MINUTES OF THE MAY 25, 2016
CONSTRUCTION CONTRACTORS BOARD MEETING

The Construction Contractors Board (CCB) met in teleconference on Wednesday, May 25, 2016, in the Board Room on the 6th floor at 201 High Street SE, Salem, Oregon.

Attendees:

Board members present: Board Chair, Kimberly Wood and Sandi Warren.

Board members appearing by phone: Kurt Bolser, Jim Kitchin, Susan Steward, Vice Chair Jim Patrick & Jerry Jones, Jr.

Staff: Administrator Jim Denno, Communications & Education Manager Cheryl Martinis, Enforcement Manager Stan Jessup, Licensing Manager Laurie Hall, Assistant Attorney General Susan Bischoff, Cathy Dixon, Angie Warkentin, Eric Risner, Cindy Mora, Tori Garcia.

Guests: Bonnie Sullivan, Kirsten Adams

A. MEETING CALLED TO ORDER:
Chair Wood called the meeting to order at 9:30 a.m.

B. APPROVAL OF AGENDA AND ORDER OF BUSINESS:

MOTION: Board Member Sandi Warren moved to approve the agenda.
Motion carried unanimously.

C. APPROVAL OF MINUTES:

CHANGES: A typo was corrected on the April 27 minutes, page 3: "there are policies available *the* cover…" should be "there are policies available **that** cover."

MOTION: Sandi Warren moved to accept the April 27 board meeting minutes as amended.
Motion carried unanimously.

D. DATE OF NEXT REGULARLY SCHEDULED MEETING: The next meeting is scheduled for June 29, in the Hearings Room on the first floor at 201 High Street SE, Salem, Oregon.

E PUBLIC COMMENT:

1. **There were no public comments.**

F. AGENCY REPORTS:

1. Agency Update

Administrator Jim Denno

Over the past 18 months there have been about a half dozen new hires at CCB. We are excited that the caliber of the new employees is very high.

a. Business services section: For the time being, management of the business services section will be shared. Mr. Denno is managing the admin services (accounting, cashiering, budgeting and procurement) employees, while Cheryl Martinis is managing the IT employees. It has become clear that an IT professional is needed to help coordinate the updating of the agency's systems. DCBS is assisting the CCB with the efforts to craft a job description that will meet the needs of the agency. In addition, there is an IT temp person helping with the short-term programming needs, but this person will not be available long-term.

b. New Licensing System: The agency continues to work with BCD and DCBS on the joint licensing system project. Because of problems with new IT systems or upgrades to systems in state government in the recent past, DAS is exercising more oversight over IT projects. There are IT staff from DCBS and DAS involved in laying the groundwork for the CCB/BCD project, setting system requirements and security requirements, working through the procurement process, and working with the potential vendor. This causes the process to move slower than originally anticipated, but the goal is to end up with a system that serves the needs of the public, licensees, and the state's requirements as completely as possible.

c. Business and Labor Committee meeting: At the strategic planning meeting, there was discussion about employment in the construction industry. Mr. Denno watched the recent hearing of the Business and Labor Committee, where employment challenges in construction and other industries were discussed. Mr. Denno will send the link to the board members.

d. Contact with Legislators: Mr. Denno responded to inquiries from legislators about continuing ed, licensed electricians and the "handyman exemption" from licensure.

2. Licensing

Licensing Manager, Laurie Hall

a. Statistical Reports: Ms. Hall reviewed the Licensing Program 2015-17 Third Quarter Report. Licensing numbers continue to slowly tick upwards. Over 60% of all renewals are being completed online, which reduces the amount of manual processing that must be done by staff. There are ongoing IT issues that need to be addressed but the age of the existing system makes it very challenging if not impossible to make changes. The document management system (Questys) is also in need of upgrading. We are working through the procurement process to upgrade that system.

b. Phones: The state negotiated a new phone contract with IBM. CCB will be required to replace the phones and move into the new system. The changeover is scheduled for August.

c. Personnel changes: One of the licensing employees is retiring and a new person has been hired.

d. Questions about the Third Quarter, 2015-17 Licensing Report from Board Members:

- Chair Wood, Question from page 12 of the packet: what is a BOU bond?
  - This should read "BOLI."
- Chair Wood, Question from page 8: There were a substantial number of abandoned calls. Why?
  - This has to do with staffing and workload. Workload spiked and there was also a problem with absences among staff members.
- Chair Wood, Question from page 13: Surveys returned are down. Is there a reason why?
  - The survey is in paper format and must be mailed or faxed to the agency. An online survey process would likely increase responses, but this is not possible with existing IT systems.
- Chair Wood Question: One of the comments said that partnerships are not allowed to renew online. Is this correct?
  - Partnerships are the most difficult to manage in the electronic renewal format. This is another IT project, and CCB hasn't had the staff time to devote to the project. Effective this week, "light" endorsements will be able to renew online, leaving partnerships as the last remaining group.
- Question from Board member Jim Patrick: What is a BOLI bond?
  - A BOLI bond is required for public works project and the holder may or may not be required to be licensed with CCB. You must have a bond to work on a public works job. Cleaning, interior decorations, flaggers, etc.
  - CCB handles the BOLI bond claims.

