

Construction Contractors Board

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GoTo Meeting Call In: 1-872-240-3412, Access Code: 460-377-757

State of Oregon
Honorable Kate Brown, Governor



DRAFT
8/9/2021

NOTICE OF PUBLIC MEETING
CCB Teleconference Board Meeting
Wednesday, August 25 2021
8:30 a.m. – 11:30 a.m.

	Page
Meeting Called to Order	
Approval of the Agenda	ACTION ITEM (pg 1)
Approval of the Minutes 6/23/2021 Board meeting.....	ACTION ITEM (pg 2)
Board Calendar:	
Next Meeting: October 27, 2021 (In person)	(pg 4)
Public Comment	
Agency Reports	
1. Agency Update (Chris Huntington)	
a. Budget Report.....	(pg 5)
2. Licensing (Dana Zeimantz)	
a. CCB Licensing Stats.....	(pg 6)
3. Information Technology (Noel Magee)	
a. IT Update	(pg 21)
4. Education (Leslie Culpepper)	
a. Outreach and Education Program Update, Newsletters	(pg 23)
5. Enforcement (Stan Jessup)	
a. Enforcement Update, Quarterly Reports	(pg 25)
Old Business	
Clackamas SBDC Pre-License Pilot program reauthorization	ACTION ITEM (pg 29)
New Business	
1. Enforcement Consent Agenda (Stan Jessup).....	ACTION ITEM (pg 40)
2. Annual Key Performance Measures (KPM 9)	ACTION ITEM (pg 50)

Adjournment

The Board may meet in executive session under authority of ORS 192.660 from time to time. The specific statutory basis for the executive session will be announced on the record prior to the commencement of the executive session. Executive sessions are closed to the public. The Board may recess the public meeting, in order to deliberate privately, under authority of ORS 192.690(1). The public meeting will then reconvene for the purpose of decision-making. The meeting location is accessible to persons with disabilities. A request for an interpreter for the hearing impaired or for other accommodations for persons with disabilities should be made at least 48 hours before the meeting; call Sara Heinz (503) 934-2217 to make arrangements.

**MINUTES OF THE June 23, 2021
CONSTRUCTION CONTRACTORS TELECONFERENCE
BOARD MEETING**

The Construction Contractors Board (CCB) met on Wednesday, June 23, 2021, via teleconference from the 6th floor at 201 High Street SE, Salem, Oregon.

Attendees:

Board members appearing: Board Chair Dylan Bochsler, Jim Patrick, Kurt Bolser, Jim Kitchin, Patty Dorroh, Eric Olsen, Rosa Martinez and Andrea Noble

Board members absent excused: Susan Steward

Staff: Administrator Chris Huntington, Executive Assistant/Board Secretary Sara Heinz, Licensing Manager Dana Zeimantz, Enforcement Manager Stan Jessup, IT Manager Noel Magee, Communication/Education Manager Leslie Culpepper and Assistant Attorney General Catriona McCracken

Guests: Rob Campbell, Clackamas Community College SBDC and Teo Parra, Alliance One LLC

A. MEETING CALLED TO ORDER:

Chair Bolser called the meeting to order at 8:31 a.m.

B. APPROVAL OF AGENDA:

MOTION: Jim Patrick moved to amend the agenda. Jim Kitchin seconded the motion. Motion to approve the agenda carried unanimously.

C. APPROVAL OF MINUTES:

MOTION: Patty Dorroh moved to approve the minutes from 4/28/2021. Jim Patrick seconded the motion. Motion to approve carried unanimously.

D. DATE OF NEXT REGULARLY SCHEDULED MEETING: The next meeting is scheduled for August 25, 2021 via teleconference from the 6th floor at 201 High Street SE, Salem, Oregon.

E. APPROVAL/AMENDING OF AGENDA:

MOTION: Dylan Bochsler moved to amend the agenda to move to New Business first. Jim Patrick seconded the motion. Motion to approve the agenda carried unanimously.

F. PUBLIC COMMENT:

No public comment

G. AGENCY REPORTS:

Chris Huntington, Agency Administrator provided a budget update, how it is progressing and projections. In addition the budget for the upcoming biennium 2021-2023 was signed by the Governor. Discussion about what the budget will look like and future agency plans for a new software platform for our licensing system. Discussion was also had related to the Small Business Development Center at Clackamas Community College for pre-license training pilot project. The project was for 3 years and the agency is asking to extend it for 2 additional years. The board will be presented with a new inter agency agreement at the next meeting.

Dana Zeimantz, Licensing Manager reported that there has been an increase in license applications and the section has been working hard to keep those moving forward and timely. The new license and renewal cards are transitioning to over to the print plant. The revisions to the new license application will be the next project to move forward.

Noel Magee, Information Technology Manager reported that the M365 conversion has completed with a very short punch list. The transition went very smoothly.

Leslie Culpepper, Communication/Education Manager advised they are using Microsoft Teams as a new tool for communication. They have been working with PSI to move the exam online to be proctored from home.

Stan Jessup, Enforcement Manager noted that there are monthly figures in the memo that track month to month not just quarterly numbers. A field investigator position has been filled to replace a vacancy in the southern Oregon section of the state. An additional upcoming vacancy in the Benton and Lane county areas is currently under recruitment.

H. NEW BUSINESS:

MOTION: Patty Dorroh made a motion to approve the Notices of Intent on the Enforcement Consent Agenda. Andrea Noble seconded the motion. Motion to approve carried with Rosa Martinez recusing herself for potential conflict on files 128203 and 128119.

MOTION: Jim Patrick made a motion to approve the Final Orders on the Enforcement Consent Agenda. Patty Dorroh seconded the motion. Motion to approve carried unanimously.

I. OLD BUSINESS:

The memo included in the packet explains the disclosure of an actual conflict of interest related to the CCB Administrator as well as a memo that indicates the Delegation of Authority with respect to Monarch Window Coverings Inc.

The meeting adjourned at 9:58 a.m.

CCB Board Meeting Calendar, 2021		
DATE	NOTED ITEMS	LOCATION
February 24, 2021		1st Floor Hearings Room or Teleconference via GoTo Meeting
April 28, 2021	Election of Officers	1st Floor Hearings Room or Teleconference via GoTo Meeting
June 23, 2021	New Officer Terms Begin	1st Floor Hearings Room or Teleconference via GoTo Meeting
August 25, 2021	KPM Best Practices Survey Finalized	1st Floor Hearings Room or Teleconference via GoTo Meeting
October 27, 2021		1st Floor Hearings Room or Teleconference via GoTo Meeting
December 1, 2021		1st Floor Hearings Room or Teleconference via GoTo Meeting

The following dates will be reserved for potential meetings in the event that urgent matters arise requiring immediate action by the Board. Board members and the public will be notified in advance when a meeting is going to occur, and whether it will be held in Salem or via teleconference.

- January 27, 2021
- March 24, 2021
- May 26, 2021
- July 28, 2021
- September 22, 2021

2019-21 Fiscal Status Report Summary

	Last Three Mos			Thru June 2021 ACTUAL to DATE	REMAINING PROJECTED	TOTAL PROJECTED BI 2019-21	Authorized BUDGET (LAB)	LAB VS. PROJECTED
	Apr-21 Actuals	May-21 Actuals	Jun-21 Actuals					
Beginning Cash Balance				8,496,478		8,496,478		
Revenue	752,594	563,860	676,217	13,446,860	(14,913)	13,431,947	13,686,887	254,940
Real Revenue	714,794	500,320	676,217	12,840,800	(44,493)	12,796,307	12,911,887	115,580
CRF Reimbursement	-	-	-	62,209	-	62,209		(62,209)
Personal Services	610,065	509,879	519,322	12,180,034	0	12,180,034	12,896,789	716,755
Services & Supplies	108,730	98,244	127,743	3,168,951	59,862	3,228,813	2,752,886	(475,927)
Capital Outlay	-	-	-	-	-	-	-	0
Special Payments	37,800	63,540	0	606,060	29,580	635,640	775,000	139,360
Total Expenditures	609,739	756,595	671,663	15,955,045	89,442	16,044,487	16,424,675	380,188
Real Expenditures	571,939	693,055	671,663	15,348,985	(546,198)	15,408,847	15,649,675	240,828
				TRUE		TRUE	TRUE	
Revenue vs. Expenditures	142,856	(192,735)	4,553	(2,445,976)	(104,355)	(2,550,331)		
Ending Cash Balance	6,133,155	6,129,154	6,129,154	6,050,502		5,946,147		

Est. Months of Cash:
8.69

CONSTRUCTION CONTRACTORS BOARD

201 High Street SE, Suite 600
PO Box 14140
Salem, OR 97309-5052
503-378-4621
503-373-2007 FAX



Memorandum

To: Construction Contractors Board
From: Dana Zeimantz, Licensing Manager
Date: August 25, 2021
Subject: Licensing Report

- June New Application numbers are keeping pace with increases seen in April and May. Residential endorsements are making up the bulk of the increase. The call center averaged 386 calls per day for the last quarter
- Licensing has begun a pilot project to incorporate background screening staff in the new application process. Currently Licensing is documenting both the screening and application data entry processes and has assigned additional data entry staff in preparation for process improvement.
 - The expected results are more streamlined agency communication with applicants, faster licensure and increased compliance with worker's compensation requirements.
- New License Application project update: continuing to revise content and order of application sections to eliminate common pitfalls for contactors. Expected outcomes are:
 - Reduced volume and length of phone calls regarding new applications
 - Increased satisfaction with new application process
 - Shorter turnaround due to fewer incomplete or incorrect applications
 - More efficient data entry of new applications
- New License Cards project update: Project completed. Expected outcomes are:
 - Uniform design for all license card types
 - Cost savings by shifting process to the print plant (this includes printing, stuffing, supplies, postage and overall reduction in agency labor costs) Increased availability of Licensing staff to outside customers (because they are not stuffing envelopes)
- Licensing Survey is now paperless. Newly licensed and renewed contractors will receive an email notifying them of their new license and requesting their input regarding customer service and the licensing process. In addition to sending surveys electronically, contractors can respond electronically, and the agency can now extract survey results electronically.

CONSTRUCTION CONTRACTORS BOARD LICENSING PROGRAM

STATISTICAL REPORTS
Eighth Quarter
2019-2021 Biennium



Dana Zeimantz, Program Manager

Licensing Staff

Brenna Anderson
Regina Arnold
Amber Berry
Vicki Foster

Kerri Hasche
Kevin Kerner
Sabrina Larivee
Karla Martin

Nancy McIntyre
Jason Parson
Darla Seeley
Karen Taylor

Angie Warkentin
Dara White

CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION

Number of New Licenses by Endorsement Type

Endorsement Type	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter
	Apr 1, 2019 - June 30, 2019	Jul 1, 2019 - Sep 30, 2019	Oct 1, 2019 - Dec 31, 2019	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020 - Jun 30, 2020	Jul 1, 2020 - Sep 30, 2020	Oct 1, 2020 - Dec 31, 2020	Jan 1, 2021 - Mar 31, 2021	Apr 1, 2021 - June 30, 2021
Residential	1206	1035	923	1103	791	852	999	868	1,442
Commercial	229	130	217	220	191	191	197	194	221
Total	1,435	1,165	1,140	1,323	982	1,043	1,196	1,062	1,663

New License and Renewal Counts

Month	New License Count	Expected Renewal Count	Renewal Count	Renewal Percent	Total Licenses Made Active
April-21	460	2,334	1,883	80.68%	2,343
May-21	469	2,171	1,702	78.40%	2,171
June-21	455	2090	1,579	75.55%	2,034

CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

Number of Specialty Licenses and Certifications

	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter
	Apr 1, 2019- Jun 30, 2019	Jul 1, 2019- Sep 30, 2019	Oct 1, 2019- Dec 31, 2019	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020- Jun 30, 2020	Jul 1, 2020 - Sep 30, 2020	Oct 1, 2020- Dec 31, 2020	Jan 1, 2021- Mar 31, 2021	Apr 1, 2021- Jun 30, 2021
Locksmith	444	503	506	510	524	545	471	469	595
Home Inspector	725	734	734	753	775	802	765	778	783
EEAST	13	11	10	9	7	8	8	8	8
Lead Based Paint Renovation	5,464	5,536	5,605	5,661	5,865	5,247	5,189	5,035	4,933
Lead Based Paint Activities	89	92	102	110	114	97	99	95	95
Flagger	*	*	23	23	23	24	24	24	25
Home Energy Assessor	33	142	141	153	87	88	91	94	162

Total Number of Residential and Commercial Licenses

	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter
	Apr 1, 2019- Jun 30, 2019	Jul 1, 2019- Sep 30, 2019	Oct 1, 2019- Dec 31, 2019	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020- Jun 30, 2020	Jul 1, 2020 - Sep 30, 2020	Oct 1, 2020- Dec 31, 2020	Jan 1, 2021- Mar 31, 2021	Apr 1, 2021- Jun 30, 2021
Residential	35,911	35,972	36,182	36,281	36,595	35,690	36,777	36,615	37,099
Commerical	10,274	10,308	10,315	10,367	10,398	10,326	10,538	10,484	10,566

CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

Average Days to Process Renewals, Certificates of Insurance and New Applications

	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter
	Apr 1, 2019 - Jun 30, 2019	Jul 1, 2019 - Sep 30, 2019	Oct 1, 2019 - Dec 31, 2019	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020 - Jun 30, 2020	Jul 1, 2020 - Sep 30, 2020	Oct 1, 2020 - Dec 31, 2020	Jan 1, 2021 - Mar 31, 2021	Apr 1, 2021 - Jun 30, 2021
Renewals	4	5	6	9	10	8	9	10	9
Insurance Certificates	3	4	6	8	7	13	9	13	15
New Applications	4	7	9	12	15	17	20	17	16

TELEPHONE CALLS

	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter
	Apr 1, 2019 - Jun 30, 2019	Jul 1, 2019 - Sep 30, 2019	Oct 1, 2019 - Dec 31, 2019	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020 - Jun 30, 2020	Jul 1, 2020 - Sep 30, 2020	Oct 1, 2020 - Dec 31, 2020	Jan 1, 2021 - Mar 31, 2021	Apr 1, 2021 - Jun 30, 2021
Calls Received	26,896	22,195	20,395	26,032	21,133	24,265	21,743	26,428	25,101
Average Time to Answer (seconds)	180	160	120	180	150	180	205	337	290

CONSTRUCTION CONTRACTORS BOARD LICENSING SECTION

AGENCY CUSTOMER SATISFACTION SURVEY RESULTS

Description	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter
SUMMARY	Apr 1, 2019 - Jun 30, 2019	Jul 1, 2019 - Sept 30, 2019	Oct 1, 2019 - Dec 31, 2019	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020 - Jun 30, 2020	Jul 1, 2020- Sep 30, 2020	Oct 1, 2020 - Dec 31, 2020	Jan 1, 2021 - Mar 31, 2021	Apr 1, 2021 - Jun 30, 2021
1. Timeliness: How do you rate the timeliness of the services provided by the CCB?	93.9%	*	*	*	99.0%	*	*	*	88.6%
2. Accuracy: How do you rate the ability of the CCB to provide services correctly the first time?	98.1%	*	*	*	99.0%	*	*	*	88.6%
3. Helpfulness: How do you rate the helpfulness of CCB employees?	84.4%	*	*	*	71.4%	*	*	*	74.5%
4. Expertise: How do you rate the knowledge and expertise of CCB employees?	83.0%	*	*	*	76.3%	*	*	*	72.6%
5. Availability of Information: How do you rate the availability of information at the CCB?	84.6%	*	*	*	96.9%	*	*	*	88.1%
6. Overall Service: How do you rate the overall quality of service provided by the CCB?	96.9%	*	*	*	99.0%	*	*	*	91.0%

* - These statistics are from the yearly survey that takes place during the months of April, May and June, therefore there are no statistics for the other quarters.

**CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION**

AGENCY CUSTOMER SATISFACTION SURVEY RESULTS

Description	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter
Question 1	Apr 1, 2019 - Jun 30, 2019	Jul 1, 2019 - Sep 30, 2019	Oct 1, 2019 - Dec 31, 2019	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020 - Jun 30, 2020	Jul 1, 2020 - Sep 30, 2020	Oct 1, 2020 - Dec 31, 2020	Jan 1, 2021 - Mar 31, 2021	Apr 1, 2021 - Jun 30, 2021
Timeliness of the services provided by the CCB									
a. Excellent	187	*	*	*	80	*	*	*	134
b. Good	58	*	*	*	19	*	*	*	45
c. Fair	13	*	*	*	0	*	*	*	6
d. Poor	3	*	*	*	0	*	*	*	15
e. Don't Know	0	*	*	*	1	*	*	*	2
Total No. of Responses to Question 1	261	*	*	*	100	*	*	*	202
Percent of Survey Respondents that marked Excellent or Good	93.9%	*	*	*	99.0%	*	*	*	88.6%

Description	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter
Question 2	Apr 1, 2019 - Jun 30, 2019	Jul 1, 2019 - Sep 30, 2019	Oct 1, 2019 - Dec 31, 2019	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020 - Jun 30, 2020	Jul 1, 2020 - Sep 30, 2020	Oct 1, 2020 - Dec 31, 2020	Jan 1, 2021 - Mar 31, 2021	Apr 1, 2021 - Jun 30, 2021
Accuracy of the CCB to provide services correctly the first time									
a. Excellent	200	*	*	*	83	*	*	*	143
b. Good	56	*	*	*	15	*	*	*	36
c. Fair	4	*	*	*	0	*	*	*	6
d. Poor	1	*	*	*	0	*	*	*	13
e. Don't Know	0	*	*	*	1	*	*	*	4
Total No. of Responses to Question 2	261	*	*	*	99	*	*	*	202
Percent of Survey Respondents that marked Excellent or Good	98.1%	*	*	*	99.0%	*	*	*	88.6%

**CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION**

CUSTOMER SATISFACTION SURVEY

Description	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter
Question 3	Apr 1, 2019 - Jun 30, 2019	Jul 1, 2019 - Sep 30, 2019	Oct 1, 2019 - Dec 31, 2019	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020 - Jun 30, 2020	Jul 1, 2020 - Sep 30, 2020	Oct 1, 2020 - Dec 31, 2020	Jan 1, 2021 - Mar 31, 2021	Apr 1, 2021 - Jun 30, 2021
3. Helpfulness: How do you rate the helpfulness of CCB employees?									
a. Excellent	175	*	*	*	61	*	*	*	118
b. Good	42	*	*	*	9	*	*	*	31
c. Fair	6	*	*	*	3	*	*	*	7
d. Poor	0	*	*	*	0	*	*	*	6
e. Don't Know	34	*	*	*	25	*	*	*	38
Total No. of Responses to Question 3	257	*	*	*	98	*	*	*	200
Percent of Survey Respondents that marked Excellent or Good	84.4%	*	*	*	71.4%	*	*	*	74.5%

Description	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter
Question 4	Apr 1, 2019 - Jun 30, 2019	Jul 1, 2019 - Sep 30, 2019	Oct 1, 2019 - Dec 31, 2019	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020 - Jun 30, 2020	Jul 1, 2020 - Sep 30, 2020	Oct 1, 2020 - Dec 31, 2020	Jan 1, 2021 - Mar 31, 2021	Apr 1, 2021 - Jun 30, 2021
4. Expertise: How do you rate the knowledge and expertise of CCB employees?									
a. Excellent	169	*	*	*	60	*	*	*	115
b. Good	46	*	*	*	14	*	*	*	31
c. Fair	5	*	*	*	0	*	*	*	7
d. Poor	0	*	*	*	0	*	*	*	4
e. Don't Know	39	*	*	*	23	*	*	*	44
Total No. of Responses to Question 4	259	*	*	*	97	*	*	*	201
Percent of Survey Respondents that marked Excellent or Good	83.0%	*	*	*	76.3%	*	*	*	72.6%

**CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION**

CUSTOMER SATISFACTION SURVEY

Description	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter
Question 5	Apr 1, 2019 - Jun 30, 2019	Jul 1, 2019 - Sep 30, 2019	Oct 1, 2019 - Dec 31, 2019	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020 - Jun 30, 2020	Jul 1, 2020 - Sep 30, 2020	Oct 1, 2020 - Dec 31, 2020	Jan 1, 2021 - Mar 31, 2021	Apr 1, 2021 - Jun 30, 2021
5. Availability of Information: How do you rate the availability of information at the CCB?									
a. Excellent	174	*	*	*	72	*	*	*	126
b. Good	46	*	*	*	22	*	*	*	51
c. Fair	5	*	*	*	2	*	*	*	16
d. Poor	0	*	*	*	0	*	*	*	5
e. Don't Know	39	*	*	*	3	*	*	*	3
Total No. of Responses to Question 5	260	*	*	*	97	*	*	*	201
Percent of Survey Respondents that marked Excellent or Good	84.6%	*	*	*	96.9%	*	*	*	88.1%

Description	Eighth Quarter	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter
Question 6	Apr 1, 2019 - Jun 30, 2019	Jul 1, 2019 - Sep 30, 2019	Oct 1, 2019 - Dec 31, 2019	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020 - Jun 30, 2020	Jul 1, 2020 - Sep 30, 2020	Oct 1, 2020 - Dec 31, 2020	Jan 1, 2021 - Mar 31, 2021	Apr 1, 2021 - Jun 30, 2021
6. Overall Service: How do you rate the overall quality of service provided by the CCB?									
a. Excellent	188	*	*	*	80	*	*	*	136
b. Good	64	*	*	*	19	*	*	*	46
c. Fair	7	*	*	*	0	*	*	*	8
d. Poor	0	*	*	*	0	*	*	*	8
e. Don't Know	1	*	*	*	1	*	*	*	2
Total No. of Responses to Question 6	260	*	*	*	100	*	*	*	200
Percent of Survey Respondents that marked Excellent or Good	96.9%	*	*	*	99.0%	*	*	*	91.0%

CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION
AGENCY SURVEY
APRIL 1, 2021 – JULY 31, 2021

Don't like doing business online.

I tried but it directed me to another site that didn't allow me to enter the online payment

I don't use a computer much

just got started with business

problem with website

I did not know we could email our ceu cents to you now. For some reason you did/do not accept emailed versions.

I had no idea had to renew online. Did not get anything through the mail.

Prefer the old mail way

Easy by mail

I am old school. I like paper forms

I am not really sure. I think we filled out forms and emailed. Would love to see online versions.

Instead of mailing letters, email or phone call will speed up response

maybe email a temp copy of renewed license until the certificate comes in the mail

Send notices for renewals

Stop requiring CEUs for seasoned contractors

keep on keeping on

My minor gripe is that when I filled out the renewal online, somehow I checked the "inactive" box. I realize that is my mistake, but it took over 10 days to get it reinstated. 10 days illegal to work for something that to me is a key stroke on your end.

Continue to be available via email and phone and answer questions or concerns promptly and efficiently

CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION
AGENCY SURVEY
APRIL 1, 2021 – JULY 31, 2021

Online, digital acceptance of documents. I had to fax a document in. No proof of delivery with fax!

Most 3rd party continuing education providers do not offer specifically oriented class content for our specialty license as a cabinet manufacturer/installer company.

When license is about to expire, maybe send more notices. Somehow, I got none, not even a renewal form

We applied and allowed 10 business days for processing, called to be told that it would be 3 weeks. Called and were told there was a one digit error and we would be notified via USPS. Never ever received notification but made the correction via fax the same day I called. It still took another phone call and ten more business days to be approved. Meanwhile we are paying our bond and insurance without being able to work.

If payment can be taken over the phone that would make payments much easier

Processing time was way longer than advertised - this caused a hardship because I lost work waiting on the processing of my license

It took 3 calls to get access to our account. I couldn't find the old summary of requirements - which was very helpful

Lower the volume of the background music played during the CCB continued education classes

Allow renewal of licenses earlier. One month is not very much time to renew- we would like to start earlier to be sure the renewal is on time

Wish it was a little easier to renew. I feel there should be less options of videos and easier way to figure out what is necessary.

less payment on licensing and fees

Links to more education, better tracking on education outside of CCB courses

My only complaint was not getting sufficient notifications on my license expiration

CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION
AGENCY SURVEY
APRIL 1, 2021 – JULY 31, 2021

My CCB license expired. I usually get a packet in the mail (which is my reminder) when it's time to renew. Nothing came this year. Thankfully, all is good and I went online and renewed asap.

Nobody replied. Took very many phone calls, holds did not bring me to anyone.

Accept scanned copies of ceu certs for renewal purposes

interior house painting classes, lead paint, asbestos

Specific courses for continuing education (specific to each trade). Although all available courses are very good and I learned a lot from them (the free OSHA ones)

I would love an email or letter to remind me that renewal is near, even though it's usually on the calendar I hate being late!

Please notify me better when the renewal comes.

Email reminders of license expiration

Make teachers for license teach something new

earlier notification

Make RRP easier to navigate, easier to locate

Law, project management, IT in construction, safety

Make sure and notify us of renewal prior to our license lapsing.

My problem is I'm not real proficient with computers but I'm learning.

Shorten phone wait times- make more services available online

Please go back to sending renewal reminders by mail!

CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION
AGENCY SURVEY
APRIL 1, 2021 – JULY 31, 2021

I am surprised with all the technology available that CCB is doing all notification via mail. Could more easily and efficiently correspond via email or simple phone call if something is missing or out of order.

Instead of mailing letters, email or phone call will speed up response

maybe email a temp copy of renewed license until the certificate comes in the mail

Send notices for renewals

Stop requiring CEUs for seasoned contractors

My minor gripe is that when I filled out the renewal online, somehow I checked the "inactive" box. I realize that is my mistake, but it took over 10 days to get it reinstated. 10 days illegal to work for something that to me is a key stroke on your end.

Continue to be available via email and phone and answer questions or concerns promptly and efficiently

Online, digital acceptance of documents. I had to fax a document in. No proof of delivery with fax!

Most 3rd party continuing education providers do not offer specifically oriented class content for our specialty license as a cabinet manufacturer/installer company.

