSCB Sees Widespread News Media Coverage

The Nevada State Contractors Board (NSCB) has received more news media coverage in Quarter 4 than it did in Quarter 3. National and local news coverage in broadcast news, digital news, and social media reported on the work of the NSCB.

For example, on June 18, 2024, Time published an article, “Another Solar Company Goes Bust.” The story was about Titan Solar and mentions the NSCB putting the solar company on probation in 2023. Overall for Quarter 4 news media coverage exploded by 350 percent over the previous quarter going from 14 news stories to 56 stories.

The biggest stories focused on licensed and unlicensed contractors arrested and solar companies facing losing their licenses. The NSCB’s Solar Investigations Unit also received extensive and positive coverage in the Las Vegas and Reno TV markets. At every opportunity, the NSCB took the opportunity to remind homeowners to hire only licensed contractors and safeguards they can take while when considering a home remodeling project, a solar system, or a pool. News stories are almost always placed on websites and on social media which continues to assist in consumer awareness.



NSCB PIO Randy Escamilla addresses the news media.



Deputy Executive Officer David Behar speaks to reporters.

Google : The Nevada State Contractors Board

During the first six months of 2024, nearly 55,000 people viewed the Nevada State Contractors Board (NSCB) business profile through Google. Google statistics only go back six months. By far, 76 percent of all people who find the NSCB are performing their searches using a desktop computer compared to 21 percent who find the NSCB using a mobile device. So far, April 2024 has seen the largest Google searches with 2928 people Googling the NSCB. Additionally, the NSCB currently has a 2.5-star rating out of a possible 5-stars, yet up from 1.5-stars in January 2024. It also currently has 41 Google Reviews. The NSCB would like to receive more positive reviews on its Google Review page from satisfied homeowners, and industry and business leaders by entering “Nevada State Contractors Board” in a Google Search and writing a brief review. Google star ratings are important because they can help build trust, improve visibility, and influence consumers.

- 55,000 Business Profile Views in first six months of 2024
- 76 % - The number of people using a desk top computer to find the NSCB
- April 2024 – Largest month so far with 2928 searches
- June 2024 – Least month with searches 2232
- Currently 2.5-Star Rating out of a possible 5-Star Rating

Public Information - Quarter 4 Highlights

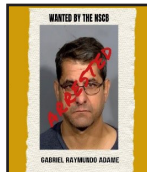
Social Media Platform Key Information Source for Businesses to Receive NSCB-Related News

The latest data shows that business and industry leaders are turning to the LinkedIn social media platform for news and information about the Nevada State Contractors Board. In the last three months, NSCB posts have garnered more than 69,000 impressions. Posts on the platform garnering more than 200 impressions is significant.

However, several of the Board’s posts have surpassed or are approaching 2,000 impressions. LinkedIn impressions indicates the number of times a user’s LinkedIn feed displays a post, video, article, or update. LinkedIn calculates impressions based on the number of unique users who see the content, so if the same user sees it multiple times, it’s only counted as one impression.



**Executive Officer
Margi Grein
Announces Retirement**
June 20, 2024
3,200 Impressions



**Contractor
Gabriel Adame
Arrested**
June 27, 2024
1,900 Impressions



**NSCB Board Member
Margaret Cavin –
Great Nevedan**
June 3, 2024
1,700 Impressions

Consumer Outreach Informs Nevada Homeowners on NSCB Protections

During this Spring, opportunities to inform the community on the protections of the Nevada State Contractors Board occurred in Northern Nevada. The Washoe County Senior Citizens Fair invited the NSCB to attend its annual event in Reno. The NSCB exhibit table included consumer awareness information for seniors and also information on solar system scam protections.

Additionally, the Sparks Senior Advisory Council invited the NSCB to discuss the protections offered by the NSCB to homeowners, which was attended by Public Information Officer Randy Escamilla.



Looking Forward - Fiscal Year 2024-25

After another eventful year, we again prepare to embark on another set of goals and objectives for the year ahead. Falling within this new timeframe will be the 83rd Legislative Session, the launch of our redesigned mobile application, continuation of extensive media coverage on newsworthy items, and the promotion of licensed contractors and related assistive tools.

In the months ahead, the Licensing Department will evaluate existing processes to further reduce application waiting times and track performance indicators associated with the licensing process, while also proposing recommendations related to license monetary limits and qualifications for family-owned, multi-generation businesses.

Investigations will continue to place emphasis on and resources toward the enforcement of unlawful solar construction activities. Unlicensed contracting practices among prime and subcontractors will be under scrutiny as legislative recommendations are again considered to heighten unlicensed contracting penalties.

Public Information anticipates another productive year working with the media to capture significant events and highlight the Board's outreach and investigative successes. The Board expects to create short, consumer-oriented videos on pertinent messaging while also expanding its resources for Spanish-speaking audiences.

In addition to its annual training, the Board's Legislative Subcommittee will come together to discuss, monitor, and track bill proposals, and make recommendations to the Board during standing meetings about possible action to take.

Lastly, the Board will be looking at several opportunities to review and improve existing operations. Information Technology is developing a cost-estimate plan for upgrading the Board's internal services and online customer service assistance functions, and a request for proposal will go out to vendors to assist in analyzing the Board's operations for streamlined opportunities. Among the areas to be considered for streamlining will be the Board's disciplinary hearing process.

As always, our work is ever expanding with opportunities and self-improvement. We appreciate the ongoing platform to be transparent in our goals to remain a model regulatory agency and welcome you to continue following us throughout next year's journey!



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