



RETRAINEE - JOB CREATION

Training Proposal for:

Farmers Group, Inc.

Agreement Number: ET16-0280

Panel Meeting of: December 4, 2015

ETP Regional Office: North Hollywood

Analyst: J. Romero

PROJECT PROFILE

Contract Attributes:	Retrainee SET HUA Job Creation Initiative	Industry Sector(s):	Insurance Services Priority Industry: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Counties Served:	Fresno, Kern, San Bernadino, Los Angeles, Alameda, Contra Costa, Santa Clara, San Mateo, Marin, Orange, Sacramento	Repeat Contractor:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Union(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Number of Employees in:	CA: 4,533	U.S.: 22,075	Worldwide: 22,075
Turnover Rate:	5%		
Managers/Supervisors: (% of total trainees)	11%		

FUNDING DETAIL

<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">Program Costs</td></tr> <tr><td style="text-align: center;">\$180,400</td></tr> </table>	Program Costs	\$180,400	-	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">(Substantial Contribution)</td></tr> <tr><td style="text-align: center;">\$0</td></tr> </table>	(Substantial Contribution)	\$0	=	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">(High Earner Reduction)</td></tr> <tr><td style="text-align: center;">\$0</td></tr> </table>	(High Earner Reduction)	\$0	=	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">Total ETP Funding</td></tr> <tr><td style="text-align: center;">\$186,400</td></tr> </table>	Total ETP Funding	\$186,400
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In-Kind Contribution:	100% of Total ETP Funding Required	\$284,000
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TRAINING PLAN TABLE

Job No.	Job Description	Type of Training	Estimated No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	Retrainee SET	Business Skills, Computer Skills, Commercial Skills	224	8-200	0-20	\$600	\$27.40
				Weighted Avg: 40			
2	Retarinee SET	Business Skills, Computer Skills, Commercial Skills	20	8-200	0-20	\$600	\$20.30
				Weighted Avg: 40			
3	Retarinee SET Job Creation	Business Skills, Computer Skills, Commercial Skills	40	8-200	0-20	\$1,000	\$19.39
				Weighted Avg: 50			

Minimum Wage by County: Job Number 1: ETP SET wage of \$27.40 per hour.

Job Number 2 (SET – HUA): ETP Standard Wage of \$15.07 (Fresno, Kern, San Bernardino), \$15.97 (Los Angeles) counties.

Job Number 3 (SET -JOB CREATION): ETP Standard Wage of \$13.70 (Alameda, Contra Costa, Santa Clara, San Mateo and Marin), \$13.35 (Orange), \$13.13 (Sacramento), \$13.28 (Fresno, Kern) and \$12.33 (San Bernardino) counties.

Health Benefits: Yes No This is employer share of cost for healthcare premiums – medical, dental, vision.

Used to meet the Post-Retention Wage?: Yes No Maybe

Up to \$2.17 per hour may be used to meet the Post-Retention Wage in Job Number 1 only.

Wage Range by Occupation		
Occupation Titles	Wage Range	Estimated # of Trainees
JOB Number 1		
Claims Staff		187
Operations Support Staff		37
TOTAL:		224
JOB Number 2 (HUA)		
Claims Staff		10
Operations Support Staff		10
TOTAL:		20

JOB Number 3		
Claims Staff		30
Operations Support Staff		10
TOTAL		40

INTRODUCTION

Farmers Group, Inc. (Farmers) (www.farmers.com) is one of the country's largest insurers of vehicles, homes, and small businesses providing a wide range of insurance and financial service products. Headquartered in Los Angeles, the Company provides more than 30 million policies across the nation and employs approximately 24,000 employees through exclusive and independent agents.

The Company has 27 locations that will participate under this Agreement. Of the 27 locations, five are located in a High Unemployment Area (HUA). All trainees located in an HUA area will be enrolled in a separate Job Number to differentiate a lower minimum wage requirement. Training will primarily take place at the Farmers University campus located in Agoura Hills.

Farmers is eligible as a single employer under the Special Employment Training (SET) provisions.

