

AZ ROC NEWS

Arizona Registrar of Contractors

September 2024



roc.az.gov



QR for ROC website

GOVERNOR KATIE HOBBS LAUNCHES TALENT READY AZ INITIATIVE, ANNOUNCES WORKFORCE CABINET

PHOENIX, AZ (September 11, 2024) — Today, Governor Katie Hobbs launched the Talent Ready AZ Initiative to effectively coordinate her cabinet’s resources and leadership behind connecting Arizonans to the education and training they need to secure good-paying jobs and fill growing industry needs. Building a ready workforce stands as one of the biggest economic demands and opportunities for Arizona as our state continues to grow and attract high-tech, advanced, sustainable industries.

As part of this announcement, the Governor signed an executive order announcing the initiative and creating the Governor’s Workforce Cabinet. The Workforce Cabinet includes members of various state agencies, one including the Arizona Registrar of Contractors, with leadership from the Office of Economic Opportunity, and Department of Economic Security, and Arizona Commerce Authority to ensure industry and program alignment.

To read more, please follow this [press release](#).



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roc.az.gov

Governor's Office of Resiliency Launches First Phase of "Efficiency Arizona" to Implement Energy Saving Programs and Rebates for Consumers

As part of Governor Hobbs' focus on delivering solutions for working class Arizonans facing high energy bills and extreme heat, The Arizona Governor's Office of Resiliency has launched Phase 1 of the new Efficiency Arizona program. Efficiency Arizona is a statewide program aimed at increasing energy efficiency, promoting clean energy, and ultimately saving residents money on their utility bills. This initiative will be rolled out in phases over the next few months.

To keep reading please follow this link: [Press Release](#)

Phase 1 will be focused on replacement of air conditioning units with heat pumps for Arizonans facing extreme heat and who meet income eligibility requirements (below 80% AMI and 80-150% AMI). The first phase is a partnership with Wildfire and other regional community action agencies.

Efficiency Arizona will be overseen in partnership with Resource Innovations, a leading provider of energy efficiency programs and services. The Office of Resiliency and Resource Innovations will work closely with local community-based organizations, utilities, and industry associations across the state to ensure the program's success.



OFFICE OF THE GOVERNOR
KATIE HOBBS

Industry Advisory Council

The AZ Registrar of Contractors (AZ ROC) is continuing its Industry Advisory Council (IAC) and is seeking professionals who represent the various fields within the industry to collaborate in offering advice and counsel to support and advance the agency's mission.

Please complete this **form** by **SEPTEMBER 30, 2024 at 5:00 PM MST** if you would like to be considered for membership in the IAC.

Please note that submission of this form will not result in automatic membership in the AZ ROC Industry Advisory Council. All IAC applications will be reviewed by AZ ROC.

You will be notified of AZ ROC's decision on your application.



Updates to the ROC Online Customer Portal

We have added a new feature to our ROC Online Customer Portal! Under the tab that says “**Downloads**” there will be two options that show you your “ID Card” and “Certificate” for all your licenses plus some informational cards for your use! You can now download and print these for use!

ROC Online Customer Portal

- Add a Business/Entity to Your Account
- File a Complaint
- Request a Building Confidence Inspection
- Make a Payment (Civil Penalty / Recovery Fund)
- No Pay Complaint (for Contractors Only)
- Downloads**

Downloads

Use the links provided on this page to download items available only to licensed contractors.

- Hire Only Licensed Contractors Palm Card**
Why you should only hire a licensed contractor and how to spot the red flags of potential scams. Designed to be handed out to home owners.
- Hire Only Licensed Contractors Palm Card (Spanish Language Version)**
Why you should only hire a licensed contractor and how to spot the red flags of potential scams. Designed to be handed out to home owners. (Spanish Language Version)
- ID Card for ROC: Account.inc**
This is the ID card for License Number ROC 344610 for the business entity ZZZ Jan Test ROC Account inc
- License Certificate for ROC: ROC Account.inc**
This is the Certificate for License Number ROC 344610 for the business entity ZZZ Jan Test ROC Account inc



THE REGISTRAR'S REPORT



Tom Cole
CEO
Executive Deputy Director
Arizona Registrar of
Contractors
Tom.Cole@ROC.AZ.GOV
602-771-6777
602-526-7357 (c)

I'm writing to let you know that Governor Hobbs has come to an agreement with State Senate leadership on how to move forward with her director nominations. You may hear about this and wonder what it means for our agency.

