

GeoLearning

NFIP Technical Progress Narrative: FY11 Core Task

For November 2010

Table of Contents

1. Training Activity.....	4
2. Outreach.....	16
3. Evaluation Results.....	16
4. Continuing Education (CE) Renewals and Reporting	17
5. Administrative and Personnel Matters.....	17
6. Financials.....	17

The following is a monthly report summarizing the significant accomplishments and the current open items on the Federal Emergency Management Agency (FEMA) National Flood Insurance Program (NFIP) for November 2010.

This report has six major sections. These sections are as follows:

- Training Activity
- Outreach
- Evaluation Results
- CE Renewals and Reporting
- Administrative and Personnel Matters
- Financials

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1. Training Activity

TRAINING STATISTICS

<i>WORKSHOPS</i>	<i>Sept-Nov Prior Years</i>		<i>YTD Core Year 3</i>		
	<i>CY 2009 Delivered</i>	<i>CY 2010 Delivered</i>	<i>Minimum Requirements</i>	<i>Workshops Scheduled</i>	<i>Workshops Delivered</i>
<i>Adjuster</i>	0	0	24	49	0
<i>Agent</i>	0	59	88	136	25
<i>Lender</i>	0	22	60	73	16
<i>Combo*</i>	0	8	15	17	2
TOTALS	0	89	187	275	43

<i>ATTENDANCE</i>	<i>Sept-Nov Prior Years</i>		<i>YTD Core Year Attendance</i>
	<i>CY 2009</i>	<i>CY 2010</i>	<i>YTD Core Year 3</i>
<i>Adjuster</i>	0	0	0
<i>Agent</i>	0	2113	1278
<i>Lender</i>	0	880	1206
<i>Combo*</i>	0	216	52
TOTALS	0	3209	2536

*Combo workshops for Agents & Lenders

Average November Class Size = 59 Participants

1.1 Agent Workshops

Four Agent instructor-led workshops were delivered to 68 attendees in November 2010. Below is a report of this training activity.

Date	Region	City	State	Venue Name	Venue Address	Trainer	Type	Attend.	Summary
11/9/2010	4	Destin	FL	Embassy Suites in Destin	570 Scenic Gulf Drive Destin, FL 32550	Graham	Agent Workshop	16	Although many agents in the immediate area are actively writing flood, there were a number of questions on the LOMA process and the length of time it takes to complete the process. Although it should be 30 to 45 days, one of the agents experienced a nine month wait. In addition, this presentation as submitted by FAIA does not include the PRP extension eligibility. Agents were aware of the changes and specifically requested the information. Melanie Graham reviewed the PRP extension eligibility with agents and responded to subsequent questions.

Date	Region	City	State	Venue Name	Venue Address	Trainer	Type	Attend.	Summary
11/16/2010	4	Sarasota	FL	Hilton Garden Inn	8270 N. Tamiami Trail Sarasota, FL 34243	Martinez	Agent Workshop	14	The agent seminar was co-presented with David Thompson with FL Association of Insurance Agents (FAIA) on the FIRA topics for flood insurance. Although a smaller group due to the area, there was a strong interest in the grandfather rules and condo issues. With gradual expansions of Preferred Risk Policy, interest piqued for agents to understand their responsibility to re-underwrite current customers for continued eligibility.
11/17/2010	4	Naples	FL	Hilton Naples	5111 Tamiami Trail Naples, FL 34103	Martinez	Agent Workshop	13	The agent seminar was co-presented with David Thompson with FL Association of Insurance Agents (FAIA) on the FIRA topics for flood insurance. This was the last sponsored seminar with FAIA for 2010. Most of the attendees were members of the FAIA with only one State Farm agent. Besides the standard topics, at the request of one of the agents, we touched on the PRP extension and the grandfather provision due to some upcoming map changes in the area. We spent a bit more time on the elevation certificate to explain lowest floor of elevated buildings with opening and enclosures.

Date	Region	City	State	Venue Name	Venue Address	Trainer	Type	Attend.	Summary
11/30/2010	4	Asheville	NC	Paul Davis Restoration	34A Redmond Dr Fletcher, NC 28732	Graham	Agent Workshop	25	Agents were asked if they had recommended the PRP policy within the last 30 days and only about 10% responded yes. Based on this response there were many questions on the PRP extension and map revisions. Some agents commented on the 2004 mudflows of Hurricane Ivan and the impact of the damage to the greater Asheville area. Many property owners had no flood insurance. Other topics included summary of coverage, basement coverage, and the claims handbook was reviewed to address the claims process and areas where coverage is limited.

1.2 Agent Webinars

Eight Agent webinars were delivered to 450 attendees in November 2010. Below is a report of this training activity.

Date	Region	City	State	Venue Name	Venue Address	Trainer	Type	Attend.	Summary
11/4/2010	0	Open	-	Webinar	-	Dorothy (L), Rich (2)	Agent Webinar	55	One of the participants on the call was Bruce Bender, FEMA Contractor. This seminar focused on the new PRP eligibility extension to be effective on 01/01/2011. We spent about 1.25 hours on the background, rules, case studies, required documentation, and resources of the PRP eligibility extension. We conducted seven polls and asked informal questions to keep the group engaged. At the end, we addressed the questions in the Q&A panel. It was a successful pilot of this topic and evaluation ratings were good. This session was recorded.