PROJECT DETAILS

This is Farmers' second ETP Agreement. In their first Agreement, the initiatives were more general and companywide, focusing on new systems implemented to increase transaction-processing time and reduce the frequency of customer calls. Following the conclusion of the last Agreement, the Company instituted initiatives for a more specific and effective training program. In this proposed training, Farmers has streamlined their training plan, focusing on specific skills that will directly benefit their incumbent and new employees (Job Creation) in their Claims Division which is currently on its expansion phase. The proposed training will develop employee skills necessary for anticipated growth in the Claims Division within the next two years. Training in this proposal will include Business Skills, Commercial Skills and Computer Skills with topics and skills training to help staff effectively function while adapting to change, efficiently perform their jobs, and maintain excellent customer service.

In this second ETP Agreement, employees will receive training in HEART and Xactimate upgrades, software programs initiated in the first ETP Agreement. Trainees will learn the new Electronic Claims Management System planned for launch in mid-2016. The new system will allow Farmers to consolidate its claim handling effort and migrate from multiple, legacy platforms to a centralized program. In addition, the new system is more flexible and will allow Farmers employees to handle claims and adjustments faster, resulting in better customer service and client satisfaction.

Training Plan

In order to fulfill the needs and demands of an expanding customer population while maintaining its reputation of high quality service, Farmers plans to provide training to upgrade employee skills and maintain its niche in the competitive insurance market.

Business Skills (25%): This training will be offered to all occupations. Trainees will improve communication, decision-making, strategic and creative thinking skills, giving staff more confidence in processing claims and providing customer service to policyholders.

Commercial Skills (50%): This training will be offered to all occupations. to expand employees' service capabilities to handle various claim types from policyholders. The training will be specific to assessing, estimating and evaluation of different kinds of policy claims and coverages. Training will increase employees' technical skills specific to their area of expertise.

Computer Skills: (25%): This training will be offered to all occupations. Trainees will receive training updates on Farmers current systems, HEART and Xactimate while they receive concurrent training on the Company's new Electronic Claims Management System.

Retrainee - Job Creation

In support of job creation, the Panel is offering incentives to companies that commit to hiring new employees. Training for newly-hired employees will be reimbursed at a higher rate and trainees will be subject to a lower post-retention wage.

Farmers has committed to hiring 40 new employees (Job Number 3). The date-of-hire for all trainees will be within the three-month period before contract approval or within the term-of-contract. These trainees will be hired into "net new jobs" as a condition of contract.

Farmers' five-year growth plan is expected to significantly impact Claims Operations, creating new positions throughout the claims function. To ensure the same quality of service will be provided to a growing market, the Company will hire and train staff to fill these "net new jobs" within the next two years, preparing them to support and function in the Claims Operation.

Special Employment Training

Under SET, the participating employer is not required to demonstrate out-of-state competition. To qualify under SET, trainees must be earning at least the statewide average hourly wage at the end of the retention period.

High Unemployment Area

The 20 trainees in Job Number 2 work in a High Unemployment Area (HUA). This is a region with unemployment exceeding the state average by 15% under the Panel's standards. The determination of HUA status is based on unemployment data from the Labor Market Information Division of the Employment Development Department. The Company's locations in Fresno, Kern, San Bernardino and Los Angeles counties are in an HUA.

These trainees qualify for the ETP Minimum Wage rather than the Statewide Average Hourly Wage. The Panel may modify the ETP Minimum Wage for these trainees by up to 25% if post-retention wages exceed the start-of-training wages. However, Farmers Group is not asking for wage modification.

Commitment to Training

Farmers invests in its employees through education via Farmers University. The university is geared towards the recruitment and training of insurance agents. Traditional and eLearning training methods are used to create an employee-driven learning environment. Farmers will continue to provide training at its own expense, which includes seminars for executive staff, new hire onboarding, basic industry overview, beginner technical skills and internet navigation, sexual harassment prevention, and compliance and ethics training. The Company expects to spend approximately \$12 million to train its workforce over the next year.

ETP funds will not displace the existing financial commitment to training. Safety training is, and will continue to be, provided in accordance with all pertinent requirements under state and federal law.

➤ Training Infrastructure

Farmers is ready to start training upon approval of this ETP proposal. The Company will utilize Farmers University staff to provide training to all 27 Farmers locations participating in this ETP Agreement. To ensure the success of this second Agreement, Farmers has assigned a team dedicated to schedule, track and upload training in the ETP Online System using the Company's Learning Management System (LMS).

Staff has reviewed and approved for use, Farmers LMS, in place of traditional paper rosters. The Company's LMS will electronically capture and document all training received by trainees for training, tracking and record purposes of this ETP Agreement. Farmers will input training information into the ETP Online/Tracking System.