My name will be submitted to the Senate as the nominee to lead the Arizona Registrar of Contractors. While my nomination is under consideration, I will assume the title of "Director," as has been customary for nominees and permitted under the law. I know – there have been a few titles over the past year that may have seemed confusing and conflicting, but the changes were made to comply with law and state policies while maintaining the integrity of my decision-making authority; therefore, going forward, you can call me Director Cole.

The Senate will review my nomination starting in January with the new legislative session. I will keep you informed as this progresses. What's critical is that this agency has focused on working on behalf of all people in Arizona – every day. When it comes to public service, we wake up each day ready to give our all for the people of this great State. As Governor Hobbs frequently says, we are working to build an Arizona for everyone.

We work in a political environment, but we can't allow that to pull us away from the important work we do. I appreciate the Governor's show of support and value every day I am able to lead this agency. With your continued dedication, we will excel, improve, innovate, and succeed for the people of Arizona.

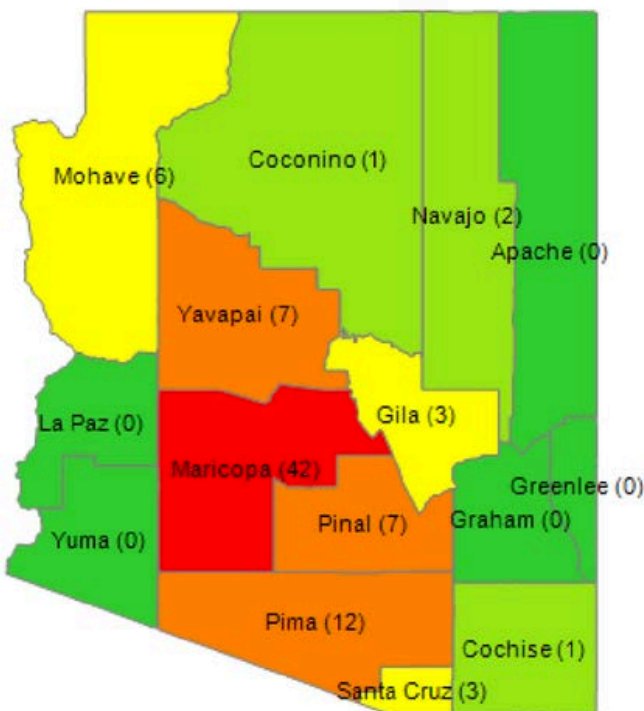
Thank you for your continued support.

On August 21, 2024, ROC Investigators initiated a review of advertisements for construction services, posted across a multitude of internet listing platforms. These platforms included Craigslist, Facebook, Instagram, Nextdoor, Angie's List and Yelp. ROC Investigators discovered a total of 90 suspicious advertisements, and initiated investigations into the license status of the individuals and entities advertising on these platforms. Subsequent actions taken by the agency include:

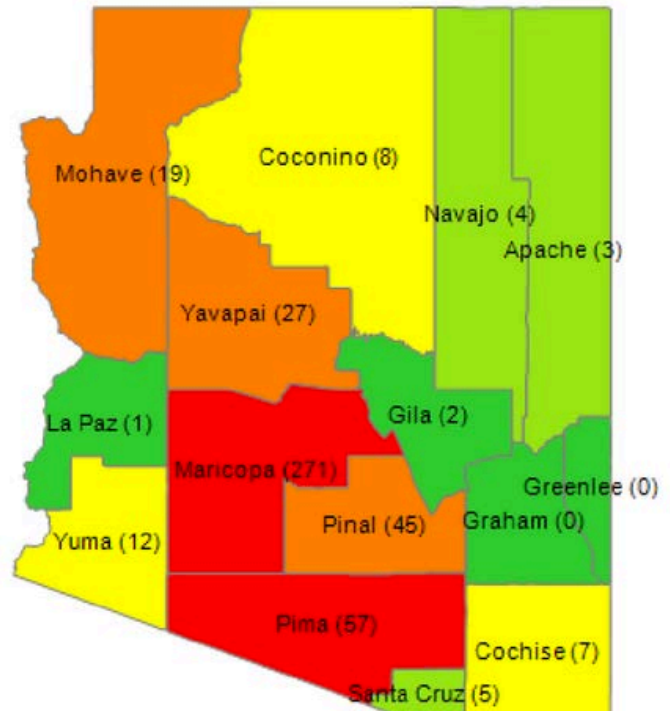
- 64 own motion complaints have been opened to date
- 52 warning letters were issued to ULEs for Advertising w/o a License
- 4 cease and desist orders issued to ULEs for Advertising w/o a License
- 4 verbal warnings given to ULEs for Advertising w/o a License