Date	Region	City	State	Venue Name	Venue Address	Trainer	Type	Attend.	Summary
11/8/2010	0	Open	-	Webinar	-	Martinez (L), Slevin (2)	Agent Webinar	46	This seminar was the 2nd offering of the new PRP eligibility extension that goes into effect on 01/01/2011. We spent about 1.25 hours on the background, rules, case studies, required documentation, and resources of the PRP eligibility extension. We had full participation in the seven polls, as well as the informal polls. We were able to complete and address all of the questions asked in the Q&A panel. This session was recorded and shared with the participants.
11/9/2010	0	Open	-	Webinar	-	Slevin (L), Martinez (2)	Agent Webinar	62	Questions asked throughout the session primarily dealt with following the timeline for the Two-year PRP eligibility extension. Case studies were employed to target the eligibility periods, as well as the critical nuances of the extension. There was a good cross-section of agents represented from approximately a dozen states, with the largest contingent being from Ohio.

Date	Region	City	State	Venue Name	Venue Address	Trainer	Type	Attend.	Summary
11/10/2010	0	Open	-	Webinar	-	Wood (L), Slevin (2)	Agent Webinar	16	<p>The participants for this webinar included a FEMA HQ DAE located in Florida. The session was devoid of questions and presumably the major issue was understanding the eligibility timeline as posed by the PRP extension. FEMA reservist Barbara Spaulding was one of the attendees at this web conference. She commented following the session:</p> <p>Rich and Sonja: “Many thanks to both of you for an informative and enjoyable session. The webinar was definitely time well spent. It's been hard to get into some of the NFIP classes because they are so popular! Thanks, too, for sending the handouts.”</p> <p>Regards, Barbara</p>

Date	Region	City	State	Venue Name	Venue Address	Trainer	Type	Attend.	Summary
11/15/2010	0	Open	-	Webinar	-	Graham, Slevin	Agent Webinar	16	Although many agents in the immediate area are actively writing flood, there were a number of questions on the LOMA process and the length of time it takes to complete the process. Although it should be 30 to 45 days, one of the agents experienced a nine month wait. In addition, this presentation as submitted by FAIA does not include the PRP extension eligibility. Agents were aware of the changes and specifically requested the information. Melanie Graham reviewed the PRP extension eligibility with agents and responded to subsequent questions.

Date	Region	City	State	Venue Name	Venue Address	Trainer	Type	Attend.	Summary
11/16/2010	0	Open	-	Webinar	-	Slevin, S Wood	Agent Webinar	68	In all, the registrations from this webinar canvassed 28 states with Texas, Michigan, Florida and California having the most registrants. Questions circulated around topics such as insurance-to-value, the definition of flood, contents coverage, and condominiums. The topic of residential condos received the most attention with questions surrounding how the RCBAP and the Dwelling Form work together and what their shortcomings are. Attendees were required to answer four poll questions posed at random times during the 2-hour session in order to receive a certificate. Participation in the polls was very high.
11/17/2010	0	Open	-	Webinar	-	S Wood, Graham	Agent Webinar	57	Clarifications were discussed when attendees sent in chats or Q&A regarding the various PRP X topics, i.e. What is a BFE? Where to locate the Grandfather Rules handouts. Will this apply to a policy assignment?
11/18/2010	0	Open	-	Webinar	-	Slevin, S Wood	Agent Webinar	67	In all, the registrations from this webinar canvassed 28 states with Texas, Michigan, Florida and California having the most registrants. Most of the attendees returned from the 11/16 Part 1 session.

Date	Region	City	State	Venue Name	Venue Address	Trainer	Type	Attend.	Summary
11/19/2010	0	Open	-	Webinar	-	Slevin, Graham	Agent Webinar	63	Most attendees for this webinar were from Texas and California. As in past PRP extension sessions, attendees focused on understanding the eligibility timeline. This group also focused on documentation requirements, the notification process, and on attempting to differentiate grandfathering from the PRP eligibility extension. A number of agents in the group did not have a good grasp on the basics of the grandfather rule and, consequently, the PRP eligibility extension rules confused them.

Agent Workshop and Webinar Training Comparisons

For November 2010, 67% of agent training was delivered via webinar. Webinars comprised 87% of total agent attendees, indicating that webinar sessions were better attended than the face-to-face sessions.

1.3 Lender Workshops

One Lender instructor-led workshop was delivered to 72 attendees in November 2010. Below is a report of this training activity.