RECOMMENDATION

Staff recommends approval of this proposal.

PRIOR PROJECTS

The following table summarizes performance by Farmers under an ETP Agreement that was completed within the last five years:

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned \$ %
ET13-0201	Agoura Hills	12/31/12- 12/30/14	\$320,000	\$202,633 (63%)

Farmers earned below 70% of this ETP Agreement due to information security clearance issues. Farmers had a third party administrator in their first contract who also developed and administered the project for them but did not secure Farmers security clearance in terms of Farmers releasing employee information to their company (and not directly to ETP) to enroll in the ETP system at the start of the term of this Agreement. The delay took about seven months into the contract because the consultant had to satisfy the data information security requirements with Farmers. In addition, the two initial staff involved during the development and Start-Up meeting left the project (one was reassigned to another area of Farmers and the other one retired) and did not inform their office that there was an ongoing ETP project. This resulted in a number of training hours not being tracked. There is no third party administrator for this second project therefore; security clearance is not an issue. Also, Farmers has dedicated in-house staff members to manage the proposed project and does not anticipate any issues related to turnover and ETP project management.

DEVELOPMENT SERVICES

N/A

ADMINISTRATIVE SERVICES

N/A

TRAINING VENDORS

N/A

Exhibit B: Menu Curriculum**Class/Lab Hours**

8 - 200

Trainees may receive any of the following:

BUSINESS SKILLS

- Customer Engagement
- Customer Expectation
- Negotiation Skills
- Train-the-Trainer Skills
- Connections 3: Emotional Intelligence
- Developing Fundamental Critical Thinking
- Fundamental of Effective Thinking
- Critical Thinking
- Borderless Thinking
- Communication Skills
- Business Performance
- Project Management
- Time Management
- Sales and Marketing
- Product knowledge
- Six Sigma
- Lean Concepts

COMMERCIAL SKILLS

- Advanced Adjuster Training
- Advanced Auto-Structural/Non Structural Repairs Claims Handling
- Advanced Claims Handling
- Auto Physical Damage Claims Training
- Building Estimating
- Business Insurance Claims Training
- Catastrophe Claims
- Catastrophe Just-in-Time Claims
- Claims Customer Service Skills
- Claims Evaluation and Negotiation
- Claims Fundamentals Training
- Claims Training Circle of Dependability Shop Work Review
- COD and CEA Training
- Commercial General Liability Coverage
- Commercial Investigations
- Commercial Property Boiler & Machinery Losses
- Commercial Training; Evaluation, Negotiations, Professional Liability, Property
- Contents Estimating
- Coverage Evaluation
- Coverage Concurrent Causation
- Drying Evaluation and Equipment
- Earthquake Policy Coverage
- Electronic Claim Management System
- Estimating Damage from Fire

- Estimating Damage from Hail
- Estimating Damage from Wind
- Farmers Smart Auto Policy
- Field Claims Representative Cross-Training
- Fire and Smoke Damage Restoration
- General Adjuster Technical Training
- Homeowners Coverage – CEA Policy (California Earthquake Authority)
- Insurance Fraud
- Interpreting Medical
- Introduction to CPT Codes in Medical Billing Fraud
- Liability Claims Training
- Litigated File Management
- Loss of Value
- LPR – Large Property
- Manufactured Home Estimating
- Material Identification
- Mid Loss Estimatics Auto Damage Estimating Tool
- Non-Auto Liability OCR
- Personal Lines Coverage Specialist Certification
- Property Claims Training
- Property Service Power – Service Mobility
- Residential Construction Basis
- SERVICEPower
- Special Investigations
- Steep and High Roof Climbing
- Types of Coverage/New Policy Types
- Understanding Commercial Claims/Advanced Commercial Claims
- Understanding Liability Claims
- Understanding Property Claims
- Understanding Sensory Limitations
- Virtual Vehicle Inspection
- Workers Compensation Coverage/Claims
- ZurichLean

COMPUTER SKILLS

- HEART
- Xactimate Software
- Electronic Claims Management System

CBT
0-20

BUSINESS SKILLS

- Achieving Meaningful Communication (30 mins)
- Advanced Presentation Skills (3 hours)
- Advancing Service Expertise (4 hours)
- An Introduction to Project Management (2 hours)
- Assessing Customer Behavior (4 hours)
- Available Presentation Resources (4 hours)
- Avoiding Grammatical Errors in Business Writing (4 hours)
- Behavior: Putting Your Best Foot Forward (4 hours)
- Being an Effective Team Member (1 hour)