August 2024

Unlicensed Complaint Heat Map



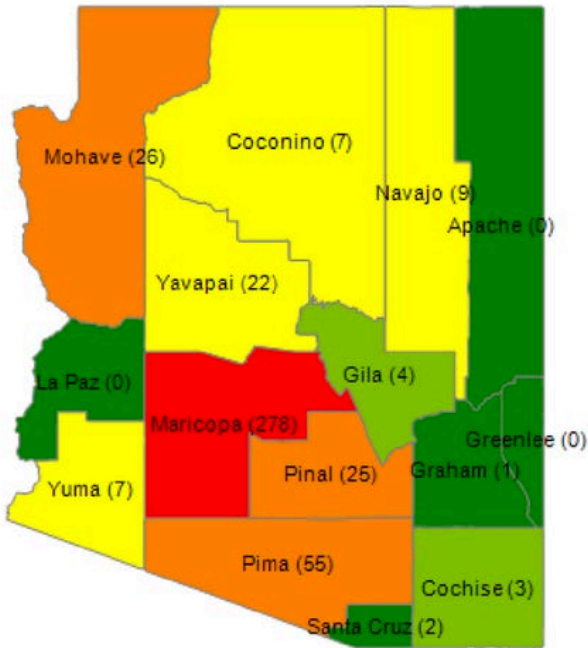
Licensed Complaint Heat Map



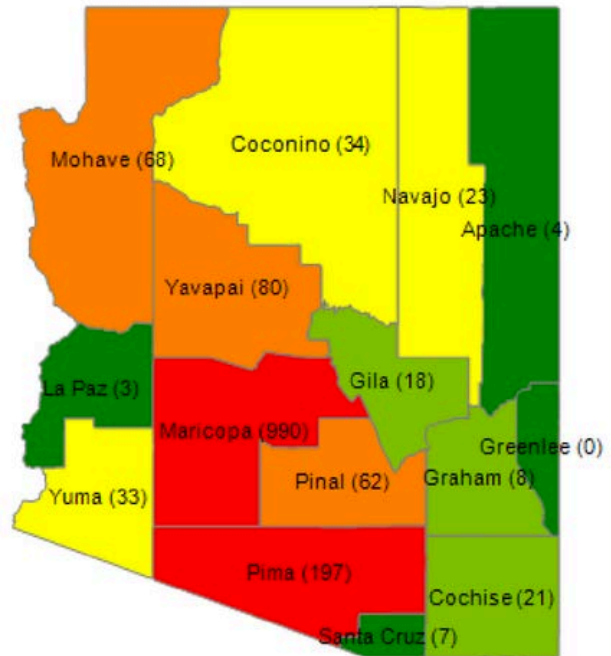
LICENSING LANE

August 2024

New Licenses Issued



Licenses Renewed



DID YOU KNOW?

License Renewals submitted through the AZ ROC Online Customer Portal are **AUTOMATICALLY APPROVED!**

CREATE ACCOUNT

ROC-Star Spotlight

Featuring...

Araceli Lopez

Araceli Lopez

Legislative Liaison

Year Started: 2023



What is one thing we should know about you as a leader?

As the Legislative Liaison for the Arizona Registrar of Contractors, my primary focus is to bridge the gap between regulatory needs and legislative action. My dedication to fostering clear communication and proactive solutions ensures that our agency effectively navigates legislative challenges and advocates for the interests of our industry.

