

Construction Contractors Board



House Committee on
Labor and Workplace
Standards
1/22/25



CCB Structure



Board – Staff – Customers

- **Nine-member board** includes residential and commercial contractors, two public members and a local government representative.
- **59 permanent staff** providing license, enforcement, education and dispute resolution services.
- Support approximately 50,000 **licensees**.
- Protects **ALL Oregon consumers** of construction services as well as construction industry **workers** in cooperation with other agencies.



What We Do -- 3 C's & a W



CONSUMERS

- CCB **protects** Oregon consumers by enforcing licensing standards, resolving disputes and delivering education and resources.

CONTRACTORS

- CCB **supports** a level playing field for contractors through pro-active statewide enforcement and providing streamlined compliance tools.

COOPERATION

- CCB **leverages partnerships** with other entities to optimize service delivery and support statewide regulatory enforcement efforts.

WORKERS

- CCB also **supports** worker protections in the construction industry through both direct enforcement and cooperation with other agencies.



How We Do It: CCB Programs



- **License Contractors:** Approximately 50,000 licensees
 - Anyone performing “improvements to real property” for compensation.
 - Residential and commercial & most types of construction work.
 - Ensure minimum protections – liability insurance, surety bond, workers comp.
- **Enforce Requirements:** Conduct 8,000 site visits:
 - **Statewide** – Investigators cover every region of Oregon.
 - **Responsive** – Reports investigated within 24-48 hours.
 - **Balanced** – Education for harmless errors, penalties for public or employee harm.
- **Resolve Disputes:** Mediate contractor disputes:
 - Voluntary alternative to court proceedings.
 - Bond available if obtain judgment – CCB suspends for non-payment.
- **Educate Consumers and Contractors:** Protect and support:
 - Educate consumers about legal protections and how to avoid scams.
 - Provide tools to contractors to aid compliance.
 - Resource and information hub to construction industry.



Protect and Support



“Multi-layered” Programs

- **Verifiable License History**
 - Protect Your Investment – Check the license.
 - History includes complaints, violations, prior licenses etc.
- **Consumer Outreach and Education:**
 - Information Resource – Learn how to protect yourself.
 - Responsive partnerships – Provide topical, relevant information.
- **Pre-License support for prospective contractors**
 - Pre-license workshops streamline process & reduce errors/delays.
- **Initial License Screening**
 - Screen applicants for prior bad acts – Construction and crimes.
 - Stop contractors with history of debt/violations from returning.



Protect and Support (contd.)



- **Proactive Statewide Enforcement**
 - Statewide enforcement presence **in the field**.
 - Cooperation with other agencies as needed.
- **Financial Protections for consumers and workers**
 - Liability insurance and workers compensation (if applicable).
 - License will be suspended for lapse in protections.
- **Direct Consumer Recovery**
 - Surety bond can be a source of recovery for unpaid debt.
- **Dispute Resolution**
 - Mediate consumer and contractor disputes.
 - Required notice prompts most contractors to resolve issues.
- **Contractor Education and Support**
 - CCB delivers and recognizes a variety of contractor education.
 - CCB has services to aid contractors prior to and after licensing.



Regulatory Approach



- **Our programs reflect how and where harms occur**
 - Other regulatory regimes can operate as a complaint-based system.
 - We need to be in the field – PRESENCE is a core regulatory function.
- **Regulatory Violations come from multiple sources**
 - CCB onsite contact – random site checks
 - Reports of violations – CCB Tips:
 - Anonymous is fine – **Need a live site address**
 - Referrals from other regulatory agencies
 - Violations identified as part of a consumer complaint
- **Most Common Violations**
 - Working without a license
 - Lead paint violations – unlicensed and standards/practices
 - Claiming “Exempt” status, with employees
 - Working without workers comp. when required to carry
 - Failure to provide required notices



Worker Protection Overview



Licensing Stage: Worker protection elements:

- Applicants verify independent contractor status.
- Signed declaration of Exempt/Non-exempt status (employees or no).
- Verify workers compensation insurance if applicable.

Enforcement Stage: Investigate and prevent violations

- **Questions:** What company do you work for? What scope of work are you performing? Who is paying you?
- **Confirm:** Contractors are correctly classified, workers can be tied to employer and required protections are in place.
- **Act:** Exempt status violations and absent workers compensation.
- **Refer:** BOLI, DOR, EPA/OHA and DCBS – OSHA, WCD and BCD.

Dispute Resolution: Also mediate contractor/worker disputes:

- Up to 10% of complaints are employee wage complaints – CCB can mediate.
- Surety bond is available if a judgment is obtained or through a BOLI demand.



Worker Protections Summary



- **While CCB's primary statutory mandate is consumer protection, we also play an active role in ensuring worker protections through both:**
 - Direct regulatory action (civil penalties, suspension etc.); and
 - Cooperation with and referral to other agencies
- **Worker protections are incorporated into initial licensing process and supported through ongoing enforcement.**
- **CCB's approach puts us on the front lines and provides opportunities to identify possible violations of:**
 - Wage and hour – BOLI
 - Payroll tax -- DOR
 - Workplace safety – OSHA
 - Environmental and public health – EPA/OHA



Questions?

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CCB Website

<https://www.oregon.gov/ccb/pages/index.aspx>