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# NACA NEWS

VOLUME 17, ISSUE 3

[www.nacatadj.org](http://www.nacatadj.org)

SEPTEMBER 2013

## NACA OFFICERS

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[Robert Uhler](#)  
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[John Postava](#)  
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[Shari Britton](#)  
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[Chris Hatcher](#)



## FROM THE PRESIDENT

Greetings as we reach the height of the hurricane season. We are all monitoring the tropics and making sure our catastrophe plans are current.

We are looking forward to a great 2014 NACA Convention in Panama City, Florida. Our Continuing Education Committee, headed by Jennifer Whiteaker-Hevelone, has a fantastic array of courses lined up for us! The continuing education courses include an NFIP Adjuster Workshop at our convention.

The Technology Committee has recommended a redesign and development of a new website. The Board has committed to the new website which should be unveiled in time for our convention.

Everyone needs to take advantage of the early registration for the NACA Convention!

I would like to take some time in this newsletter to reflect on issues affecting not only our industry, but most industries concerning communication with an emphasis on civility.

Our quest is to communicate with others both effectively and professionally, but also to convey our message with civility. Civility is about more than just politeness, although politeness is a necessary step. It is about disagreeing without disrespect, seeking common ground as a starting point for dialogue about differences. It is about listening. Listening past one's preconceived ideas. We have to assume good faith of the parties involved. We need to be respectful of all viewpoints. We need to communicate effectively and professionally with civility and respect.

We look forward to seeing everyone at NACA's 2014 Annual Convention in Panama City Florida.

Thank you and kind regards.

Robert Uhler  
 2013 President

[ruhler@eberls.com](mailto:ruhler@eberls.com)

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**Prepare to set sail  
January 12-16, 2014  
to attend the  
38th Annual  
NACA Convention  
Edgewater Beach & Golf  
Resort  
Panama City Beach, FL**

**George Roorda, 1941-2013**

George Roorda went to be with his Lord and Savior, Jesus Christ at the age of 72 on August 17th, 2013 after a journey with colon cancer. He was at home with his family when he passed. George was born in the Netherlands, the youngest of four children. He immigrated to Canada with his family in 1950. He attended Calvin College in Grand Rapids, Michigan where he met his wife Diane. Together they immigrated to the USA after college.

George was a career insurance adjuster, mainly doing catastrophe work which allowed him to travel to many parts of the country. Diane joined him when their four children were grown, and they enjoyed working and traveling together. George had been an active member of NACA since 1981. He was a Past President and Life Member and continued to serve on committees. He and Diane attended many NACA conventions over the years. While in Tallahassee he was a man of all trades, enjoying home building and repairs, and helping out in the community. He was talented in so many areas, and earned the slogan, "Let George do it!!".

George was actively involved at Wildwood Presbyterian Church and was an encourager, lifting many people's spirits with his hugs and bright smile. He had a genuine heart for people, and always had time to help. His steady, unwavering faith was a witness to those around him, through his calm and patient approach to life. He was a man of his word.

George is survived by his wife of 48 years, Diane; son Anthony (wife Sally Jo); son Daniel; daughter Cheryl (husband Zachary Smith); son Douglas (wife Hannah); grandchildren Mark, Hope, Noelle, Michael, Eureka, Ashley, Maggie, Zephyr, Tucker, and Jillian; sisters Marianne and Jill and brother Andy and many nieces and nephews. He is predeceased by his parents John and Elizabeth Roorda.

A memorial service was held at Wildwood Presbyterian Church (100 Ox Bottom Road) at 10:30 am, Wed, August 21. A private burial will be held at Roselawn Cemetery. In lieu of flowers, contributions can be made to Wildwood Presbyterian Church or Big Bend Hospice.



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Ahoy Matey!  
Set Your Sails, we're  
"GOING FOR THE GOLD"  
At Our 38th Annual Convention

January 12-16, 2014  
Edgewater Geach & Golf Resort

Chair- Chris Hatcher  
Colleen Britton  
Brian Richey  
Greg Sherlock  
Kevin Smith

2014 Trade Show:  
 Co-Chairs - Colleen Britton  
 and Jon Joyce  
Denise Norton

2014 Golf Tournament:  
 Chair - Tony Slee  
Woody Britton  
John Postava

Continuing Education:  
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Hevelone  
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Panama City Beach, FL

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## NACA 2014 EDUCATIONAL SESSIONS TO INCLUDE NFIP ADJUSTER WORKSHOP

The 2014 NACA CE Committee is very excited about the educational line up we have in store for the 2014 convention! The committee carefully reviewed the feedback provided by the 2013 convention attendees and scheduled presentations accordingly. To name a few, participants will be able to choose from such classes as Window Damage Assessment, Commercial Estimating, Business Interruption - Catastrophe Losses and many more... All of these great class ideas were direct suggestions by NACA members!