What does success look like for your department?

Success as the Legislative Liaison means that we have effectively passed our legislative priorities for the session while continuing to advocate for our agency on other bills that impact the Registrar of Contractors and the broader construction industry in Arizona. It involves achieving actionable outcomes that enhance industry standards while ensuring that our agency's goals are met efficiently and collaboratively.

What is a project you've worked on at AZ ROC of which you are particularly proud?

During my first session with the Arizona Registrar of Contractors, I am particularly proud of successfully passing HB2091, our priority bill for the continuation of the Registrar. Despite facing various challenges, my team and I achieved an 8-year continuation, which was a significant accomplishment and a testament to our collective effort and perseverance.

If you could have any superpower, what would it be?

If I could have any superpower, it would be the ability to read minds. This would allow me to understand others' true thoughts, facilitating more transparent communication and more effective problem-solving in both personal and professional settings.

Arizona Registrar of Contractors

Applicant Education Seminar (Virtual)

Tuesday, November 12th
10:00 am - 11:30 am (MST)
Virtual Zoom Meeting

If you will be applying for a new license, please join us for our presentation and an opportunity to ask questions regarding applying for a license.

REGISTER



roc.az.gov

REQUEST BUMPER STICKERS HERE

If you would like to request an AZ
ROC bumper sticker, please
complete the form linked above.

Thanks!



roc.az.gov

Industry Headlines

Click each story below to access content



A look at the impact and priorities of the Arizona Builders Alliance



California cryotherapy company expands to Scottsdale, plus 11 more real estate deals to know



Non-Residential Construction Outlook Cautiously Optimistic



Exploring Career Growth in Arizona's Booming Construction Industry



Top Women in Construction 2024



How Arizona Is Working to Bridge the Semiconductor Workforce Gap



Education Department awards \$32M in school infrastructure grants

*AZ received \$4,997,500.00



Study Makes Case for Including Mental Health Training in Apprentice Rule Updates



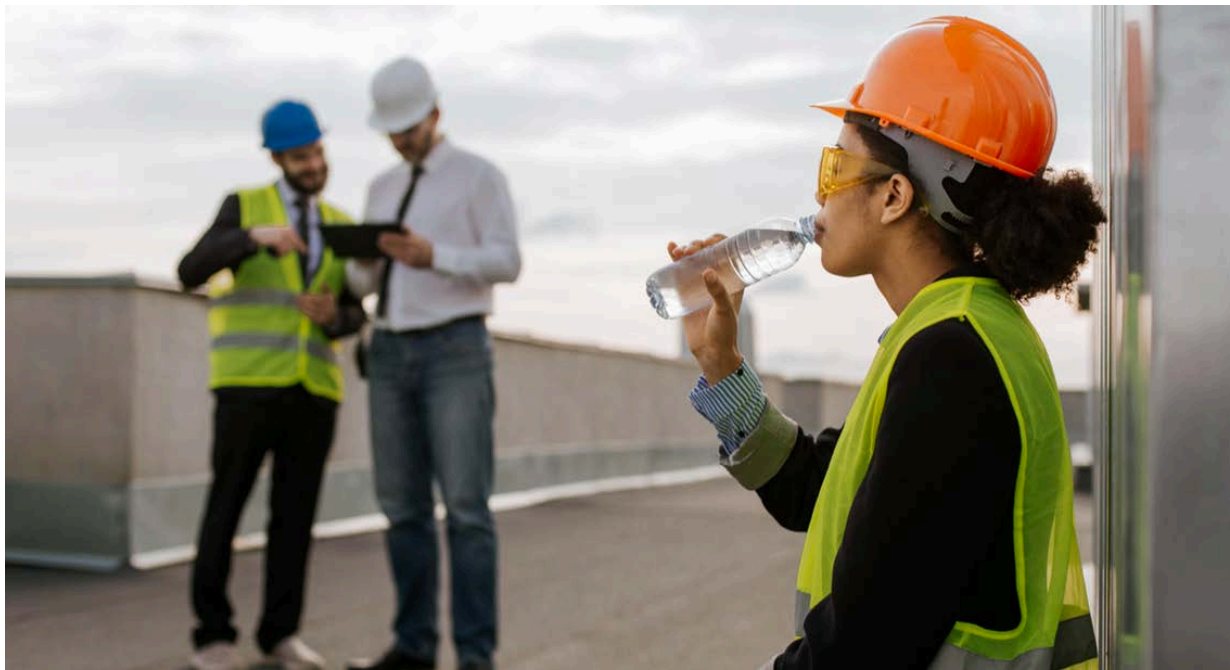
Final Rule: Employee or Independent Contractor Classification Under the Fair Labor Standards Act, RIN 1235-AA43