When license is about to expire, maybe send more notices. Somehow, I got none, not even a renewal form

We applied and allowed 10 business days for processing, called to be told that it would be 3 weeks. Called and were told there was a one digit error and we would be notified via USPS. Never ever received notification but made the correction via fax the same day I called. It still took another phone call and ten more business days to be approved. Meanwhile we are paying our bond and insurance without being able to work.

If payment can be taken over the phone that would make payments much easier

Processing time was way longer than advertised - this caused a hardship because I lost work waiting on the processing of my license

It took 3 calls to get access to our account. I couldn't find the old summary of requirements - which was very helpful

CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION
AGENCY SURVEY
APRIL 1, 2021 – JULY 31, 2021

Lower the volume of the background music played during the CCB continued education classes

Allow renewal of licenses earlier. One month is not very much time to renew- we would like to start earlier to be sure the renewal is on time

Wish it was a little easier to renew. I feel there should be less options of videos and easier way to figure out what is necessary.

less payment on licensing and fees

Links to more education, better tracking on education outside of CCB courses

My only complaint was not getting sufficient notifications on my license expiration

My CCB license expired. I usually get a packet in the mail (which is my reminder) when it's time to renew. Nothing came this year. Thankfully, all is good and I went online and renewed asap.

Nobody replied. Took very many phone calls, holds did not bring me to anyone.

Accept scanned copies of ceu certs for renewal purposes

interior house painting classes, lead paint, asbestos

Specific courses for continuing education (specific to each trade). Although all available courses are very good and I learned a lot from them (the free OSHA ones)

I would love an email or letter to remind me that renewal is near, even though it's usually on the calendar I hate being late!

Please notify me better when the renewal comes

Email reminders of license expiration

Make teachers for license teach something new

earlier notification

Make RRP easier to navigate, easier to locate

CONSTRUCTION CONTRACTORS BOARD
LICENSING SECTION
AGENCY SURVEY
APRIL 1, 2021 – JULY 31, 2021

Law, project management, IT in construction, safety

Make sure and notify us of renewal prior to our license lapsing.

My problem is I'm not real proficient with computers but I'm learning.

Shorten phone wait times- make more services available online

Please go back to sending renewal reminders by mail!

I am surprised with all the technology available that CCB is doing all notification via mail. Could more easily and efficiently correspond via email or simple phone call if something is missing or out of order.

CONSTRUCTION CONTRACTORS BOARD

201 High Street SE, Suite 600
PO Box 14140
Salem, OR 97309-5052
503-378-4621
503-373-2007 FAX



Memorandum

To: Construction Contractors Board
From: Noel Magee, IT Manager
Date: 25 August 2021
Subject: Information Technology Report

Ongoing Activities

Printing of license cards moved to the print plant saving CCB staff time printing, folding, envelope stuffing. Additionally, this allowed our survey to move to email/online rather than paper. Network support transition to EIS, reconciliation of accounts receivable, and moving printer tasks to the state print plant all moved forward. We also responded to or began three statewide initiatives. These initiatives will improve data availability, security framework and employee security preparedness across all agencies, boards, and commissions.

Current Period Changes

- **Print, Network support transition, PCI data security compliance**
- **Execute Enterprise Information Services (EIS) initiated IT enhancement projects**

Details

1. License Cards move to state print plant – **Completed**
2. Support coding for online surveys of new/renewed licensees - **Completed**
3. Transition network support to EIS (DAS)
 - a. Step 1, rework wiring, replace switch gear – **Completed**
 - b. Step 2, replace CCB firewall, rework building paths – **Not yet sched.**
4. PCI (payment) data security compliance
 - a. Upgrade card readers for front counter – **In Progress**
 - b. File compliance questionnaire responses – **In Progress**
5. Statewide initiatives requiring CCB participation
 - a. Email phishing tests – live in Sept/Oct 2021 - **Kickoff**
 - b. Open Data initiative – due in October 2021 - **In Progress**
 - c. Security endpoint data gathering – August 2021 - **Completed**

- **Security reported status - Reported monthly by EIS/Enterprise Security Office (ESO)**
 - ◆ 02 August 2021
 - 100% of systems scanned (statewide 78%)
 - 19% have critical vulnerabilities (statewide 37%)
 - ◆ 14 June 2021
 - 97% of systems scanned (statewide 91%)
 - 11% have critical vulnerabilities (statewide 40%)
 - ◆ 5 April 2021
 - 98% of systems scanned (statewide 91%)
 - 4% have critical vulnerabilities (statewide 45%)

CONSTRUCTION CONTRACTORS BOARD

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Memorandum

To: Construction Contractors Board
From: Leslie Culpepper, Communications and Education Manager
Date: August 10, 2021
Subject: Outreach and Education Program update

Every biennium, the CCB conducts a homeowner survey to measure awareness of the CCB and track homeowner behaviors with regard to home improvement projects. The results of the 2021 homeowner survey are in and they're very positive! Homeowner awareness of CCB has increased to 54% in this latest homeowner survey. This is exciting news! I've outlined some of the highlights below.

- **Awareness of CCB has increased to 54%.** Awareness of the CCB is up to 54%, compared to 44% in the survey conducted in 2019. This exceeds the KPM target of 50%. According to the survey, homeowners are also more aware of *what* we do. 93% of homeowners know that we license contractors - this is an all-time high.
- **Contact with CCB has increased.** 35% of homeowners who heard of the CCB have had contact with the agency. 69% of them contacted CCB to check a contractor's license. 35% contacted the agency to file a complaint or report a problem.
- **Number of homeowners who took on home improvement or construction projects has increased.** Number of homeowners who constructed a new home or who took on a home improvement project jumped up to 79% (compared to 56% in 2019).
- **Number of homeowners using contractors for home improvement and construction has increased.** 73% of homeowners who performed home improvement projects reported using a licensed contractor – a 15-point increase from 2019.
- **Number of homeowners verifying their contractor's license is up.** Of those homeowners who performed home improvement projects or construction, 70% used a licensed contractor and of *those*, 68% verified their contractor's license. This is a 9% increase over homeowners who verified their contractor's license in 2019.
- **The number of homeowners who say that their contractor showed them their license when they were hired remains high at 21% (slightly more than last time).** This may be due to CCB's efforts to encourage contractors to educate homeowners about the importance of a license. In 2018, this number was as low as 5%, so this number represents a sharp increase in recent years.
- **Number of homeowners who have heard about CCB through news, radio and public service announcements has increased.** One thing to note here is that homeowners can select more than one answer, so this adds up to more than 100%.

Homeowners in the past seemed more reluctant to choose more than one answer, which may be due to the fact that they were being interviewed over the phone. This year's survey was conducted online, which seems to have prompted survey takers to freely select all the ways they heard about CCB.

How they heard of us	2019	2021
Word of mouth	26%	38%
Newspaper article	7%	33%
News story on television	3%	19%
News story on radio	2%	17%
Public service tv announcement	3%	17%
I am a construction contractor	20%	12%
Other	24%	15%
Don't know	16%	6%

Interpretation of results:

Last year was a landmark year for contractors and so in a way, for the agency too. People staying at home during the pandemic took on home improvement projects. Wildfires also drew attention to construction in Oregon, and necessitated construction all over the state. CCB's outreach shifted during 2020 to reach homeowners in targeted ways:

- Press releases regarding pertinent issues like COVID and wildfires
- Creation of the homeowner newsletter and a targeted effort to increase its reach. Subscriptions increased by thousands over a few months.
- Increased outreach to distribute publications to homeowners
- One-pager distributed to homeowners during wildfire.
- CCB conducted contractor webinars. Class content varied but included the importance of educating homeowners about the importance of the contractor's license. Webinars reached double the number of contractors in a live setting over previous years.
- CCB increased outreach to collaborators like real estate professionals and insurance professionals to distribute educational materials intended for homeowners.
- Pro-active, issue-specific materials for key events (COVID and Wildfires) – We made CCB relevant to what they were paying attention to already.

CONSTRUCTION CONTRACTORS BOARD

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Memorandum

To: Construction Contractors Board
From: Stan Jessup, Enforcement Program Manager
Date: July 23, 2021
Subject: Enforcement Update

As we close out the biennium I will recap recent events and outline a few changes for the Enforcement Programs.

DRS Processes

- Complaints filed are still below the year ago figures
- Current open files 523

Compliance Process

- Compliance cases are improving but still below the year ago quarter and holding steady
- April Proposed Orders 91 Final Orders 86
- May Proposed Orders 84 Final Orders 81
- June Proposed Orders 85 Final Orders 82
- Current active cases 140 (7/19/21)

Field Services Process

- Field site visits are much higher than one year ago
- Field reports are also improving vs. one year ago figures
- Gerrit Southard (Lane & Benton Counties FI/Mediator) has been hired and is in training currently
- April JSC's 974, LBPR 214, BCD 89, FIR's 74
- May JSC's 817, LBPR 248, BCD 88, FIR's 75
- June JSC's 793, LBPR 207, BCD 86, FIR's 90

CCB was very fortunate in the hiring of Gerrit Southard from the Sweet Home Oregon Police Department and will be an excellent addition to the mid-valley coverage. Gerrit has a great sense of humor and brings 11 years of law enforcement experience to CCB.

Most often, former police have very developed de-escalation skills and work out very well in the dual role of Field Investigator and Mediator for DRS cases.

Construction Contractors Board Field Investigation Section Quarterly Report for the 2019-2021 Biennium

Knowing that unlicensed and illegal construction activity is bad for consumers and legitimate contractors, the CCB established the Field Investigation Section in 2007, to provide statewide coverage and immediate response to complaints of unlawful activity in the construction industry. The staff includes 10 Investigators, each assigned to their own district in the state, where they are positioned to respond to complaints of illegal construction activity and conduct random checks of local construction sites. Sweeps are executed to find those involved in unlawful construction activity. The Field Investigation Section also participates in joint investigations with other state, county, and city agencies, some of which lead to the filing of injunctions or criminal charges.

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2019 - 20 Fiscal Year	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2020 - 21 Fiscal Year	2019 - 21 Biennium
	Jul 1, 2019 - Sep 30 2019	Oct 1, 2019 - Dec 31, 2019	Jan 1, 2020 - Mar 31, 2020	Apr 1, 2020 - Jun 30, 2020	Jul 1, 2019 - Jun 30, 2020	Jul 1, 2020 - Sep 30, 2020	Oct 1, 2020 - Dec 31, 2020	Jan 1, 2021 - Mar 31, 2021	Apr 1, 2021 - Jun 30, 2021	Jul 1, 2020 - Jun 30, 2021	Jul 1, 2019 - Jun 30, 2021
Complaints-Telephone or In Person	47	35	16	30	128	11	19	15	11	56	184
Complaints-Online	361	348	367	299	1,375	239	211	189	134	773	2,148
Complaints-Referrals	7	7	6	5	25	5	5	4	3	17	42
Jobsite Checks Conducted	2,575	3,283	2,748	927	9,533	2,059	2,234	2,804	2,569	9,666	19,199
Field Incident Reports Created	324	290	239	143	996	171	184	210	239	804	1,800

**Construction Contractors Board
Compliance Section
8th Quarter - 2019-2021 Biennium
April 1, 2021 - June 30, 2021**

The Compliance section is charged with evaluating evidence to substantiate violations of ORS 701 and OAR 812. Violation tips and complaints come from the Field Investigation Section (FIS), Dispute Resolution Services (DRS), on-line tips, phone tips as well as from local jurisdictions. The Compliance staff verifies a violation and determines whether an administrative warning or civil penalty is warranted. When warranted Compliance staff has the ability to enter into settlement agreements on behalf of the agency which is usually for a first time offenses. Respondents have a choice of entering into a settlement agreement which is conditional or opting to have an administrative hearing where the Compliance staff would represent the agency as a lay representative.

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2019 - 20 Fiscal Year	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2020 - 21 Fiscal Year	2019 - 21 Biennium
	Jul 1, 2019 Sep 30, 2019	Oct 1, 2019 Dec 31, 2019	Jan 1, 2020 Mar 31, 2020	Apr 1, 2020 Jun 30, 2020	Jul 1, 2019 Jun 30, 2020	Jul 1, 2020 Sep 30, 2020	Oct 1, 2020 Dec 31, 2020	Jan 1, 2021 Mar 31, 2021	Apr 1, 2021 Jun 30, 2021	Jun 1, 2020 Jun 30, 2021	Jul 1, 2019 Jun 30, 2021
Complaints	828	876	868	502	3,074	421	504	570	491	1,986	5,060
Violations	691	736	716	405	2,548	337	429	475	417	1,658	4,206
Civil Penalties	253	249	257	145	904	133	153	166	196	648	1,552
Files Opened	831	880	872	509	3,092	425	507	571	493	1,996	5,088
Files Closed	749	813	838	611	3,011	444	514	491	471	1,920	4,931

**Construction Contractors Board
Dispute Resolution Services
8th Quarter - 2019-2021 Biennium
April 1, 2021 - June 30, 2021**

Dispute Resolution Services provides a process designed to resolve construction disputes. It is available to persons or businesses alleging that contractors have breached a contract, performed improper work, or failed to pay for work performed or materials supplied. This service involves a mediation service to try to keep disputes out of the court system. If the dispute must be resolved by a court and the consumer who filed the complaint receives a court judgment but the contractor fails to pay the judgment, then the consumer has access to the contractor's bond for payment. Owners of construction companies are prevented from starting new construction businesses until all amounts awarded in the judgments are paid in full. When both parties participate in the mediation process, over 60-70% of those mediations result in a settlement agreement.