Date	Region	City	State	Venue Name	Venue Address	Trainer	Type	Attend.	Summary
11/3/2010	5	Stevens Point	WI	Holiday Inn	Amber Avenue, Stevens Point, WI	Slevin	Lender Workshop	72	This seminar was a part of a 2-day conference that attracted loan processing and loan servicing staff from all over the state of Wisconsin. The primary area of interest during the session was force placement of flood insurance. Attendees agreed that, given the state of the economy, force placement has become a greater concern. Their questions surrounded timing of notices, when to place force placed flood insurance, how to place it and also force placed renewals. Other areas discussed included condominiums, amount of flood insurance required, and flood zone discrepancies.

1.4 Lender Webinars

Four Lender webinars were delivered to 430 attendees in November 2010. Below is a report of this training activity.

Date	Region	City	State	Venue Name	Venue Address	Trainer	Type	Attend.	Summary
11/9/2010	7	Open	-	Webinar	-	Wood (L), Slevin (2)	Lender Webinar	53	The main topics covered were map changes, grandfather rules, PRP extension, and requiring insurance on low value buildings.
11/17/2010	7	Open	-	Webinar	-	S Wood, Graham	Lender Webinar	46	Map changes, grandfather rules, and the PRP extension were discussed with the lenders.
11/2/2010	0	Open	-	Webinar	-	Rich (L), Dorothy (2)	Lender Webinar	162	This group was especially active with questions. The questions did not focus on any particular issue, but spanned a number of topics presented in this introductory session.
11/4/2010	0	Open	-	Webinar	-	Dorothy (L), Rich (2)	Lender Webinar	169	This was another active group with a particular emphasis on force placement and the processes surrounding it. Other popular topics discussed included cross-collateralization, insurable value, and grandfathering.

Lender Workshop and Webinar Training Comparisons

For November 2010, 80% of lender training was delivered via webinar. Webinars comprised 86% of total lender attendees, indicating that webinar sessions were generally better attended than the face-to-face sessions.

2. Outreach

Trainers continued outreach activity during November. Outreach is crucial to the success of our mission—training of adjusters, agents, and lenders on NFIP policy and expectations in the most cost-effective way. It is only through this activity that we have been able to increase class sizes and sponsorship rates during this contract year.

Bill Barton, Delivery Manager continues to use GovDelivery to market training programs. In November, he sent 129,391 workshop bulletins. We have found this to be efficient, low cost method of delivery.

We continue to request mailing lists from state DOIs and industry groups so that we can communicate with our audience.

3. Evaluation Results

The following tables summarize the workshop and webinar cumulative evaluation results for FY11 Core Task.

Workshops

	Content	N	Instructor	N	Facilities	N	Relevance	N	Mat'ls	N	Registration	N
Agent (475)	4.51	98	4.71	98	4.43	98	4.65	98	4.72	98	4.49	98
Lender (142)	4.55	48	4.62	48	4.52	48	4.52	48	4.57	48	4.50	48
Combo (52)	4.04	10	4.58	10	4.21	10	4.07	10	4.37	10	4.2	10

Number in Parenthesis is number of people trained. N=number of people who responded

Webinars

	Content	N	Instructor	N	Technology	N	Relevance	N	Mat'ls	N	Registration	N
Agent (803)	4.45	385	4.57	382	4.51	383	4.50	382	4.46	382	4.58	380
Lender (1064)	4.25	176	4.51	174	4.47	172	4.24	172	4.14	173	4.53	173

Number in Parenthesis is number of people trained. N=number of people who responded

Evaluation results remain strong, with all metrics consistently higher than 4.0 on a 5-point scale.

4. Continuing Education (CE) Renewals and Reporting

During the month of November, CE credit was filed for 24 agents. The breakdown, by state, is as follows:

- North Carolina – 24

The following provider and course filings were also submitted in November:

- Rhode Island – 1 provider renewal and 1 course renewal
- New Jersey – 1 new course application
- Louisiana – 1 course renewal
- Tennessee – 1 provider renewal
- Ohio – 1 provider renewal and 2 course renewals
- Idaho – 1 course renewal
- Kansas – 2 provider renewals and 3 course renewals
- Illinois – 1 provider renewal and 1 course renewal
- Virginia – 2 course renewals

5. Administrative and Personnel Matters

5.1 Personnel Modifications

There were no personnel modifications during this period.

5.2 End User Care

There were 1022 end user inquiries in November, which includes email and phone calls. The call volume maintains at normal call levels.

6. Financials

6.1 Burn Rates

At the end of November, the burn rates stood as follows:

- Overall: 24.80%
- Labor: 24.00%
- Other Direct Costs: 7.82%
- Other Items (Annual Webinar Service Usage Cost): 106.00%

6.2 Earned Value (EV)

The following chart is a representation of the Earned Value for the FY11 Core Task program. The Actual Cost of Work Performed (ACWP) shows as higher than scheduled due to the ongoing course development and master training scheduling efforts. As development work is completed, the ACWP is expected to align with the Budgeted Cost of Work Scheduled (BCWS) or Planned Value (PV). The Budgeted Cost of Work Performed (BCWP) or Earned Value (EV) shows the workshop/webinar and course development are behind schedule. This is due to the Master Training Schedule not being finalized and approved until December 2010. Corrective actions are being taken to bring these activities back on schedule.