e. "Day in the Life" report, Angie Warkentin, Licensing: Angie Warkentin distributes mail (300-500 pieces each day) to licensing staff, monitors incoming paperwork (renewals, applications), monitors phones, runs the phone reports, enters all of the phone reports into Excel, backups the front counter, processes applications, works with enforcement people on suspensions, answers questions from staff, trains new staff, works on various paperwork and works with IT on licensing issue. She is busy every minute of every day. She enjoys working on the phones and at the front counter.

3. Communication & Education

Communication and Education Manager, Cheryl Martinis

a. Spring Outreach: Education section just finished several classes in eastern Oregon, the Dalles, southern Oregon, etc. It's good for contractors to have a chance to ask questions of CCB staff in person. Ms. Martinis showed pictures of the classes.

Trade show season finished as well. Education attended as many trade shows as ever, as well as association conferences when possible and, for the first time, attended the chimney sweeps conference in K-Falls.

Staff are continuing to distribute many publications and have issued a new Fraud and Scam brochure. They've also written a "how to get your license" brochure, and invite board member feedback about it.

b. Automating Audits: Staff have been working to streamline audits of commercial contractor continuing education. Ms. Martinis said that she will be providing information in the next newsletter in July. She will also be sending an email. The agency is very liberal in its acceptance of documentation of CE, from invoices, minutes, lists of key employees attended, training records, etc.

c. IT Needs: Ms. Martinis reiterated that CCB needs qualified IT programming help badly. Finding the right help is difficult because jobs are very competitive and people in IT are not widely available.

d. "Day in the Life," Tori Garcia, Education: Tori Garcia described a recent CCB class and trade show. He discussed the issues that came up during that experience. The class and trade show were both a success. The class was well rated among students. Contractors had many questions that Tori was able to answer.

A typical day at the office for Tori includes publication and print design, web design, videography, video editing, audio editing and photography.

4. Enforcement
Stan Jessup, Enforcement Manager

a. Enforcement Update
New compliance officers are doing very well. By the end of the month, they will be fully integrated into the compliance system.

Enforcement is recruiting for an eastern Oregon field investigator position. Mr. Jessup has been focusing on more efficient deployment of mediators to ensure better coverage over the entire state. He will be creating a map to show the old coverage vs. new coverage of the state.

A sweep in southern Oregon was just completed.

b. "Day in the Life," Eric Risner, Enforcement: In a typical day, Eric will start out by identifying areas of complaint from consumers, stakeholders, etc. They look for unlicensed contractors, statute violations, etc. All Field Investigators have specific geographic regions they cover. He also meets with local building officials, who sometimes need help with enforcement.

The most common problems encountered on job site checks are contractors who aren't maintaining their workman's comp insurance, and unlicensed contractors. Often a lack of education is the problem. Unlicensed contractors sometimes don't know they're breaking the law.

He also develops relationships with other agencies: BCD, Workers Comp, Department of Revenue, etc.

c. Questions/Requests from Board Members
Board Member Patrick wanted to know if a contractor wanted a consultation on lead paint requirements, who should he call? Mr. Jessup said that contractors can call him. They will send the local field investigator to schedule a time to go meet on a job site.

5. Administrative Services

a. Budget, Cindy Mora: CCB is currently in budget development, which is moving forward nicely. The report features a snapshot of actual revenue and expenditures for the last few months. CCB is 9 months into the biennium, $1.1 million ahead of projected revenue and about $180,000 below projected expenses. CCB has 5.3 months of operating cash.

b. "Day in the Life," Cindy Mora: Cindy is responsible for the accounting program activities at CCB. Cindy checks her emails and calendar, cashiers money that the CCB brings in, checks invoices to ensure they're valid and accurate, creates payment vouchers for those invoices, creates spreadsheets for more detailed invoices, answers questions about travel reimbursements, refunds duplicate or inaccurate online credit card payments, reconciles daily deposits with the treasury account, updates the budget report monthly, completes and submits civil penalty transfers, completes quarterly allotments, obtains document numbers to prep for scanning, creates access cards, assists with mail, processes credit card payments, stores documents electronically, enters and submits office max orders, and tries to find ways to streamline duties. She is involved in agency budget development and works closely with the DAS budget analyst. She serves as SABRS coordinator and resolves IT challenges dealing with transactions refunds. Cindy is also the Fun Committee facilitator. The Fun Committee plans retirement parties, birthday parties and other Governor's fund raising events for the agency.

G. OLD BUSINESS
1. No old business.

H. NEW BUSINESS
1. No new business.

I. ADJOURNED:
The meeting adjourned at 10:45 a.m.