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	2019 - 20 Fiscal Year	Fifth Quarter	Sixth Quarter	Seventh Quarter	Eighth Quarter	2020 - 21 Fiscal Year	2019 - 21 Biennium
	Jul 1, 2019 Sep 30, 2019	Oct 1, 2019 Dec 31, 2019	Jan 1, 2020 Mar 31, 2020	Apr 1, 2020 Jun 30, 2020	Jul 1, 2019 Jun 30, 2020	Jul 1, 2020 Sep 30, 2020	Oct 1, 2020 Dec 31, 2020	Jan 1, 2021 Mar 31, 2021	Apr 1, 2021 Jun 30, 2021	Jul 1, 2020 Jun 30, 2021	Jul 1, 2019 Jun 30, 2021
Complaints Filed	469	433	371	322	1595	282	344	291	302	1219	2814
Complaints Closed	433	402	423	372	1630	321	322	372	315	1330	2960
Mediations Held Where Both Parties Participated	249	275	246	210	980	148	199	187	155	689	1669
Mediations Attempted but One Party Failed to Participate	49	41	50	44	184	34	41	52	52	179	363
Settlements Reached at Mediation	184	171	161	127	643	86	140	131	112	469	1112
Determination Amount	\$1,398,033	\$2,017,015	\$1,933,687	\$688,897	\$6,037,632	\$1,797,164	\$1,067,063	\$1,236,923	\$1,374,660	\$5,475,810	\$11,513,442
Determination Amounts Paid	\$659,208	\$584,566	\$903,156	\$703,000	\$2,849,930	\$555,079	\$812,184	\$544,464	\$511,813	\$2,423,539	\$5,273,469

CONSTRUCTION CONTRACTORS BOARD

201 High Street SE, Suite 600
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Memorandum

To: Construction Contractors Board
From: Chris Huntington
Date: August, 2021
Subject: CCB & SBDC Pre-license Pilot Project Re-authorization agreement

Overview

Through a prior Intergovernmental Agreement (IGA), CCB and Clackamas SBDC agreed to conduct a three-year pilot project, under the management of the Clackamas SBDC, to offer an alternative form of pre-license training and testing with the aim of producing new contractors better equipped to run their own businesses and to specifically improve licensure and regulatory understanding among limited English-speaking applicants.

The initial two years of the pre-license education pilot program were largely effective based on metrics articulated at the outset of the program – producing contractors that are better equipped to operate a successful construction business and to improve the understanding of license and regulatory standards among limited English-speaking applicants:

- The English language segment of the program received high positive ratings and maintained high test pass rates, comparable to the traditional testing path.
- The Spanish language segment achieved significant improvement in exam pass rate over the pass rate on the Spanish language exam taken through the traditional path.

The third year of the program experienced significant interruption due to the onset of the COVID-19 pandemic. Since then the program has been made available through remote access and is up and running. The pandemic also limited the progress that CCB and Clackamas SBDC were able to make in expanding the availability of the Spanish language pilot to other SBDC locations.

Action Requested

In the interests of continuing the gains made possible by the program and also to provide additional time to expand availability of the program to other areas of the state, the agency recommends that the board authorize the attached IGA, allowing the program to continue for an additional two years. During this time the parties will focus on expanding the availability of the program to additional locations.

Suggested Motion: Move to approve the Pre-license Pilot IGA as presented in the packet.

2020 year-end CCB update

Clackamas Small Business Development Center IGA Pilot Project

Pre-Pandemic Review

At the end of 2019 and early 1st quarter 2020, we had successfully expanded our English CCB certification teaching system to 6 other SBDC centers. These classes were taught via Zoom at the same time we were teaching our face-to-face classes. The classes in other centers were facilitated to manage their in-class students. The Clackamas SBDC staff taught and proctored every student regardless of location. We had not been able to replicate this success with the Latino community because most other centers did not have bilingual facilitators with construction experience. In addition to continually improving our Certification teaching system, we had expanded our 'construction guided pathway' to include Start Your Business Now (CCB Application support to include registering business with the State), Business Fundamentals one day class, and a 9month small business management class. Also, we have created a discounted continuing education program for our entrepreneurship (Greenhouse) class. The majority of clients registering for this guided pathway were Latinx. First time pass rates for both English and Spanish clients averaged upper mid 80s for English and low 80s for Spanish.

Pandemic Response

Our last Day in our office was March 21, 2020. Because of our contract partnership with the Small Business Administration (SBA) and the 19center SBDC network, we were designated 'first responders' to the small business (less than 500 employees) community in the State. The Oregon SBDC network has approximately 140 staff located in 43 locations, including rural communities. The SBA District in Portland has only 6 employees. At the time of the lock out, the Clackamas SBDC was over 90% capacity so we were challenged with converting all our education programs to 100% remote plus responding to funding inquiries for existing and past clients, referrals from all our trade partnerships (chambers, business alliances, economic development organizations, and lending institutions). Fortunately for us, we had been teaching remotely for several years so the migration to 100% virtual was pretty seamless except for our CCB program, especially Spanish. Prior to the pandemic, we had pretty much overcome all the barriers for our Latino clients with our face-to-face teaching and testing system. We had a controlled learning environment that encouraged learning from each other while teaching business concepts with proven adult learning modalities. We had access to computer labs to proctor the tests with our college online teaching platform, Moodle.

Moving to Zoom

Try to imagine sitting two days, 8 hours a day, in front of a monitor with your camera on at all times. In addition, you might not even have a computer with a web cam and access to high-speed internet. Combine lack of equipment with little or no knowledge about hardware and software use. Align these barriers with lack of education for years and little or no test taking skills. We had to cancel April and May English classes, and cancelled March, April, and May Spanish classes to take time on how to figure out solutions to these barriers.

The team started with the English class and worked with other centers to learn how to access our Moodle platform for testing plus have Zoom trainings prior to the class. Since we could not have these other center classes facilitated like in-class sessions, this pre-qualification technology and Zoom trainings were mandatory.

For the Spanish classes, a similar but more comprehensive advising sessions were incorporated. For example, we have always given our Spanish Certification clients 20 hours instead of 16 to help them with completing the CCB application form. In 2020, we expanded this to 25 hours to include upfront technology training. The team also had to revive a scantron testing process for the Latino clients due to the difficulty teaching how move from multiple IRLs between Zoom and Moodle.

We had two ‘Silver Linings’ the team discovered in this 100% virtual training conversion. Most of these clients had children who were required to attend school remotely. We found our clients were using their kid’s computers to attend our classes. Second, we received some CARES Federal funding to make the transition to 100% remote instruction, the majority of these funds were dedicated to our Construction guided pathway.

2020 year-end results

After cancelling 4 English and 4 Spanish certification classes, we taught 8 English classes for a total of 197 clients. We taught 10 Spanish classes for a total of 174 clients or a year total of 371. As we anticipated, our first time pass rates for both groups declined. Our average English first time pass rate was 78%. Our Spanish first time pass rate was 73.9%.

Observations and 2021 Aspirations

As challenging as 2020 was, we learned so much on how to figure out new ways to support our clients. I think we all agree, the pandemic was a lightening rod change catalyst. We know that face-to-face instruction and business advising is the best learning modality for adult learners, especially construction adults and especially for our Latino community. As a Director, our transition would have not been possible without a dedicated experienced team who worked tirelessly to figure out how to teach and test contractors via Zoom.

In 2021, we have raised our certification price from \$425 to \$450 for both groups, this increase helps offset the increased technology training time, especially for our Latino clients.

In addition to continue our expansion of our English class to other SBDC’s, we want to do the same with our Spanish classes, especially in rural areas. I have requested and been granted a small CARES program budget to help with expansion costs. In 2020, the network created 314 business starts, the Clackamas SBDC created 166 of those – 95% are contractors and 90% of those are Latino clients. Expanding our program state wide will help support the Governor’s and Business Oregon’s BIPOC strategic initiatives as well as our SBDC network objectives.

We envision 3 different education distributions processes in the future that teaches the approved CCB curriculum: offer the class face-to-face; 100% Zoom like we do now; and a Hyflex model that includes video on demand coupled with one-on-one advising between modules and scheduled group testing. Clackamas will teach the curriculum for all three modalities, and we will proctor every client, regardless of location, that meets approved college testing requirements.

Clackamas CCB Team

Kathy Nishimoto- Diana Tourney-Kathleen Lansing-Ofelia Lara – Rob Campbell

**CONSTRUCTION CONTRACTORS BOARD
PRE-LICENSURE EDUCATION PILOT PROJECT**

Agreement No. 915-328

This Agreement is made and entered into by and between Clackamas Community College, acting by and through its Board of Education, on behalf of the Clackamas Small Business Development Center (SBDC), hereinafter referred to as “Clackamas SBDC”, and the State of Oregon, acting by and through its Construction Contractors Board (CCB), collectively herein referred to individually or collectively as “Party” or “Parties.”.

SECTION 1: RECITALS

By the authority granted in Oregon Revised Statute (ORS) 190.110, state agencies may enter into agreements with units of local government for the performance of any or all functions and activities that a party to the agreement, its officers, or agents have the authority to perform.

Through prior agreement CCB and Clackamas SBDC agreed to conduct a three-year pilot project, under the management of the Clackamas SBDC, to offer an alternative form of pre-license training and testing with the aim of producing new contractors better equipped to run their own businesses and to specifically improve licensure and regulatory understanding among limited English-speaking applicants. This Agreement # 328 provides the foundation for this engagement.

The initial two years of the pilot program made significant progress toward the metrics identified in the initial IGA (attached 2020 year-end program report).

- The English language segment of the program received high positive ratings and maintained high test pass rates, comparable to the traditional testing path.
- The Spanish language segment achieved significant improvement in exam pass rate over the pass rate on the Spanish language exam taken through the traditional path.

At the onset of COVID-19, the program experienced several months of cancelled courses as well as the demands of re-tooling the program to be offered remotely.

The program has also had success in expanding the English- language guided pathway approach to other SBDC's but has not been successful at expanding the availability of the Spanish language program.

Based on the foregoing, CCB and Clackamas SBDC agree to continue the program for an additional two years with the aim of:

- Addressing the lost time related to COVID-19;
- Continuing to develop the success of the program;
- Mutually cooperating to expand the program, particularly the Spanish language guided-pathway program to additional SBDC locations throughout the state.

SECTION 2: AGREEMENT

Now therefore, the premises being in general as stated in the foregoing Recitals, it is agreed by and between the Parties hereto as follows:

- The CCB is retaining Clackamas SBDC to develop and conduct classes that provide students with an alternative path to pre-license training and testing in which classes must include full explanations of key concepts in owning and operating a contracting business, as shown on Exhibit A Statement of Work (SOW), which is attached and incorporated into this Agreement (“Pilot Program”).
- The term of this Agreement shall begin on the date all required signatures are obtained and shall be

assessed for renewal two years from that date.

- The CCB will not pay Clackamas SBDC for developing or delivering the Pilot Program. Clackamas SBDC may collect tuition from students registering for the Pilot Program.
- SBDC will not pay CCB for the opportunity to develop and conduct the Pilot Program.
- This Agreement may be executed in several counterparts (facsimile or otherwise) all of which when taken together shall constitute an agreement binding on all parties, notwithstanding that all Parties are not signatories to the same counterpart. Each copy of this Agreement so executed shall constitute an original.
- This Agreement and attached exhibits constitute the entire agreement between the Parties on the subject matter hereof. There are no understandings, agreements, or representations, oral or written, not specified herein regarding this Agreement. No waiver, consent modification or change of terms of this Agreement shall bind either Party unless in writing and signed by both Parties and all necessary approvals have been obtained. Such waiver, consent, modification, or change, if made, shall be effective only in the specific instance and for the specific purpose given. The failure of CCB to enforce any provision of the Agreement shall not constitute a waiver by CCB of that or any other provision.

SECTION 3: CLACKAMAS SBDC OBLIGATIONS

- Clackamas SBDC shall perform the services described in Exhibit A Statement of Work (SOW).
- Clackamas SBDC shall not enter into any subcontracts, except as described in Exhibit A or any of the work scheduled under this Agreement without obtaining prior written approval from the CCB.