Heat Illness Prevention Information

Compliments of OSHA Education Center at ASU **Heat Illness Prevention**

Every year, dozens of workers die and thousands more become ill while working in hot or humid conditions. OSHA's Heat Illness Prevention campaign educates employers and workers on heat hazards and provides resources to keep workers safe. There are a range of heat illnesses that can affect anyone, regardless of age or physical condition. Below, are a few of the many resources to keep workers and yourself safe:

- [Heat Resources for Workers](#)
- [Employer Responsibilities](#)
- Heat Safety Tool App for [iPhone](#) and [Android](#)
- [OSHA Heat Illness Prevention](#)
- [NIOSH/CDC Heat Stress](#)



Heat Illness Prevention Information

OSHA Can Help You Prevent Heat Illness at Work

We provide tips, guidance, and resources for employers to:

- Plan for heat hazards.
- Train workers on heat hazards.
- Recognize signs of heat illness.
- Find first aid procedures.
- Understand how to protect new workers.

The OSHA On-Site Consultation Program can help small- and medium-sized businesses to identify and mitigate workplace hazards, including heat.

[osha.gov/heat](https://www.osha.gov/heat)



OSHA[®]



CONSTRUCTION SUICIDE PREVENTION WEEK

TOGETHER WE CAN SAVE LIVES.

In 2020, a mission-driven group of volunteers from across the construction industry came together with the goal of saving lives. They collaborated to launch the inaugural Suicide Prevention Week for the industry – a week dedicated to raising awareness about the higher-than-average number of suicides in the construction industry, and to providing resources to help prevent those deaths.

Every year, during September – National Suicide Prevention Month – the construction industry will dedicate a week to raising awareness about the unique challenges workers face in construction that lead to suicide and what we can do to prevent it. Together, we can save lives.

CONSTRUCTION SUICIDE PREVENTION WEEK

SAVE THE DATE: SEPT. 9-13, 2024

CONSTRUCTION SUICIDE PREVENTION WEEK

SAVE THE DATE: SEPT. 9-13, 2024

REGISTER YOUR COMPANY'S PARTICIPATION

Use the [resources](#) provided to plan activities with your workers during Suicide Prevention Week, and [let us know](#) how you participated.

Participating companies will receive an OSHA-recognized, industry-endorsed certificate of participation and badge you can display on your website and social media.

In 2023, nearly 300,000 construction workers representing 47 states and territories of the U.S. registered their participation in Construction Suicide Prevention Week via this website. That's an increase over the more than 226,164 workers who participated in 2022. Let's reach even more people in 2024 to save even more lives.

RESOURCES TO SAVE LIVES

When it comes to preventing suicide, the idea of where to start can be overwhelming. We've compiled a library of resources to help you get started – from videos to websites to toolbox talks and much more, we have what you need to put a program together for your workplace that could save lives.



WORKFORCE REENTRY PROGRAM

Be Part of Arizona's Reentry Initiative!

To create safer communities and lower recidivism rates, [Arizona's Workforce Reentry Program](#) provides inmates nearing the release from prison with employment and life skills to be successful upon reentry into our communities.

In 2017, ARIZONA@WORK Second Chance Centers opened in State prisons to help inmates prepare for success in the workforce. Since then, Reentry workforce services have expanded into parole offices, reentry centers, and community partner centers.

BENEFITS FOR YOUR BUSINESS

Employers report that in addition to [Work Opportunity Tax Credits](#), free [Federal Bonding](#) and other financial incentives derived from hiring ex-offenders, they benefit from staff who are highly motivated and loyal.