- Business Writing Basics (1 hour)
- Business Writing: Editing and Proofreading (1 hour)
- Business Writing: How to Write Clearly and Concisely (1 hour)
- Business Writing: Know Your Readers and Your Purpose (1 hour)
- Communicating Better with Your Team (4 hours)
- Communicating for Results (4 hours)
- Communicating to Get Results (2 hours)
- Communicating to Increase Understanding (3 hours)
- Communicating with Power and Confidence (3 hours)
- Communication Skills (4 hours)
- Communication Skills to Fast-Track Your Career (2 hours)
- Communication Tools (2 hours)
- Confronting and Resolving Conflict (2 hours)
- Connecting and Communicating (2 hours)
- Conquering Conflict through Communication (3 hours)
- Contacting Our Customer Course (1 hour)
- Coping with Criticism and Feedback (5 hours)
- Create Your Time and Memory Management Program (2 hours)
- CTCEBW - Effective Business Writing for Insurance People (35 mins)
- CTCNS - Negotiation Skills, (Online) (1.83 hours)
- Customer Service Confrontation and Conflict (1 hour)
- Customers, Confrontation, and Conflict (5 hours)
- Decision Making: Implementation and Evaluation (2 hours)
- Decision Making: Making Tough Decisions (1 hour)
- Decision Making: The Fundamentals (1 hour)
- Decision Making: Tools and Techniques (1 hour)
- Developing Excellent Time Management Habits (4 hours)
- Developing Fundamental Critical Thinking Skills (3 hours)
- Dynamics of Interpersonal Communication (2 hours)
- Effective Communication Skills (3 hours)
- Effective Presentation Delivery (3 hours)
- Effective Team Communication (1 hour)
- Elements of a Cohesive Team (1 hour)
- Eliminate the Time Wasters (3 hours)
- Emotional Intelligence and Teamwork (2 hours)
- Errors and Omissions - Market{ng Advice Form Training (30 mins)
- Evaluating Creative and Innovative Ideas (4 hours)
- Exceeding Customer Expectations (2 hours)
- Generating Creative and Innovative Ideas (4 hours)
- Generating Creative and Innovative Ideas: Enhancing Your Creativity (1 hour)
- Generating Creative and Innovative Ideas: Maximizing Team Creativity (1 hour)
- Generating Creative and Innovative Ideas: Verifying and Building on Ideas (1 hour)
- Implementing Creative and Innovative Ideas (5 hours)
- Initiating and Planning a Project (2 hours)
- Introduction to the ZurichLean Program (1 hour)
- Leading Change from the Front Line (2 hours)
- Lean and Six Sigma (2 hours)
- Lean Concepts (4 hours)

- Lean Logic (4 hours)
- LIF105: Effective Presentation Skills (40 mins)
- Listening, Influencing and Handling Tough Situations (4 hours)
- Making Telephone Calls Count (4 hours)
- Making the Change (2 hours)
- Managing a Project (2 hours)
- Marketing Advice Form Training (25 mins)
- Negotiation Essentials: Avoiding Pitfalls in Negotiations (1 hour)
- Negotiation Essentials: Persuading (1 hour)
- Negotiation Essentials: Planning for Negotiation (1 hour)
- Negotiation Essentials: What is Negotiation? (1 hour)
- Negotiation Skills, 3rd Edition (1 hour)
- Overcoming Difficult Service Situations (4 hours)
- Overview to Effective Business Communication (3 hours)
- Planning an Effective Business Meeting (2 hours)
- Preparing for Change (3 hours)
- Presentation Skills (4 hours)
- Project Management Essentials (1 hour)
- Project Management Fundamentals (2 hours)
- Resolving Conflict with Communication Skills (3 hours)
- Risk Assessment and Prevention (2 hours)
- Sentence Construction (2 hours)
- SkillSoft - Achieving Success: the Help of a Mentor (3 hours)
- SkillSoft - Business Writing: Know Your Readers and Your Purpose (1 hour)
- SkillSoft - Communication Skills for Resolving Conflict (5 hours)
- SkillSoft - Customer Service Confrontation and Conflict (1 hour)
- SkillSoft - Customers, Conflict and Confrontation (6 hours)
- SkillSoft - Defining Emotional Intelligence (2 hours)
- SkillSoft - Defining Emotional Intelligence (2 hours)
- SkillSoft - Lean Value (4 hours)
- SkillSoft - Listening Essentials: The Basics of Listening (1 hour)
- SkillSoft - Making Decisions Dynamically (2 hours)
- SkillSoft - Managing a Project with Your Team (3 hours)
- SkillSoft - Managing Time (2 hours)
- SkillSoft - Negotiation Essentials: Communicating (1 hour)
- SkillSoft - Negotiation Essentials: What Is Negotiation? (1 hour)
- SkillSoft - Professionalism and Business Etiquette Simulation (30 mins)
- SkillSoft - Providing Customer Service Simulation (30 mins)
- SkillSoft - Techniques for Better Time Management (4 hours)
- SkillSoft - Telephone Skills for Business Professionals Simulation (30 mins)
- SkillSoft - Why Customer Driven? (2 hours)
- SkillSoft - Working with Difficult People: Dealing with Micromanagers (1 hour)
- SkillSoft - Excellence in Internal Customer Service (5 hours)
- Team Dynamics (2 hours)
- Techniques for Improved Time Management (2 hours)
- The Foundations of Creativity and Innovation (4 hours)
- The Fundamentals of Effective Thinking (3 hours)
- The Fundamentals of Exceptional Customer Service (3 hours)
- The Many Faces of Communication (3 hours)
- The Role of Critical Thinking in Organizations (3 hours)