3.1 COMPLIANCE WITH APPLICABLE LAWS AND STANDARDS

- 3.1.1 Clackamas SBDC shall comply with all federal, state, and local laws, regulations, executive orders and ordinances applicable to the work under this Agreement, including, without limitation, the provisions of ORS 279B.220, 279B.225, 279B.230, 279B.235 and 279B.270 incorporated herein by reference and made a part hereof. Without limiting the generality of the foregoing, Clackamas SBDC expressly agrees to comply with (i) Title VI of Civil Rights Act of 1964; (ii) Title V and Section 504 of the Rehabilitation Act of 1973; (iii) the Americans with Disabilities Act of 1990 and ORS 659A.142; (iv) all regulations and administrative rules established pursuant to the foregoing laws; and (v) all other applicable requirements of federal and state civil rights and rehabilitation statutes, rules and regulations.
- 3.1.2 Clackamas SBDC shall require contractor(s) and subcontractor(s) that are not units of local government as defined in ORS 190.003, if any, to indemnify, defend, save and hold harmless the State of Oregon, the CCB and its members, officers, employees and agents from and against any and all claims, actions, liabilities, damages, losses, or expenses, including attorneys' fees, arising from a tort, as now or hereafter defined in ORS 30.260, caused, or alleged to be caused, in whole or in part, by the negligent or willful acts or omissions of Clackamas SBDC's contractor or any of the officers, agents, employees or subcontractors of the contractor ("Claims"). It is the specific intention of the Parties that the CCB shall, in all instances, except for Claims arising solely from the negligent or willful acts or omissions of the CCB, be indemnified by the contractor and subcontractor from and against any and all Claims.
- 3.1.3 Any such indemnification shall also provide that neither Clackamas SBDC's contractor and subcontractor nor any attorney engaged by Clackamas SBDC's contractor and subcontractor shall defend any claim in the name of the State of Oregon or any agency of the State of Oregon, nor purport to act as legal representative of the State of Oregon or any of its agencies, without the prior written consent of the Oregon Attorney General. The State of Oregon may, at any time at its election assume its own defense and settlement in the event that it determines that

Clackamas SBDC's contractor is prohibited from defending the State of Oregon, or that Clackamas SBDC's contractor is not adequately defending the State of Oregon's interests, or that an important governmental principle is at issue or that it is in the best interests of the State of Oregon to do so. The State of Oregon reserves all rights to pursue claims it may have against Clackamas SBDC's contractor if the State of Oregon elects to assume its own defense.

- 3.1.4 Clackamas SBDC acknowledges and agrees that the CCB, the Oregon Secretary of State's Office, the federal government, and their duly authorized representatives shall have access to the books, documents, papers, and records of Clackamas SBDC which are directly pertinent to the specific Agreement for the purpose of making audit, examination, excerpts, and transcripts for a period of six (6) years after completion of the project. Copies of applicable records shall be made available upon request. Payment for costs of copies is reimbursable by the CCB.

SECTION 4: CONSTRUCTION CONTRACTORS BOARD OBLIGATIONS

At the conclusion of the additional two-year term of the pilot project period, the CCB shall, with Clackamas SBDC input, summarize the experience and recommend whether to continue the pre-licensure training strategy.

SECTION 5: TERMINATION

5.1 TERMINATION

- 5.1.1 This agreement may be terminated by either Party upon thirty (30) days' notice, in writing and delivered by certified mail or in person but the project shall not terminate mid-course when students are enrolled.
- 5.1.2 CCB may terminate this Agreement effective upon delivery of written notice to Clackamas SBDC, or at such later date as may be established by the CCB, under any of the following conditions:
- If Clackamas SBDC fails to provide services called for by the Agreement within the time specified herein or any extension thereof.
 - If Clackamas SBDC fails to perform any of the other provisions of the Agreement, or so fails to pursue the work as to endanger performance of this Agreement in accordance with its terms, and after receipt of written notice from CCB fails to correct such failures within ten (10) days or such longer period as CCB may authorize.
 - If federal or state laws, regulations or guidelines are modified or interrupted in such a way that the work under this Agreement is prohibited.
- 5.1.3 Any termination of this Agreement shall not prejudice any rights or obligations accrued to the Parties prior to termination.

SECTION 6: THIRD PARTY

6.1 THIRD PARTY CLAIMS

- 6.1.1 If any third party makes any claim or brings any action, suit or proceeding alleging a tort as now or hereafter defined in ORS 30.260 ("Third Party Claim") against the CCB or Clackamas SBDC with respect to which the other Party may have liability, the notified Party must promptly notify the other Party in writing of the Third Party Claim and deliver to the other Party a copy of the claim, process, and all legal pleadings with respect to the Third Party Claim. Each Party is entitled to participate in the defense of a Third Party Claim, and to defend a Third Party Claim with counsel of its own choosing. Receipt by a Party of the notice and copies required in this paragraph and meaningful opportunity for the Party to participate in the

investigation, defense and settlement of the Third Party Claim with counsel of its own choosing are conditions precedent to that Party's liability with respect to the Third Party Claim.

- 6.1.2 With respect to a Third Party Claim for which the CCB is jointly liable with Clackamas SBDC (or would be if joined in the Third Party Claim), the CCB shall contribute to the amount of expenses (including attorneys' fees), judgments, fines and amounts paid in settlement actually and reasonably incurred and paid or payable by Clackamas SBDC in such proportion as is appropriate to reflect the relative fault of CCB on the one hand and of Clackamas SBDC on the other hand in connection with the events which resulted in such expenses, judgments, fines or settlement amounts, as well as any other relevant equitable considerations. The relative fault of the CCB on the one hand and of Clackamas SBDC on the other hand shall be determined by reference to, among other things, the Parties' relative intent, knowledge, access to information and opportunity to correct or prevent the circumstances resulting in such expenses, judgments, fines or settlement amounts. The CCB's contribution amount in any instance is capped to the same extent it would have been capped under Oregon law, including the Oregon Tort Claims Act, ORS 30.260 to 30.300, if the CCB had sole liability in the proceeding.
- 6.1.3 With respect to a Third Party Claim for which Clackamas SBDC is jointly liable with the CCB (or would be if joined in the Third Party Claim), Clackamas SBDC shall contribute to the amount of expenses (including attorneys' fees), judgments, fines and amounts paid in settlement actually and reasonably incurred and paid or payable by CCB in such proportion as is appropriate to reflect the relative fault of Clackamas SBDC on the one hand and of CCB on the other hand in connection with the events which resulted in such expenses, judgments, fines or settlement amounts, as well as any other relevant equitable considerations. The relative fault of Clackamas SBDC on the one hand and of CCB on the other hand shall be determined by reference to, among other things, the Parties' relative intent, knowledge, access to information and opportunity to correct or prevent the circumstances resulting in such expenses, judgments, fines or settlement amounts. Clackamas SBDC's contribution amount in any instance is capped to the same extent it would have been capped under Oregon law, including the Oregon Tort Claims Act, ORS 30.260 to 30.300, if it had sole liability in the proceeding.

SECTION 7: GENERAL PROVISIONS

7.1 DISPUTE

The Parties shall attempt in good faith to resolve any dispute arising out of this Agreement. In addition, the Parties may agree to utilize a jointly selected mediator or arbitrator (for non-binding arbitration) to resolve the dispute short of litigation.

7.2 AGREEMENT EXECUTION

This Agreement may be executed in several counterparts (facsimile or otherwise) all of which when taken together shall constitute one agreement binding on all Parties, notwithstanding that all Parties are not signatories to the same counterpart. Each copy of this Agreement so executed shall constitute an original.

This Agreement and attached exhibits constitute the entire agreement between the Parties on the subject matter hereof. There are no understandings, agreements, or representations, oral or written, not specified herein regarding this Agreement. No waiver, consent, modification or change of terms of this Agreement shall bind either Party unless in writing and signed by both Parties and all necessary approvals have been obtained. Such waiver, consent, modification or change, if made, shall be effective only in the specific instance and for the specific purpose given. The failure of CCB to enforce any provision of this Agreement shall not constitute a waiver by CCB of that or any other provision.

7.3 EXTENSION

This Agreement may be extended for two additional one-year terms by mutual agreement of the parties.

SECTION 8: AUTHORIZED REPRESENTATIVES

Clackamas SBDC certifies and represents that the individual(s) signing this Agreement has been authorized to enter into and execute this Agreement on behalf of Clackamas SBDC, under the direction or approval of its governing body, commission, board, officers, members or representatives, and to legally bind Clackamas SBDC.

8.1 CLACKAMAS SBDC AUTHORIZED REPRESENTATIVE

Clackamas SBDC’S Project Manager for this Project is Robert Campbell, Director of the Clackamas SBDC or assigned designee upon individual’s absence. Clackamas SBDC shall notify the other Party in writing of any information changes during the term of this Agreement.

Clackamas Community College SBDC
Robert Campbell, Director
7738 SE Harmony Rd
Milwaukie, OR 97222
503-594-0733
rcampbell@clackamas.edu

8.2 CCB AUTHORIZED REPRESENTATIVE

CCB’s Project Man

ager for this pilot project is Chris Huntington, CCB Administrator, or assigned designee upon individual's absence The CCB shall notify the other Party in writing of any contact information changes during the term of this Agreement.

Construction Contractors Board
Chris Huntington
Administrator
201 High Street SE Suite 600
PO Box 14140
Salem, OR 97309-5052
503-934-2184
Chris.huntington@ccb.oregon.gov

Signature Page to Follow

THE PARTIES, by execution of the Agreement, hereby acknowledge that their signing representatives have read this Agreement, understand it, and agree to be bound by its terms and conditions.

Clackamas Community College SBDC

BY: _____

Date: _____

Print Name: _____ Title: _____

Authorized Representative

SIGNATURE OF AGENCY'S AUTHORIZED REPRESENTATIVE:

State of Oregon acting by and through its Oregon Construction Contractors Board

Executed By: _____

Date: _____

Chris Huntington, Administrator

EXHIBIT A

Statement of Work

Tasks

Clackamas SBDC shall:

- Continue to provide an alternative path to pre-license training and testing while more fully explaining key concepts of owning a contracting business.
- Inform students prior to enrollment that CCB licensure requires proof of U.S. federal or state government-issued picture identification.
- Develop and offer a course available in English and Spanish that must:
 - Be offered in a “live” class setting available to regions throughout Oregon. A “live class setting” includes virtual classrooms where live instruction is broadcast to locations statewide.
 - Cover curriculum outlined in the *NASCLA Contractors Guide to Business, Law and Project Management, Oregon Construction Contractors*.
 - Test students based on the NASCLA guide to ensure mastery of the content.
 - Incorporate new regulatory changes into the curriculum. The CCB will notify the Clackamas SBDC of such changes.
 - Includes at least 16 hours of classroom instruction, additional hours may be required dependent on the needs of limited-English speaking clients
 - Require that students score at least 70 percent on all tests as part of course passage requirements
- Have a written policy for ensuring the integrity of testing.
- Submit its course outline/curriculum and test questions to the CCB for approval at least 30 days before use in the classroom.
- Submit a sample course completion certificate to the CCB for approval.
- Maintain records of students enrolled in this course for a minimum of six years.
- Make names and contact information of students in the pilot project available to the CCB upon CCB request. Clackamas SBDC will obtain release forms from students so such a request can be fulfilled.
- Clackamas SBDC will cooperate with CCB to expand the program, particularly the Spanish-language program, to additional SBDC locations throughout the state, subject to the following:
 - The goal of program expansion is to produce contractors better able to run their own business and to improve regulatory understanding among limited-English speaking applicants.
 - Program expansion may include establishing similar in-person instruction programs at additional SBDC locations or may also include establishing remote options that include remote instruction and in-person advising and guidance options.
 - SBDC must consider and emphasize serving remote areas of the state that are currently underserved by the existing pre-license education providers as well as serving locations that are likely to reach significant populations of limited-English speaking contractor applicants.

Deliverables

Clackamas SBDC shall deliver:

- Clackamas SBDC must explain in writing its policy for ensuring the integrity of testing.
- Students must score at least 70 percent on tests covering the material.
- Clackamas SBDC must submit its course outline/curriculum and test questions to the CCB for approval at least 30 days before use in the classroom.
- Prior to the start of the course, Clackamas SBDC must submit a list of instructor resumes and names of any guest speakers. Permanent instructors must have at least four years work experience or four years education (or a combination) in the subject they instruct. The Clackamas SBDC must alert the CCB to any changes in permanent instructors before the start of every semester.
- Names and contact information of students in the pilot project must be made available to the CCB upon CCB request. Clackamas SBDC must obtain release forms from students so such a request can be fulfilled.
- Clackamas SBDC must also capture key information in the aggregate indicating:
 - Students' native language and percent of students who are learning English as a second language.
 - What percent of students took the course in Spanish, and what percent in English.
 - Whether students have tried passing the pre-license exam administered by PSI.
 - Course passage rates (by term) from this alternative program.
- Clackamas SBDC shall make the above data available upon request, but in any event, CCB and Clackamas SBDC will review the information at least annually.