TRAINED AND EAGER WORKERS

[Reentry Workforce training](#) provides participants with 8 weeks of employment readiness activities including soft and hard skills development, resume and interview preparation, workforce retention training, onsite vocational training and much more.

SKILLED LABOR POOL THAT IS READY TO WORK!

The State is urging Arizona employers to consider these work-ready individuals to fill job vacancies. There is no cost, and gainful employment has been proven to save taxpayer money and help to break the cycle of incarceration by providing a path of self-sufficiency for those who truly deserve a second chance.

FROM AN EMPLOYER:

"The workers from the program have been very dedicated and they are very grateful to be given an opportunity. They work hard and are great about communicating if they need time off for court or to see their parole officer. Over 60% of our workers are from this Reentry program."

– Monica Marquez, American West Pallets.

CONTACT US

Employers who are interested in connecting with reentry clients should call our Employer Reentry Team at 480-851-2764.

ARIZONA@WORK
Innovative Workforce Solutions

A proud partner of the [Arizona@Work](#) network.



BEYOND BETTER BUSINESSES

Better Business Bureau® builds trust, promotes integrity, and champions what's right for our entire community.



ADVANCING ETHICS

BBB Accreditation displays a business's commitment to integrity, ethics, and marketplace best practices.

apply.bbbcommunity.org



CONNECTING BUSINESSES

BBB hosts networking and educational events in partnership with industry leading experts.

events.bbbcommunity.org



PRIORITIZING COMMUNITY IMPACT

BBB's Foundation for Education & Entrepreneur Leadership offers tools for businesses to grow and scale ethically through priorities on DEI, volunteerism and charitable work.

impact.bbbcommunity.org



EMPOWERING ENTREPRENEURS

Innovative BBB programming provides access to concept development, capital funding and mentorship for entrepreneurs to ethically develop their businesses.

innovation.bbbcommunity.org



CULTIVATING COLLABORATION

BBB spaces, coworking locations and outreach efforts provide opportunities to gather and collaborate to foster an ethical community.

spaces.bbbcommunity.org



CREATING CONFIDENT CONSUMERS

BBB gives consumers a place to discover trustworthy businesses, access reviews, and stay educated on marketplace scams.

bbb.org



CELEBRATING ROLE MODELS

BBB Torch Awards for Ethics honors businesses that generate a high level of trust among their employees, customers and communities.

torchawards.bbbcommunity.org



ELEVATING PURPOSE-DRIVEN BUSINESSES

BBB4Good verifies a company's commitment to incorporating social or environmental impact into their business model.

bbb.org/bbb4good



MEDIATING MARKETPLACE ISSUES

BBB acts as a neutral, third-party to help businesses and consumers overcome issues and settle complaints and disputes privately.

bbb.org/all/bbb-dispute-handling-and-resolution



INSTILLING ETHICS IN YOUTH

BBB high school student scholarships recognize future leaders for ethical actions in academics, athletics and service.

scholarships.bbbcommunity.org

LINKTREE



Better Business Bureau Serving the Pacific Southwest



Better Business Bureau Serving the Pacific Southwest



BBBPacSW



bbbpacsw



LEARN MORE

BUILD A THRIVING BUSINESS

From Funding to Future

CLICK HERE

**SEPTEMBER 4 &
DECEMBER 11, 2024**

events.bbbcommunity.org

ARE YOU AN
ENTREPRENEUR OR
AN UP-AND-COMING
ENTREPRENEUR TIRED
OF NAVIGATING THE
CAPITAL ACCESS
MAZE?

Join us for a day of connection, growth, and excitement at Build a Thriving Business: From Funding to Future! This isn't just another business event — it's an experience designed to make funding both fun and accessible while unlocking strategies for your business's financial success. Discover diverse funding options, explore the latest in AI and how to apply it to your business, and strategize your next steps for growth.