- Thinking Strategically (2 hours)
- Transitioning into a Project Management Role (3 hours)
- What is Systems Thinking? (2 hours)
- Writing with Intention (4 hours)
- ZurichLean Yellow Belt Online Training (2.5 hours)

COMMERCIAL SKILLS

- Auxiliary: MCC and CCV Training Course (Mobile Catastrophe Claims) (Catastrophe Claims Vehicle) (2 hours)
- Security Awareness (Exchanges Only) (40 mins)
- Advanced Customization in Excel 2007 (2 hours)
- Advanced Data Analysis in Excel 2003 (3 hours)
- Advanced Data Management in Excel 2007 (2 hours)
- Aerial Diagramming and Measuring (30 mins)
- Analyzing Data in Excel 2007 (4 hours)
- APD101: Acceleration Advanced Refinish (45 mins)
- APD101: Acceleration Auto Materials (45 mins)
- APD101: Acceleration Restraint Systems (45 mins)
- APD101: Acceleration Shop Instructors (45 mins)
- APD101: Acceleration Specialized Units (45 mins)
- APD101: Acceleration Steering and Suspension (45 mins)
- APD101: Acceleration Total Loss Concepts (45 mins)
- APD101: Acceleration Under the Hood (45 mins)
- APD101: Ignition Basic Refinish (45 mins)
- APD101: Ignition Coverage (30 mins)
- APD101: Ignition Customer Contact (45 mins)
- APD101: Ignition Customized Equipment (30 mins)
- APD101: Ignition Dents and Scratches (45 mins)
- APD101: Ignition File Documentation (45 mins)
- APD101: Ignition Heart Basics (30 mins)
- APD101: Ignition Liability (30 mins)
- APD101: Ignition Loss of Use (45 mins)
- APD101: Ignition Part Types (45 mins)
- APD101: Ignition Payments (45 mins)
- APD101: Ignition Photography (45 mins)
- APD101: Ignition Policy Basics (45 mins)
- APD101: Ignition Smart Estimate (45 mins)
- APD101: Ignition VIN Interpretation (45 mins)
- APD108: APD Guidelines - Part Replacement (30 mins)
- APD138: Dell XFR Tablet Training (30 mins)
- APD145: Creating Rental Units (30 mins)
- APD151: Paintless Dent Repair PDR (30 mins)
- APD152: CCC One Compare/Compare Assembly (30 mins)
- APD154: Recycled Part Usage (45 mins)
- APD155: Denial Letter Training (1 hour)
- APD221: Total Loss Critical Thinking - Do the Right Thing (20 mins)
- APD305: APD Re-inspections (30 mins)
- Beyond the Basics Coverage-Concurrent Causation Course (3 hours)
- CA Next Gen 2.0 - Advanced - Service Operations (15 mins)
- CAT Corps: Introduction to CAT Corps Course (Catastrophe) (2hours)