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8/6/2021

06/15/2021 - 08/06/2021

NOTICES OF INTENT

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
128585	VALENCIA, SALOME CERVANTES		08/05/2021	1,000.00

1 - ADVERTISING, BIDDING OR WORKING WITHOUT A LICENSE

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
128227	MODERN HOMECRAFTER LLC	701.021(1)	06/24/2021	600.00
128308	COX PAINTING CO	701.021(1)	06/15/2021	600.00
128315	S & S CUSTOM REMODELING LLC	701.021(1)	06/17/2021	600.00
128320	HILL, TIMOTHY TURNER	701.021(1)	06/15/2021	1,000.00
128323	NEW IMAGE RENOVATIONS LLC	701.021(1)	06/15/2021	1,000.00
128324	STUBBS, LEE RUSSELL	701.021(1)	07/26/2021	5,000.00
128325	HOME RENDERDESIGN LLC	701.021(1)	06/16/2021	5,000.00
128326	HANLEY, BRANDON NEDELKO	701.021(1)	07/12/2021	5,000.00
128333	SLIPPEY, BEAU JAMES	701.021(1)	06/17/2021	1,000.00
128336	CRYSTALRIDGE DEVELOPMENT INC	701.021(1)	06/21/2021	1,000.00
128347	PEDROZA, PRIMITIVO SANTAMARIA	701.021(1)	06/22/2021	1,000.00
128348	MATT STOTTS CONSTRUCTION INC	701.021(1)	06/23/2021	1,000.00
128350	MATT STOTTS CONSTRUCTION INC	701.021(1)	06/23/2021	1,000.00
128352	CARRILLO, MARIO MIRANDA	701.021(1)	06/15/2021	1,000.00
128357	FLORES, DAVID OJEDA	701.021(1)	06/22/2021	1,000.00
128359	ROD WELLS LLC	701.021(1)	06/25/2021	5,000.00
128361	TAVARES PAINTING INC	701.021(1)	07/19/2021	5,000.00
128362	SWEETS SEPTIC TANK & BACKHOE SERVICE INC	701.021(1)	06/28/2021	1,000.00
128365	GIGA CONSTRUCTION INC	701.021(1)	06/25/2021	5,000.00
128366	WANKER, JOSEPH ROBERT	701.021(1)	06/24/2021	5,000.00
128373	NORTHWEST CUSTOM CONCEPTS LLC	701.021(1)	06/25/2021	1,000.00
128374	NORTHWEST CUSTOM CONCEPTS LLC	701.021(1)	06/25/2021	1,000.00
128384	WILLAMETTE VALLEY PAINTING AND CONSTRUCTION LLC	701.021(1)	06/30/2021	600.00
128385	CONCRETE WORX LLC	701.021(1)	06/30/2021	1,000.00
128387	AKIN, JORDAN	701.021(1)	06/30/2021	600.00
128394	GAMBOAS CONSTRUCTION INC	701.021(1)	06/30/2021	1,000.00
128400	BISHOP EXCAVATING SERVICE LLC	701.021(1)	07/01/2021	700.00
128402	ESTCO BUILDING & DEVELOPMENT LLC	701.021(1)	07/08/2021	5,000.00
128403	PACIFIC CONCRETE SOLUTIONS PDX	701.021(1)	07/02/2021	600.00
128405	ARNOLDS PAINTING LLC	701.021(1)	07/01/2021	5,000.00
128408	MCCONNELL, ROBERT DALE	701.021(1)	07/01/2021	1,000.00
128420	LEOS GENERAL CONTRACTOR LLC	701.021(1)	07/05/2021	1,000.00
128426	BRIDGETOWN WINDOW & DOOR INC	701.021(1)	07/07/2021	1,000.00
128433	NEAL, BLAKE MCKINLEY	701.021(1)	07/08/2021	5,000.00
128442	IONGI, ARTHUR GIBSON	701.021(1)	07/21/2021	5,000.00
128443	ROD WELLS LLC	701.021(1)	07/12/2021	5,000.00

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NOTICES OF INTENT (cont.)

1 - ADVERTISING, BIDDING OR WORKING WITHOUT A LICENSE (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
128452	TRI FORCE CONSTRUCTION LLC	701.021(1)	07/12/2021	1,000.00
128456	RIVERSIDE BUILDERS LLC	701.021(1)	07/13/2021	1,000.00
128459	BRAZELTON, ANDRE	701.021(1)	07/20/2021	5,000.00
128466	HUMMEL, MYLES LEE	701.021(1)	07/13/2021	1,000.00
128469	LIGGETT, ROBERT WILLIAM	701.021(1)	07/14/2021	1,000.00
128471	ON CALL DELIVERY AND INSTALLATION LLC	701.021(1)	07/20/2021	1,000.00
128473	M H WELL DRILLING INC	701.021(1)	07/21/2021	5,000.00
128486	RIDGELINE PAINTING LLC	701.021(1)	07/21/2021	1,000.00
128487	BEST CARPET REPAIR LLC	701.021(1)	07/19/2021	1,000.00
128491	COLOR PERFECTION PAINTING LLC	701.021(1)	07/21/2021	1,000.00
128492	DIAZ, LEOBARDO AROSTICO	701.021(1)	07/21/2021	1,000.00
128495	ALL TYPE REMODELING LLC	701.021(1)	07/20/2021	5,000.00
128505	WING RIDGE CONSTRUCTION LLC	701.021(1)	07/22/2021	700.00
128506	ECONTRACTING LLC	701.021(1)	07/22/2021	1,000.00
128532	ESGATE, ALEXANDER LOUIS	701.021(1)	07/26/2021	1,000.00
128536	OCAT INC	701.021(1)	07/28/2021	1,000.00
128537	OCAT INC	701.021(1)	07/28/2021	1,000.00
128539	OCAT INC	701.021(1)	07/28/2021	1,000.00
128540	OCAT INC	701.021(1)	07/28/2021	1,000.00
128543	LUMPKIN, DEWAYNE	701.021(1)	07/29/2021	5,000.00
128550	ALL UNDER 1 ROOF LLC	701.021(1)	07/30/2021	1,000.00
128551	MAYES, ROBERT PAUL	701.021(1)	07/28/2021	1,000.00
128552	INNOVA LANDSCAPE LLC	701.021(1)	07/30/2021	1,000.00
128553	VASQUEZ, GUILLERMO	701.021(1)	07/30/2021	1,000.00
128554	BROADY, JASMINE DAISY	701.021(1)	07/30/2021	5,000.00
128555	DECOTEAU, DANIEL JEFFREY	701.021(1)	07/30/2021	1,000.00
128558	KARAM, GEORGE DAVID	701.021(1)	08/03/2021	1,000.00
128561	WALLS PROFESSIONAL PNTG LLC	701.021(1)	08/03/2021	5,000.00
128565	IONGI, SEMISI TAUVELI	701.021(1)	08/03/2021	5,000.00
128566	ALLIED BOWLING LLC	701.021(1)	08/03/2021	1,000.00
128569	LAVIER, RONALD	701.021(1)	08/03/2021	600.00
128571	ROBBINS, ANDREW RYAN	701.021(1)	08/04/2021	1,000.00
128572	SEALS, JERMEMIAH DAVID	701.021(1)	07/30/2021	1,000.00
128575	STEPHENSON, DOUGLAS J	701.021(1)	08/03/2021	1,000.00
128582	DICKSON, BRITTANY	701.021(1)	08/05/2021	5,000.00
128584	MENDOZA VALENCIA, EDGAR GERARDO	701.021(1)	08/05/2021	1,000.00
128587	SANDOVAL, RAFAEL OROZCO	701.021(1)	08/04/2021	1,000.00

2 - EXEMPT CONTRACTOR WITH EMPLOYEES

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
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2 - EXEMPT CONTRACTOR WITH EMPLOYEES (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
128340	GRECH, LARRY MICHAEL	701.035(3)	06/24/2021	1,000.00
128341	BOB HOFFMAN CONSTRUCTION LLC	701.035(3)	06/23/2021	1,000.00
128342	MICHELS FENCE LLC	701.035(3)	06/24/2021	1,000.00
128372	HIGH CALIBER CONSTRUCTION LLC	701.035(3)	06/28/2021	1,000.00
128379	MR PAINTER PDX LLC	701.035(3)	06/29/2021	1,000.00
128383	RENHARD, LOREN JENNINGS	701.035(3)	06/30/2021	1,000.00
128417	J & H HOME SERVICES LLC	701.035(3)	07/05/2021	1,000.00
128427	FRESH START PAINTING LLC	701.035(3)	07/07/2021	1,000.00
128428	COMPLETE PLUMBING LLC	701.035(3)	07/07/2021	1,000.00
128432	DESCHUTES QUALITY CONSTRUCTION & REMODELING LLC	701.035(3)	07/07/2021	1,000.00
128434	JOHNSON, ANDRES CHRISTIAN	701.035(3)	07/20/2021	1,000.00
128453	OGEE CRAFT LLC	701.035(3)	07/13/2021	1,000.00
128482	MONROYS ROOFING LLC	701.035(3)	07/27/2021	1,000.00
128518	M&M CONSTRUCTION & REMODELING LLC	701.035(3)	07/26/2021	1,000.00
128521	STEVE ADAMS COMPANY	701.035(3)	07/28/2021	1,000.00
128522	E & L HEATING & AIR LLC	701.035(3)	07/26/2021	1,000.00
128523	GUNAR KARLSON & RUVIM KARLSON	701.035(3)	07/26/2021	1,000.00
128546	INTEGRITY DESIGNS LLC	701.035(3)	07/29/2021	1,000.00
128547	SWIFT PAINTING AND HOME IMPROVEMENT LLC	701.035(3)	07/29/2021	1,000.00
128548	WILLAMETTE VALLEY CONSTRUCTION INC	701.035(3)	07/30/2021	1,000.00
128549	ARIZMENDI FRIAS, LUIS REY	701.035(3)	07/30/2021	1,000.00
128560	HAAS DRYWALL INC	701.035(3)	08/03/2021	1,000.00
128562	NICKEL, BRYAN D	701.035(3)	08/03/2021	1,000.00

3 - LEAD BASED PAINT

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
128318	THE PERFECT PITCH ROOF INC	701.510(2)	06/15/2021	1,000.00
128319	RODGERS, DARYL JAY	701.510(3)	06/21/2021	1,000.00
128335	REMODERNS INC	701.510(2)	06/18/2021	1,000.00
128381	SYNERGY UNLIMITED DEVELOPMENT & CONSTRUCTION LLC	701.510(3)	06/30/2021	1,000.00
128382	DAVIES, JOHN E	701.510(3)	06/30/2021	1,000.00
128388	MOUNTAIN MAINTENANCE AND REMODEL LLC	701.510(2)	07/01/2021	1,000.00
128389	C & T CUSTOM HOME IMPROVEMENT INC	701.510(2)	07/01/2021	1,000.00
128391	WEST COAST ROOFING AND PAINTING INC	701.510(3)	06/30/2021	1,000.00
128396	TIMBERLINE STRUCTURES LLC	701.510(2)	07/02/2021	1,000.00
128412	ELEGANT PAINTING & REMODELING LLC	701.510(2)	07/02/2021	1,000.00
128422	HONEY DO SERVICES INC	701.510(3)	07/07/2021	1,000.00
128431	FRESH START PAINTING LLC	701.510(2)	07/07/2021	1,000.00
128435	STELLAR CONSTRUCTION & REMODELING LLC	701.510(2)	07/09/2021	1,000.00

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NOTICES OF INTENT (cont.)

3 - LEAD BASED PAINT (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
128436	RBP CONSTRUCTION LLC	701.510(2)	07/09/2021	1,000.00
128450	DREAM PLASTERING LLC	701.510(2)	07/13/2021	1,000.00
128455	TAYLPIPE INC	701.510(2)	07/13/2021	1,000.00
128468	PRO BRUSH PAINTING LLC	701.510(2)	07/16/2021	1,000.00
128472	NAMBA, BRIAN KEITH	701.510(3)	07/20/2021	1,000.00
128480	HAY RESIDENTIAL SERVICES LLC	701.510(2)	07/23/2021	1,000.00
128481	CREATIVE SOLUTIONS INVESTMENT INC	701.510(3)	07/20/2021	1,000.00
128483	TWOFEATHERS CONSTRUCTION LLC	701.510(2)	08/03/2021	1,000.00
128526	ROOT CONSTRUCTION & REMODEL LLC	701.510(2)	07/26/2021	1,000.00
128528	BERLINER CONSTRUCTION LLC	701.510(2)	07/28/2021	1,000.00
128531	BUILD & PAINT PORTLAND LLC	701.510(3)	07/28/2021	1,000.00
128545	VALIANT ROOFING LLC	701.510(2)	07/29/2021	1,000.00
128563	APT CONSTRUCTION LLC	701.510(2)	08/03/2021	1,000.00
128564	AVO CONSTRUCTION INC	701.510(2)	08/03/2021	1,000.00
128577	PRIMETIME LLC	701.510(2)	08/05/2021	1,000.00

5 - HIRING AN UNLICENSED SUBCONTRACTOR

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
128334	REMODERNS INC	701.026(1)	06/18/2021	1,000.00
128349	UNIVERSITY DEVELOPMENT LLC	701.026(1)	06/23/2021	1,000.00
128351	FRONTIER DEVELOPMENT AND CONSTRUCTION INC	701.026(1)	06/23/2021	1,000.00
128386	EMPIRE CONSTRUCTION & DEVELOPMENT LLC	701.026(1)	06/30/2021	1,000.00
128390	C & T CUSTOM HOME IMPROVEMENT INC	701.026(2)	07/01/2021	1,000.00
128406	SIMPLICITY HOMES LLC	701.026(2)	07/01/2021	5,000.00
128421	SAI CONSTRUCTION LLC	701.026(1)	07/05/2021	1,000.00
128457	COLTON HOMES INC	701.026(1)	07/13/2021	1,000.00

6 - FAILURE TO DELIVER RESIDENTIAL CONSTRUCTION NOTICES

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
128327	CHASE, DAVID ANTHONY	087.093(2)	06/16/2021	200.00
128338	SAFE STEP TUBS NORTHWEST INC	087.093(2)	06/23/2021	200.00
128353	SAFE STEP TUBS NORTHWEST INC	701.330(4)	06/23/2021	100.00
128354	SAFE STEP TUBS NORTHWEST INC	087.093(2)	06/23/2021	100.00
128368	PAPASAN, SHAWN SCOTT	087.093(2)	06/25/2021	200.00
128397	NIXON, JEREMY MICHAEL	087.093(2)	07/01/2021	200.00
128496	ERIC HOCHENDONER CONSTRUCTION LLC	087.093(2)	07/21/2021	200.00
128503	ERIC HOCHENDONER CONSTRUCTION LLC	701.330(4)	07/21/2021	100.00
128504	ERIC HOCHENDONER CONSTRUCTION LLC	701.330(4)	07/21/2021	100.00

**CONSTRUCTION CONTRACTORS BOARD
ENFORCEMENT CONSENT AGENDA**

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NOTICES OF INTENT (cont.)