While you're here, engage with industry leaders, connect with fellow entrepreneurs in our vibrant networking scene, and leave with the tools and insights to secure essential financial resources.



ignite

In partnership with
Empower
By GoDaddy



kivaUS

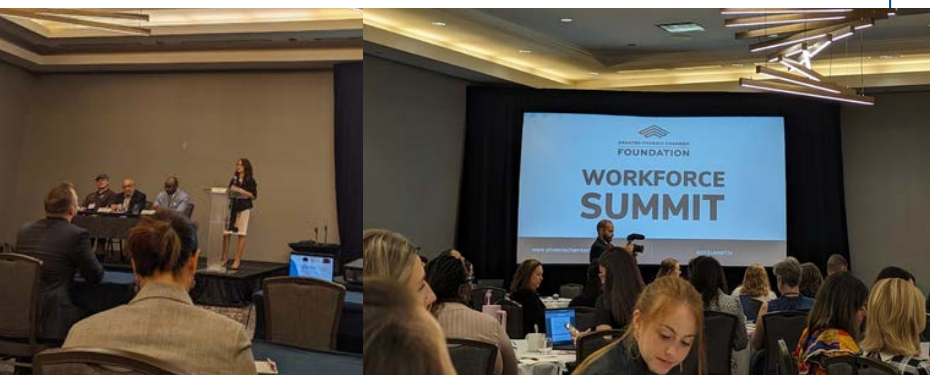
AZ ROC Outreach Highlights - September 2024

On a mission...

From meeting with homeowner associations and neighborhood groups, construction trade associations, government agencies, workforce development groups, and education stakeholders, AZ ROC representatives routinely engage with various organizations and community members in order to provide outreach and education in support of the agency's mission. If you would like to request an AZ ROC speaker for your event, fill out the "Request an AZ ROC Speaker Form" on the [Outreach and Education page](#).



AZ ROC Assistant Director Cindy Casaus attended the Building Women in Construction (BWIC) Committee hosted by the Arizona Chapter Associated General Contractors of America, Inc. (AZAGC). The committee's focus is on empowering and developing women in the Arizona construction industry. To learn more about BWiC, visit <https://www.azagc.org/about/committees/women-in-construction/>.



In late August, Araceli Lopez our Legislative Liaison attended the Greater Phoenix Chamber Foundation Workforce Summit. Serving as a catalyst for partnership, the Foundation convenes a six employer-led workforce collaborative to address the growing skills gap facing our community: Advanced Manufacturing, Construction, Cybersecurity, Financial Services, Healthcare and Information Technology (IT). The discussions held were very informative, thank you to the foundation for the invitation!

The AZ ROC team participated in the Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR) Community Corrections Orientation. This orientation is held weekly and provides newly released individuals with a great deal of resources to support their reentry into the community and workforce. The team shared information about the importance of hiring and working for licensed contractors and applying for a license. Following the orientation, the team also had the opportunity to tour the Phoenix West Correctional and Rehabilitation Facility whose primary focus is the reduction of recidivism. This is accomplished by providing a variety of programs, teaching life and self improvement classes, and job training including HVAC.

Thank you for inviting us!

Arizona State University's OSHA Education Center is housed in the Del E. Webb School of Construction (DEWSC), one of the Programs in the School of Sustainable Engineering and the Built Environment (SSEBE), under the Ira A. Fulton Schools of Engineering.

We are an OSHA Training Institute (OTI) Education Center, part of a National network of nonprofit organizations operating under an agreement with the U.S. Department of Labor to deliver occupational safety and health training to private and public sector personnel, organizations and agencies.

We offer many courses, ranging in length from half day to four days, for construction industry, general industry, health care workers and disaster site workers.

Courses are offered for open enrollment at our facilities or they can be delivered on a contract basis for your organization.