We are very pleased to announce that we will be able to offer an NFIP Adjuster Workshop

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**THESE  
VENDORS HAVE  
REGISTERED TO  
PARTICIPATE IN THE  
2014 NACA VENDOR  
SHOW IN  
PANAMA CITY BEACH**

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CATASTROPHE**

**VALE TRAINING  
SOLUTIONS**

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**WELCOME NEW  
NACA MEMBERS**

Welcome to our newest NACA members, who have been approved since our last newsletter:

General Members:  
**Randy Allgood**  
**Jerry Burt**  
**Robert Outland**

at the convention (presented by Jennifer Whiteaker-Hevelone, Eberl Claims Service). Claims adjusters wishing to maintain their NFIP certification, or apply for an NFIP certification, must attend a claims presentation every year. Attending this presentation will make you eligible to renew or obtain your NFIP certification providing you meet the minimum requirements as mandated by the NFIP. For questions regarding the NFIP's adjuster certification, please visit their web site at: <http://www.fema.gov/national-flood-insurance-program/adjuster-participation-national-flood-insurance-program>. In addition to the NFIP Adjuster Workshop, we were able to schedule a senior flood claims manager to present an all-day session on Practical Flood Claims Handling - this session will go way beyond the workshop with practical training on how to adjust flood losses.

In closing, the CE Committee would like to thank all of the members who provided educational feedback - your feedback played a key role in choosing the 2014 classes. We hope to see each and every one of you in Florida!

Jennifer L. Whiteaker-Hevelone  
NACA CE Committee Chair

Click [here](#) for the full 2014 NACA Education Schedule and Instructor Bios

**Jim Reichle**  
**Alison Van Gorp**

Associate Members:  
**Derek Morgan**

Apprentice Members:  
**Dan Hall**

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**Windows 8 Touchscreen Tablet/PCs Bring Unmatched Speed and Mobility to Estimating in the Field**

by Steve Van Pelt



Software companies are perpetually playing catch up with technology, but in the case of the Windows 8 touch screen, it seems technology has finally caught up with Simsol.

Simsol has never used complicating codes or abbreviations to select repair scope items for estimates. Rather, when the software was developed in the mid-1980s by an adjuster it was with efficiency in mind, and he created the Simsol Virtual Scope Screen method where all items are organized in plain English with a string of ten buttons to press to select the scopes.

While this always has been the most efficient software method to prepare estimates accurately, the new Windows 8 touchscreen platform brings this to the next level, as you can now simply touch the screen to select your scope items.

**Mobile Solutions: The New Tablet/PCs**

With Windows 8, touchscreen abilities were included to enable the development of Tablet/PCs, tablet devices, with all the same versatility as regular tablets, but with full PC functions, allowing users to install any Windows-based software. These devices have two modes -desktop and tablet, and the ability to interchange between the two with just a swipe of the finger across the screen.

Simsol software has been optimized to work seamlessly with all touch screen functions, making it the perfect fit for field estimating. No other combination of device or software will give you more speed and accuracy in the field than Simsol.

Simsol also developed its own custom touch-screen keyboard to work with its software to make entering text information easier than any other tablet keyboard function.

**No Laboring for a Sketch in the Field**

Since Simsol was founded on the principle that an estimate should be based on actual measurements rather than an estimator's architectural sketching abilities, Simsol on a tablet allows users to begin scoping as soon as you begin measuring.

When the estimate is complete, Simsol's touchscreen sketch tool allows you to draw an exact sketch, to any desired level of detail, in a fraction of the time of competitive software. The touchscreen functions allow you to move the sketch, resize and draw with your fingers and stylus. It's the closest experience to drawing with a pencil and pad you will find.



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Who we are: Jackson Adjustment Company is a flood insurance adjusting company. You may have seen us at the recent NFIP convention in Anaheim, CA.

What we need: NFIP Certified Flood Adjusters – please make sure you know how to adjust a flood claim – wind, auto, liability adjusters need not apply. Simsol software experience is required, as we use Simsol exclusively. It just works better.

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EARLY REGISTRATION AND RAFFLE EXTENDED TO NOVEMBER  
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- 6 Month unlimited access to the Top Adjuster Training library
- One week of Vale Training Solutions tuition

EARLY REGISTRATION RAFFLE FORM

More prizes may be added. All raffle prizes will be drawn and awarded at the NACA Business Meeting on Wednesday, January 15, 2014. You must be present to win. Contact Lori Ringo with questions regarding any of the prizes listed.

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## MENTORING PROGRAM

### Woody Britton, AIC

The Executive Board has made changes to the Mentoring Program this year. The program in the past allowed any new adjuster to sign up on our web site and connect with an experienced member looking for assistance. The mentor list became unmanageable due to the high number of new adjusters looking for assistance. The Board decided to require all adjusters registered on the site to become a NACA member. The board felt that the requirement would benefit the members as well as the adjusters on the list looking for help in getting their feet wet in the adjusting business.

The goal of the program is to align new adjusters looking for on the job training with an experienced adjuster that may need assistance on storm site handing their claim volume. The program has had success matching adjusters together, Shari and I have used people off the list in the past and it has been successful for us. I think the changes will benefit

both the mentor and the trainee. We now have a list that is manageable and shows the dedication of the trainees as they are NACA members.

I would recommend that veterans review the list and see if any of the folks live in your area. Perhaps you can talk to them and prepare for the season ahead of the need. We all had a helping hand in this business and it benefits all of us to offer assistance to the newer adjusters. The assistance they can offer in return can be a huge benefit if you need extra help.

If you would like to review the members on the mentor list, please contact [Lori Ringo](#).

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