7 - SUSPENSIONS

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
126481	MA HARDWOOD FLOOR LLC	701.102(2)(c)	06/30/2021	0.00
128356	CLARK, ERIC TAYLOR	701.102(2)(b)	06/23/2021	0.00
128358	MPC BUILDERS LLC	701.102(2)(a)	06/23/2021	0.00
128375	AT UNDERGROUND INC A CORP OF WA	701.098(1)(b)	06/28/2021	0.00
128376	DRYWALL PAZ LLC	701.098(1)(b)	06/28/2021	0.00
128398	RISE SOLUTIONS LLC	701.068(6)	07/01/2021	0.00
128407	PREFERRED BUILDING CONTRACTORS LLC	701.102(2)(a)	07/01/2021	0.00
128410	ESCO BUILDING & DEVELOPMENT LLC	701.102(2)(a)	07/01/2021	0.00
128411	JAMES ALAN CAVAN & FELICIA RENE CAVAN	701.102(2)(a)	07/01/2021	0.00
128413	LINDSEY PAINTING INC	701.102(2)(a)	07/01/2021	0.00
128415	CLEAR VIEW CONSTRUCTION LLC	701.102(2)(a)	07/08/2021	0.00
128418	LESLIE DARRYL PIATT & JOSHUA DANIEL PIATT	701.102(2)(a)	07/02/2021	0.00
128419	MARTINEZ CONTRERAS, ERIK	701.102(2)(a)	07/02/2021	0.00
128438	EPIC PROPERTY PRESERVATION LLC	701.102(2)(a)	07/09/2021	0.00
128439	BROTHERS RELIABLE REMODELS LLC	701.102(2)(a)	07/09/2021	0.00
128440	INNOVATIVE HOME DESIGNS LLC	701.102(2)(a)	07/09/2021	0.00
128444	SHAH HOUSING SOLUTIONS LLC	701.102(2)(a)	07/09/2021	0.00
128445	RAMETES, CASEY PAUL	701.102(2)(a)	07/09/2021	0.00
128446	BATES, DUANE CLYDE	701.102(2)(a)	07/09/2021	0.00
128447	TINY TIMBER CONSTRUCTION LLC	701.102(2)(a)	07/09/2021	0.00
128448	NOBLE CONSTRUCTION CORP	701.102(2)(a)	07/09/2021	0.00
128449	HAMILTON, ROY FRANK	701.102(2)(a)	07/09/2021	0.00
128454	ROBIN MARIE LINDSEY & TIMOTHY ROSS LINDSEY	701.098(1)(b)	07/14/2021	0.00
128464	SUMMERS, CARLA MARIE	701.106(1)(b)	07/13/2021	
128476	MOLICO INC.	701.098(1)(b)	07/16/2021	0.00
128477	BIG FOOT FLOORS LLC	701.098(1)(b)	07/16/2021	0.00
128478	MUNOZ GENERAL CONTRACTOR LLC	701.098(1)(b)	07/16/2021	0.00
128479	COX, NATHAN MATHEW	701.102(2)(a)	07/16/2021	0.00
128525	CUTTING EDGE TREE SERVICE LLC	701.102(2)(a)	07/26/2021	0.00
128530	GALLERY FLOORS LLC	701.102(2)(a)	07/26/2021	0.00
128567	TERRA TECHNICS LLC	701.102(2)(c)	08/03/2021	0.00
128570	PARKE FAMILY CONSTRUCTION LLC	701.068(6)	08/03/2021	0.00
128581	COLUMBIA ASPHALT PAVING LLC	701.068(6)	08/05/2021	0.00

8 - OTHER

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
128328	RUSTIC BUILT LLC	701.098(1)(g)	06/23/2021	1,000.00
128346	STONECREEK DEVELOPMENT LLC	701.106(1)(j)	06/24/2021	1,000.00
128371	CUNNINGHAM, JIMMY JOHN	701.106(1)(j)	06/25/2021	1,000.00
128377	WEATHER ROOFING & CONSTRUCTION INC	701.098(1)(f)	06/28/2021	0.00

**CONSTRUCTION CONTRACTORS BOARD
ENFORCEMENT CONSENT AGENDA**

8/6/2021

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NOTICES OF INTENT (cont.)

8 - OTHER (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
128392	MICHAEL ANDERSON CONSTRUCTION LLC	701.098(1)(f)	06/29/2021	
128393	WOOD, TERRY EUGENE	701.098(1)(f)	06/29/2021	
128470	MADRIGAL BUILDERS CORP	701.106(1)(j)	07/21/2021	1,000.00
128509	PACIFIC CROWN CONTRACTING LLC	701.106(1)(j)	07/28/2021	1,000.00
128514	PITMAN IMP LLC	701.098(1)(f)	07/23/2021	0.00
128516	NEST DESIGN & CONSTRUCTION INC	701.098(1)(f)	07/23/2021	0.00
128517	MD CONSTRUCTION INC	701.098(1)(f)	07/23/2021	0.00
128520	ABM INDUSTRY GROUPS LLC	701.098(1)(f)	07/23/2021	0.00
128524	LDN PAINTERS INC	701.106(1)(j)	07/28/2021	1,000.00
128529	L & V CONSTRUCTION COMPANY LLC	701.106(1)(j)	07/26/2021	1,000.00
128541	DS WELLS INC	701.098(1)(b)	07/29/2021	50.00
128583	PORTER PAVING LLC	701.098(1)(b)	08/05/2021	100.00

9 - CRIMINAL / INJUNCTIONS / STOP WORK

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
128425	M BRYSON HOME REPAIR LLC	701.098(1)(i)	07/05/2021	0.00
128437	BOWTIE PROPERTIES LLC	701.098(1)(i)	07/09/2021	0.00
128451	CONCRETE R US LLC	701.098(1)(i)	07/12/2021	0.00
128460	MCDONALD, JONATHAN PAUL	701.098(1)(i)	07/14/2021	0.00
128515	SCREEDED CREATIONS LLC	701.098(1)(i)	07/23/2021	0.00

**CONSTRUCTION CONTRACTORS BOARD
ENFORCEMENT CONSENT AGENDA**

8/6/2021

06/15/2021 - 08/06/2021

FINAL ORDERS

1 - ADVERTISING, BIDDING OR WORKING WITHOUT A LICENSE

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
126245	GIBSON, ROMAN GENE	701.021(1)	06/18/2021	5,000.00
127568	LUJAN JR., RAMIRO	701.021(1)	08/06/2021	1,000.00
128102	NEAL, BLAKE MCKINLEY	701.021(1)	06/28/2021	5,000.00
128114	DAVIS, NOAH ALEXANDER	701.021(1)	06/23/2021	5,000.00
128121	STEWART, CHRISTOPHER JOHN	701.021(1)	06/17/2021	1,000.00
128185	CRAIG A MERRIFIELD CONSTRUCTION LLC	701.021(1)	07/12/2021	5,000.00
128190	BULLDOG CONCRETE LLC	701.021(1)	06/21/2021	600.00
128191	A & J ENVIRONMENTAL SERVICES INC.	701.021(1)	06/29/2021	1,000.00
128196	GREENER CONCEPTS CONTRACTING INC	701.021(1)	06/17/2021	5,000.00
128216	M&M CONSTRUCTION & REPAIR LLC	701.021(1)	06/17/2021	5,000.00
128217	CHARTER, HENRY BRUCE	701.021(1)	07/13/2021	5,000.00
128228	SKILLBILLIES.COM LLC	701.021(1)	06/21/2021	5,000.00
128236	BISHOP EXCAVATING SERVICE LLC	701.021(1)	06/28/2021	600.00
128239	HAZELTINE, MICHELLE FRANCES	701.021(1)	06/21/2021	1,000.00
128242	NELDON, WILLIAM MICHAEL	701.021(1)	06/21/2021	1,000.00
128243	STEWART, JOSHUA DAVID	701.021(1)	07/01/2021	5,000.00
128245	FORTADO, JOHN A	701.021(1)	07/02/2021	1,000.00
128253	MOUNTAIN STATE CONSTRUCTION LLC	701.021(1)	06/24/2021	1,000.00
128257	MIR, MOHSEN	701.021(1)	07/22/2021	600.00
128265	BOLD CONSTRUCTION LLC	701.021(1)	06/30/2021	1,000.00
128269	BENJAMIN PAINTING LLC	701.021(1)	07/16/2021	1,000.00
128270	EVA ALEXANDRA FERGUSON & STEVEN RAY JARAGOSKY	701.021(1)	07/01/2021	5,000.00
128275	WILLAMETTE R & R SERVICES LLC	701.021(1)	06/24/2021	1,000.00
128277	CARTER, SEAN HOAPILI	701.021(1)	07/02/2021	1,000.00
128281	DAVIES, RONALD WILLIAM	701.021(1)	07/07/2021	600.00
128287	TUTTLE, RIAN MICHAEL	701.021(1)	07/14/2021	1,000.00
128300	RIVERA, ENRIQUE DELGADO	701.021(1)	07/22/2021	1,000.00
128315	S & S CUSTOM REMODELING LLC	701.021(1)	07/12/2021	600.00
128320	HILL, TIMOTHY TURNER	701.021(1)	07/29/2021	1,000.00
128323	NEW IMAGE RENOVATIONS LLC	701.021(1)	07/21/2021	1,000.00
128333	SLIPPEY, BEAU JAMES	701.021(1)	07/20/2021	1,000.00
128336	CRYSTALRIDGE DEVELOPMENT INC	701.021(1)	07/14/2021	1,000.00
128347	PEDROZA, PRIMITIVO SANTAMARIA	701.021(1)	07/16/2021	1,000.00
128357	FLORES, DAVID OJEDA	701.021(1)	07/16/2021	1,000.00
128359	ROD WELLS LLC	701.021(1)	06/30/2021	5,000.00
128374	NORTHWEST CUSTOM CONCEPTS LLC	701.021(1)	08/03/2021	1,000.00
128384	WILLAMETTE VALLEY PAINTING AND CONSTRUCTION LLC	701.021(1)	08/03/2021	600.00
128387	AKIN, JORDAN	701.021(1)	07/27/2021	600.00
128400	BISHOP EXCAVATING SERVICE LLC	701.021(1)	07/26/2021	700.00

**CONSTRUCTION CONTRACTORS BOARD
ENFORCEMENT CONSENT AGENDA**

8/6/2021

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FINAL ORDERS (cont.)

1 - ADVERTISING, BIDDING OR WORKING WITHOUT A LICENSE (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
128408	MCCONNELL, ROBERT DALE	701.021(1)	08/03/2021	1,000.00
128459	BRAZELTON, ANDRE	701.021(1)	08/03/2021	5,000.00
128469	LIGGETT, ROBERT WILLIAM	701.021(1)	07/29/2021	1,000.00

2 - EXEMPT CONTRACTOR WITH EMPLOYEES

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
127955	GTG LLC	701.035(3)	07/14/2021	1,000.00
127976	JOHNSON, SPENCER BLAKE	701.035(3)	06/15/2021	1,000.00
128094	MITUS CUSTOMS LLC	701.035(3)	07/09/2021	1,000.00
128110	DELAROSA, MIGUEL ANGEL	701.035(3)	07/20/2021	1,000.00
128154	ERSTAD, KATHERINE RENEE	701.035(3)	06/30/2021	1,000.00
128197	JAN SUL INC	701.035(3)	06/21/2021	1,000.00
128222	JDA CONSTRUCTION LLC	701.035(3)	06/17/2021	1,000.00
128251	MAJESTIC EXTERIORS LLC	701.035(3)	07/22/2021	1,000.00
128262	TOUCHSTONE PAINTING LLC	701.035(3)	07/07/2021	1,000.00
128264	CORTES CONSTRUCTION LLC	701.035(3)	07/15/2021	1,000.00
128288	HERNANDEZ, JASMIN	701.035(3)	07/07/2021	1,000.00
128289	GONZALEZ, ANGELA MARIA	701.035(3)	07/20/2021	1,000.00
128294	VAZQUEZ CONSTRUCTION LLC	701.035(3)	07/22/2021	1,000.00
128342	MICHELS FENCE LLC	701.035(3)	06/30/2021	1,000.00
128372	HIGH CALIBER CONSTRUCTION LLC	701.035(3)	07/20/2021	1,000.00
128379	MR PAINTER PDX LLC	701.035(3)	07/29/2021	1,000.00
128427	FRESH START PAINTING LLC	701.035(3)	08/05/2021	1,000.00
128453	OGEE CRAFT LLC	701.035(3)	08/04/2021	1,000.00
128547	SWIFT PAINTING AND HOME IMPROVEMENT LLC	701.035(3)	08/04/2021	1,000.00
128548	WILLAMETTE VALLEY CONSTRUCTION INC	701.035(3)	08/04/2021	1,000.00

3 - LEAD BASED PAINT

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
127994	R TAYLOR CONSTRUCTION LLC	701.510(2)	06/24/2021	1,000.00
127996	7 POINTS PAINTING LLC	701.510(2)	07/14/2021	1,000.00
128092	COOS CHOICE CONSTRUCTION LLC	701.510(2)	07/01/2021	1,000.00
128153	WOODPECKER ROOFING & REMODEL LLC	701.510(2)	06/18/2021	1,000.00
128169	ALVAREZ INNOVATIONS CONSTRUCTION & REMODELING LLC	701.510(2)	06/22/2021	1,000.00
128219	PRO IMAGE PAINTING LLC	701.510(2)	06/23/2021	1,000.00
128233	NORTHWEST ROOFING & CONSTRUCTION LLC	701.510(3)	06/23/2021	1,000.00
128234	DR ROOF INC A CORP OF WASHINGTON	701.510(2)	07/09/2021	1,000.00
128259	ENCISO FLORES, ALONDRA SKARLET	701.510(2)	06/21/2021	1,000.00
128268	GISLER, WALTER RUBEN	701.510(3)	07/12/2021	1,000.00

**CONSTRUCTION CONTRACTORS BOARD
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8/6/2021

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FINAL ORDERS (cont.)