- Claim Investigation (1 hour)
- Claim Statements, 2nd Edition (1.5 hours)
- Claims Process Overview (1.33 hours)
- Collaborative Features in Word 2007 (2 hours)
- Commercial Evaluation {20 mins)
- Commercial General Liability Coverage, h Edition (1 hour)
- Commercial Negotiations (20 mins)
- Commercial Professional Liability (30 mins)
- Commercial Property Boiler & Machinery Losses (4 hours)
- Commercial Property: Non Program Vendors Referral Process (30 mins)
- Commercial: Self Directed Triage (30 mins)
- Creating Basic Presentations using PowerPoint 2003 (3 hours)
- Creating Customized Publications with Publisher 2007 (3 hours)
- Customizing PowerPoint 2003 Presentations (2 hours)
- Drying Evaluation and Equipment (1 hour)
- Excel 2003 Formulas and Functions (3 hours)
- Excel 2007 Charts, Pictures, Themes, and Styles (2 hours)
- Excel 2007 Formulas and Functions (2 hours)
- Finalizing PowerPoint 2003 Presentations (2 hours)
- Fire and Smoke Damage Restoration (1 hour)
- Formatting Data in Excel 2003 (2 hours)
- Getting Started with PowerPoint 2007 (2 hours)
- Handling a Total Loss Assessment-1_ 1806716 (1 hour)
- HEART - Investigation View and Self Building Clean Webinar (2 hours)
- Homeowners Coverage-CEA Policy (California Earthquake Authority) (1 Hour)
- Interpreting Medical Reports, 3rd Edition (1 hour)
- Introduction to CPT Codes in Medical Billing Fraud (3.5 hours)
- L/AB502: Uninsured/Underinsured Motorists Coverage - (PLRB) (2 hours)
- LIAB101: Liability Evaluation - Injury Codes (25 mins)
- LIAB101: Liability Evaluation - Intro to Evaluation (15 mins)
- LIAB205B: Coverage Letter Writing (45 mins)
- LIAB214: Mediation (45 mins)
- LIAB507: Strategy Expectations Course (30 mins)
- LIAB518: Anatomy - Performance Support (NLC) (15 mins)
- LIAB523: Wrongful Death Course (30 mins)
- Liability Simulated Exercise - Intersection (30 mins)
- Liability Simulated Exercise - Left Turn (30 mins)
- Liability Simulated Exercise - Parking Lot (30 mins)
- Liability Simulated Exercise - Right Turn (1 hour)
- Liability Stackable Credentials (15 mins)
- Material Identification (7 hours)
- Medical Claims Training: Diabetes and Complications (30 mins)
- Multi-line: Mitigation and Storage Fees (20 mins)
- NICTA - Listening for Deception in Claims Interviews (1 hour)
- NICTA : Investigating Vehicle Theft Fraud (45 mins)
- Owner Retained Salvage (ORS) Course (2 hours)
- PC Applications: 5 Database (5 hours)
- Property Claims - Beyond the Basics Building Estimating (15 mins)
- Property Claims - Water Claim Investigation (15 mins)

- Property Claims - Wind/Hail Claim Investigation (15 mins)
- Property Service Power - Service Mobility (1 hour)
- Residential Construction Basis, 3rd Edition (1 hour)
- Scout: MCC and CCV Training Course (Mobile Catastrophe Claims) (Catastrophe Claims Vehicle) (5 hours)
- Securing Personal Information on Mobile and Recordable Devices (30 mins)
- SERVICEPower for Liability (30 mins)
- Setting up a Site and Adding Content in Dreamweaver CS4 (2 hours)
- SIU Catastrophe Fraud Training (20 mins)
- SIU Investigative Legal Issues (30 mins)
- SkillSoft - Adding Graphics to Presentations in PowerPoint 2007
- SkillSoft - Adding Multimedia and Animations to Presentations in PowerPoint 2007
- SkillSoft - Creating Custom Slide Shows in PowerPoint 2007
- SkillSoft - Word 2010, Excel 2010, and the New Office 2010 Interface (1 hour)
- The Knee (Commercial version) (3 hours)
- Total Loss/Salvage Course (1.5 hours)
- Using Visuals in PowerPoint 2003 Presentations (2 hours)
- Western Union Cash Transfer Process Course (2 hours)
- XM FAIR Health Integration for Claim Handlers (1 hour)

Note: Reimbursement for retraining is capped at 200 total training hours per trainee, regardless of method of delivery. CBT is capped at 50% of total training hours, per trainee.