OSHA #2045 - Machinery and Machine Guarding Standards

23 Sep 2024 8:00 AM • VILT (Virtual Instructor-Led Training) - Zoom

OSHA #501 - Trainer Course in Occupational Safety and Health Standards for General Industry

30 Sep 2024 8:00 AM • Arizona State University - 660 S College Ave. Tempe, AZ 85281

OSHA #7205 - Health Hazard Awareness

01 Oct 2024 8:00 AM • VILT (Virtual Instructor-Led Training) - Zoom

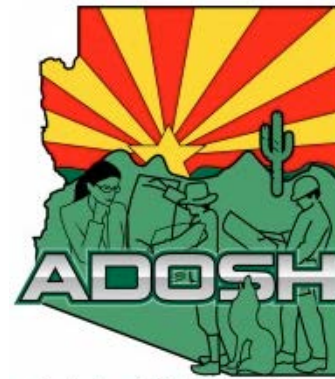
OSHA #500 - Trainer Course in Occupational Safety and Health Standards for the Construction Industry

07 Oct 2024 8:00 AM • Arizona State University - 660 S. College Ave Tempe, AZ 85281

OSHA #510 - Occupational Safety and Health Standards for the Construction Industry

07 Oct 2024 8:00 AM • VILT (Virtual Instructor-Led Training) - Zoom

MORE INFO



Protection of life, health, safety and welfare of Arizona's most valuable assets.



Hand & Power Tool Safety In-Person Tucson

Location: Industrial Commission of Arizona Building, 2675 E Broadway Blvd. Tucson, AZ 85716. - US
09/17/2024 @ 8:30 AM

Hosted by: [Arizona Division of Occupational Safety and Health](#)

Sep
17



Confined Space - Permit and Non-Permit Requirements (Webinar)

Location:
09/17/2024 @ 8:30 AM

Hosted by: [Arizona Division of Occupational Safety and Health](#)

Sep
17



Managing Excavation Hazards (Webinar)

Location:
09/18/2024 @ 8:30 AM

Hosted by: [Arizona Division of Occupational Safety and Health](#)

Sep
18



Heat Stress In-Person Tucson

Location: Industrial Commission of Arizona Building, 2675 E Broadway Blvd. Tucson, AZ 85716. - US
09/24/2024 @ 8:30 AM

Hosted by: [Arizona Division of Occupational Safety and Health](#)

Sep
24

MORE INFO



MORE INFO



The **NASCLA Continuing Education Program**, powered by Vector Solutions | RedVector, provides an opportunity to access an online platform with **over 600+ construction trade related courses**. Licensed contractors & tradespeople have a dedicated library of courses to develop their skills and provide accredited courses to fulfill continuing education (CE) hours.

Course topics include, construction code and standards, contracts or contract law, workplace safety, such as OSHA, etc., basic business principles and practices, and other related topics regarding practice of construction in business, land use, zoning, resource conservation, estimating, etc. Examples of the courses offered are below:

- Residential Safety Essentials
- Construction Cost Estimating: Resources and Processes
- Worksite Safety 01: OSHA Safety Introduction
- Understanding Workers' Compensation for Employees (V15)
- Construction Cost Estimating: Types and Purposes of Estimates
- HVAC Acoustics
- Confined Spaces in Construction
- Construction Project Management: Project Financial Management

Step 1: Go to www.redvector.com

Step 2: Select your course.

Step 3: Apply **RV-NASCLA15** at check out for 15% off!



NASCLA CONTINUING EDUCATION PROGRAM

Powered by [Vector Solutions](#) | [RedVector](#)

15% discount
promo code
RV-NASCLA15

ARE YOU READY TO LADDER UP TO A BIGGER LICENSE SCOPE?

*Register for a free virtual
AZ ROC Applicant Education Seminar
Leaders of the Licensing Team will answer your
questions in real time and teach you everything
you need to know about how to reduce common
application errors that delay approval*



Sign up at:

<https://www.eventbrite.com/cc/az-roc-applicant-education-seminars-109419>



Username
Password
LOG IN

Welcome to Government at the speed of business

Created in 1931, the Arizona Registrar of Contractors licenses construction professionals to legally operate in the State of Arizona.

Whether you're looking to build Arizona's future or restore its past,

How to Create an Account on the ROC Online Customer Service Portal

How to Create



TUTORIAL

Watch on  YouTube

Use the Online Portal!

The fastest and most convenient way to apply for, renew and update a license is to set up an account on the Online Customer Service Portal.

Go to roc.az.gov and click on "My Account/Login" to get started.



We're here to help!

- Phone: 1-877-MY-AZROC (1-877-692-9762)
- Online: roc.az.gov
- In Person: during regular business hours



Click to connect with us on social media!