3 - LEAD BASED PAINT (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
128284	NW CASCADE PAINTING LLC	701.510(2)	07/02/2021	5,000.00
128296	ESTRADA, MIRIAM ESTHER	701.510(2)	07/20/2021	1,000.00
128297	NORTHWEST ROOFING & CONSTRUCTION LLC	701.510(3)	07/07/2021	1,000.00
128318	THE PERFECT PITCH ROOF INC	701.510(2)	06/30/2021	1,000.00
128319	RODGERS, DARYL JAY	701.510(3)	07/28/2021	1,000.00
128382	DAVIES, JOHN E	701.510(3)	07/22/2021	1,000.00
128391	WEST COAST ROOFING AND PAINTING INC	701.510(3)	07/27/2021	1,000.00
128422	HONEY DO SERVICES INC	701.510(3)	07/20/2021	1,000.00
128431	FRESH START PAINTING LLC	701.510(2)	08/05/2021	1,000.00
128436	RBP CONSTRUCTION LLC	701.510(2)	08/03/2021	1,000.00

5 - HIRING AN UNLICENSED SUBCONTRACTOR

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
128252	LEOPARDO COMPANIES INC	701.026(1)	06/24/2021	1,000.00
128278	STEELE II, RONALD WILLIAM	701.026(2)	07/13/2021	1,000.00
128301	KEIZERS FLOORING & REMODELING LLC	701.026(2)	07/22/2021	1,000.00
128406	SIMPLICITY HOMES LLC	701.026(2)	07/27/2021	5,000.00
128421	SAI CONSTRUCTION LLC	701.026(1)	07/29/2021	1,000.00

6 - FAILURE TO DELIVER RESIDENTIAL CONSTRUCTION NOTICES

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
128119	PDR PAINTING LLC	087.093(2)	06/30/2021	200.00
128327	CHASE, DAVID ANTHONY	087.093(2)	07/21/2021	200.00
128338	SAFE STEP TUBS NORTHWEST INC	087.093(2)	07/09/2021	200.00
128353	SAFE STEP TUBS NORTHWEST INC	701.330(4)	07/09/2021	100.00
128354	SAFE STEP TUBS NORTHWEST INC	087.093(2)	07/09/2021	100.00
128397	NIXON, JEREMY MICHAEL	087.093(2)	08/03/2021	200.00

7 - SUSPENSIONS

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
128046	INDUSTRIAL EQUIPMENT & CONSTRUCTION SERVICES LLC	701.102(2)(b)	06/30/2021	0.00
128054	ALL CITY RESTORATION & REMODEL LLC	701.098(1)(b)	06/23/2021	1,000.00
128108	VINTAGE PRIDE CONSTRUCTION & RESTORATION LLC	701.102(2)(a)	07/15/2021	0.00
128143	INTERSTATE FENCE COMPANY	701.102(2)(a)	07/05/2021	0.00
128144	DSF PROPERTIES LLC	701.102(2)(a)	06/23/2021	0.00
128193	NGUYEN, DONG THANH	701.102(2)(a)	06/23/2021	0.00
128199	VENTURE CONSTRUCTION COMPANY	701.098(1)(b)	06/23/2021	1,000.00
128202	CLEMENS, SEAN PATRICK	701.102(2)(a)	06/23/2021	0.00
128207	GARDINER, JONATHAN DAVID BARRETT	701.102(2)(a)	06/23/2021	0.00

**CONSTRUCTION CONTRACTORS BOARD
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8/6/2021

06/15/2021 - 08/06/2021

FINAL ORDERS (cont.)

7 - SUSPENSIONS (cont.)

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
128214	BLUE COLLAR CONSTRUCTION LLC	701.102(2)(a)	06/23/2021	0.00
128254	AMEC FOSTER WHEELER KAMTECH INC	701.098(1)(b)	06/23/2021	1,000.00
128376	DRYWALL PAZ LLC	701.098(1)(b)	07/22/2021	0.00
128398	RISE SOLUTIONS LLC	701.068(6)	07/26/2021	0.00
128411	JAMES ALAN CAVAN & FELICIA RENE CAVAN	701.102(2)(a)	07/22/2021	0.00
128413	LINDSEY PAINTING INC	701.102(2)(a)	07/22/2021	0.00
128415	CLEAR VIEW CONSTRUCTION LLC	701.102(2)(a)	07/30/2021	0.00
128419	MARTINEZ CONTRERAS, ERIK	701.102(2)(a)	07/26/2021	0.00
128438	EPIC PROPERTY PRESERVATION LLC	701.102(2)(a)	07/30/2021	0.00
128439	BROTHERS RELIABLE REMODELS LLC	701.102(2)(a)	07/30/2021	0.00
128440	INNOVATIVE HOME DESIGNS LLC	701.102(2)(a)	07/30/2021	0.00
128445	RAMETES, CASEY PAUL	701.102(2)(a)	07/30/2021	0.00
128446	BATES, DUANE CLYDE	701.102(2)(a)	07/30/2021	0.00
128449	HAMILTON, ROY FRANK	701.102(2)(a)	07/30/2021	0.00
128464	SUMMERS, CARLA MARIE	701.106(1)(b)	08/04/2021	0.00

8 - OTHER

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
127950	R TAYLOR CONSTRUCTION LLC	701.106(1)(j)	06/24/2021	1,000.00
128049	PATRICK A LEDERER III & VINCENT WADE CATRON	701.106(1)(j)	06/18/2021	1,000.00
128080	JENIRAE ANIISE WELCH AND ANTONY ARRIAGA SANDOVAL	701.106(1)(j)	06/29/2021	1,000.00
128113	MOVING FORWARD RESTORATION LLC	701.098(1)(g)	06/30/2021	1,000.00
128263	MIKES PRUNING AND TREE CARE LLC	701.106(1)(j)	07/20/2021	1,000.00
128271	HANDYMANPLUS SERVICES LLC	701.098(1)(g)	07/07/2021	1,000.00
128293	B A R CONTRACTING LLC	701.106(1)(j)	07/20/2021	1,000.00
128307	WELLS, WESLEY ALAN	701.098(1)(b)	06/23/2021	100.00
128392	MICHAEL ANDERSON CONSTRUCTION LLC	701.098(1)(f)	07/22/2021	0.00
128393	WOOD, TERRY EUGENE	701.098(1)(f)	07/22/2021	0.00

9 - CRIMINAL / INJUNCTIONS / STOP WORK

<u>File #</u>	<u>Respondent</u>	<u>Cite</u>	<u>Date</u>	<u>Amount</u>
128039	STUMPTOWN HEATING INC	701.098(1)(i)	07/01/2021	0.00
128045	KATHLEEN MAE WILSON & STEVEN LEE BARNES	701.098(1)(i)	07/02/2021	0.00

CONSTRUCTION CONTRACTORS BOARD

201 High Street SE, Suite 600
PO Box 14140
Salem, OR 97309-5052
503-378-4621
503-373-2007 FAX



Memorandum

To: Board Members
From: Sara Heinz, Board Secretary
Date: August 9, 2021
Subject: Best Practices for Boards and Commission Procedures (KPM 9)

ISSUE

The “Best Practices for Boards and Commission Procedures” is a Key Performance Measure (KPM) that all Oregon boards and commissions are obligated to report upon.

KPM 9 was developed by the Legislature in approximately 2005, and we began reporting this KPM in 2008. I am the KPM coordinator for the agency.

Attached is the chart from last year listing the best practices, a description of what and how the staff provides the information and the date or dates the material was provided.

BOARD ACTION

After reviewing the attached chart, board members will vote to determine whether the agency has complied in the current reporting period.

After the board has voted, I will complete the performance measure document for KPM 9 and will submit it to the agency budget officer.

Best Practices Criteria	Action Plan	Status
1. Executive Director's performance expectations are current	<ul style="list-style-type: none"> • Review position description as part of annual performance feedback. • Identify particular performance expectations that should be adopted. 	Completed- Completion in October 2020, next review will be October 2022.
2. Executive Director received annual performance feedback	<ul style="list-style-type: none"> • Initiate performance evaluation process by issuing surveys to board members and managers. • Board review results and provide feedback and evaluation to administrator at October board meeting. 	Completed- Completion in October 2020, next review will be October 2022.
3. The agency's mission and high level goals are current and applicable	<ul style="list-style-type: none"> • Mission reflects twin aims of consumer protection and promoting positive business climate. • Goals are reflected in Key Performance Measures: customer service, effective enforcement, timely and equitable dispute resolution. 	Annual review of KPMs with board Ongoing reporting of progress and outcomes at board meetings.
4. The Board reviews the Annual Performance Progress Report	<ul style="list-style-type: none"> • Annually the Board reviews the Key Performance Measures contained in the Annual Performance Progress Report (APPR) 	Last formal update and action – 10/28/2020
5. The Board is appropriately involved in review of agency's key communications	<ul style="list-style-type: none"> • Board is kept apprised of key issues related to budget, staffing and operations through both formal board meeting and other communications. 	Ongoing – formal board meetings and informal communications.
6. The Board is appropriately involved in policy making activities	<ul style="list-style-type: none"> • Board sets overall policy direction and authorizes shifts in policy. 	Ongoing through board meetings, as needed, or through protocols adopted by the board allowing agency action after appropriate consultation.

Best Practices Criteria	Action Plan	Status
7. The agency’s policy options packages are aligned with their mission and goals	<ul style="list-style-type: none"> • Review primary budget drivers with board members. • Review budget proposals for agency policy packages that will enlarge or contract agency operations. 	Ongoing through regular board meetings and more regularly as needed.
8. The Board reviews all proposed budgets (likely occurs every 2 years)	<ul style="list-style-type: none"> • Build deeper understanding of state budget process with board members. • Board understands and tracks key budget drivers, including legislatively authorized “limitation” and ending balance. 	Ongoing
9. The Board periodically reviews key financial information and audit findings	<ul style="list-style-type: none"> • Board reviews actuals to date and projections for revenue and expenditures. • Board reviews audit findings provided to agency. 	Financial updates – Every board meeting Audit or other findings – Irregular, as received
10. The Board is appropriately accounting for resources	<ul style="list-style-type: none"> • Board reviews fee increase or decrease proposals in context of agency budgets and revenue and expenditure reports 	Ongoing
11. The agency adheres to accounting rules and other relevant financial controls	<ul style="list-style-type: none"> • Agency follows DAS policies, including the Oregon Accounting Manual and generally accepted accounting procedures (GAAP) • Payments by CCB are remitted via DAS 	Ongoing
12. Board members act in accordance with their roles as public representatives	<ul style="list-style-type: none"> • Oregon public meeting laws (ORS Chapter 192) • Oregon administrative laws for rulemaking and conducting Appeal Committees • Oregon government standards and practices (ethics) laws • Receives updates and training on law changes (e.g. ORS Chapter 183 and Chapter 244 and the revised ethics laws and “A Guide for Public Officials” 	Every board meeting Ethics training for the entire board was complete in February 2020 and will be provided again in February of 2022.

Best Practices Criteria	Action Plan	Status
13. The Board coordinates with others where responsibilities and interests overlap	<ul style="list-style-type: none"> • Board members participate in appropriate occupational associations • Board consults with appropriate industry associations on legislative and administrative rule issues 	Ongoing
14. The Board members identify and attend appropriate training sessions.	<ul style="list-style-type: none"> • Receive training from Department of Justice representatives at regular meetings • Attend new board member orientation and read CCB Board Member Manual 	Ethics training 2/19/2020, next training February 2022.
15. The Board reviews its management practices to ensure best practices are utilized.	<ul style="list-style-type: none"> • Annually the board reviews and reports on its best practices (Key Performance Measure 10) 	Discussed at board meeting 8/26/2020.