

Labor Market Analysis: 0512.00 - Insurance

Insurance Professional I – Certificate requiring 8 to fewer than 16 semester units

Los Angeles Center of Excellence, December 2024

Program Endorsement:	Endorsed: All Criteria Met	<input checked="" type="checkbox"/>	Endorsed: Some Criteria Met	<input type="checkbox"/>	Not Endorsed	<input type="checkbox"/>	
Program Endorsement Criteria							
Supply Gap:	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>			
Living Wage: (Entry-Level, 25 th)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>			
Education:	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>			
Emerging Occupation(s)							
Yes			<input type="checkbox"/>	No			<input checked="" type="checkbox"/>

SUMMARY

This report analyzes whether local labor market demand is being met by community college programs aligned with the identified middle-skill occupations¹ or whether a shortage of workers exists. Labor market demand is measured by annual job openings while education supply is measured by the number of awards (degrees and certificates) conferred on average each year.

Based on the available data, there appears to be a supply gap for the three identified middle-skill occupations in the region. Furthermore, entry-level wages exceed the self-sufficiency standard wage in both Los Angeles and Orange counties, and more than one-third of current workers in the field have completed some college or an associate degree as their highest level of education.

Recommendation: Due to all three program endorsement criteria being met, the Los Angeles Center of Excellence for Labor Market Research (LACOE) endorses this proposed program.

Key Findings

Supply Gap

- 3,060 annual job openings are projected in the region through 2027. This number is substantially greater than the three-year average of 15 awards conferred by educational institutions in the region.

¹ Middle-skill occupations typically require some postsecondary education, but less than a bachelor's degree. The COE classifies middle-skill jobs as the following:

- All occupations that require an educational requirement of some college, associate degree or apprenticeship;
- All occupations that require a bachelor's degree, but also have more than one-third of their existing labor force with an educational attainment of some college or associate degree; or
- All occupations that require a high school diploma or equivalent or no formal education, but also require short- to long-term on-the-job training where multiple community colleges have existing programs.

Living Wage

- Two of three occupations have entry-level wages **above** Los Angeles County's self-sufficiency standard hourly wage (\$24.03/hour).²

Educational Attainment

- 99% of the annual job openings typically require a high school diploma or equivalent for these middle-skill occupations related to insurance in the LA/OC region.
- 35%-36% of workers in the field have completed some college or an associate degree, according to national educational attainment data.

Community college supply

- 4 community colleges issued awards related to insurance in the greater LA/OC region.
- 15 awards (degrees and certificates) were conferred on average each year between 2019 and 2022.

Other postsecondary supply

- Currently, there are no other postsecondary institutions in the greater LA/OC region that have conferred subbaccalaureate awards for insurance-focused programs in the past three years.

TARGET OCCUPATIONS

LA COE prepared this report to provide regional labor market and postsecondary supply data related to three middle-skill occupations. [For full occupation descriptions, please see Appendix.](#)

- **Claims Adjusters, Examiners, and Investigators (13-1031)**³
- **Insurance Appraisers, Auto Damage (13-1032)**⁴
- **Insurance Sales Agents (41-3021)**⁵

OCCUPATIONAL DEMAND

Exhibit 1 shows the five-year occupational demand projections for these middle-skill insurance occupations. In the greater Los Angeles/Orange County region, the number of jobs related to these occupations is projected to decrease by 1% through 2027. However, there will be more than 3,000 job openings per year through 2027 due to retirements and workers leaving the field. The majority of jobs in 2022 for these middle-skill insurance occupations (66%) were located in Los Angeles County.

² Center for Women's Welfare, University of Washington. (2024). *The self-sufficiency standard for California 2024*. <http://selfsufficiencystandard.org/California>.

³ [Claims Adjusters, Appraisers, Examiners, and Investigators \(bls.gov\)](#)

⁴ [Ibid.](#)

⁵ [Insurance Sales Agents \(bls.gov\)](#)

Exhibit 1: Current employment and occupational demand, Los Angeles and Orange counties⁶

Geography	2022 Jobs	2027 Jobs	2022-2027 Change	2022-2027 % Change	Annual Openings
Los Angeles	24,962	24,919	(42)	(0%)	2,057
Orange	12,581	12,080	(501)	(4%)	1,003
Total	37,542	36,999	(543)	(1%)	3,060

Detailed Occupation Data

Exhibit 2 displays the current employment and projected occupational demand for each of the target occupations in Los Angeles County. The percentage of workers aged 55+ workers is included in order visualize upcoming replacement demand for these occupations.

Exhibit 2: Current employment, projected occupational demand, percentage of workers aged 55+, Los Angeles County⁷

Occupation	2022 Jobs	2027 Jobs	5-Yr Change	5-Yr % Change	Annual Openings	% Aged 55 and older*
Claims Adjusters, Examiners, and Investigators	6,051	5,498	(553)	(9%)	397	25%
Insurance Appraisers, Auto Damage	141	131	(10)	(7%)	9	20%
Insurance Sales Agents	18,770	19,290	520	3%	1,651	36%
Total	24,962	24,919	(42)	(0%)	2,057	-

*The average percentage of workers aged 55 and older across all occupations in the greater LA/OC region is 27%. Insurance sales agents have a larger share of older workers, which typically indicates greater replacement needs to offset the amount of impending retirements.

WAGES

The labor market endorsement in this report considers the entry-level hourly wages for these middle-skill insurance occupations in Los Angeles County as they relate to the county's self-sufficiency standard wage. Orange County wages are included below in order to provide a complete analysis of the greater Los Angeles/Orange County region.

Los Angeles County

Two of the three target occupations have entry-level wages above the self-sufficiency standard wage for one adult (\$24.03 in Los Angeles County). Typical entry-level hourly wages are in a range between \$22.32 and \$29.94. (Exhibit 3). Experienced workers can expect to earn wages between \$39.99 and \$49.13.

⁶ Five-year change represents new job additions to the workforce. Annual openings include new jobs and replacement jobs that result from retirements and separations.

⁷ Ibid.

Exhibit 3: Earnings for occupations in Los Angeles County

Occupation	Entry-Level Hourly Earnings (25 th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75 th Percentile)	Median Annual Earnings*
Claims Adjusters, Examiners, and Investigators	\$29.94	\$39.27	\$45.78	\$81,700
Insurance Appraisers, Auto Damage	\$24.40	\$32.53	\$39.99	\$67,700
Insurance Sales Agents	\$22.32	\$31.59	\$49.13	\$65,700

*Rounded to the nearest \$100

Orange County

One of the three target occupations have entry-level wages above the self-sufficiency standard wage for one adult (\$27.13 in Orange County). Typical entry-level hourly wages are in a range between \$23.06 and \$29.04 (Exhibit 4). Experienced workers can expect to earn wages between \$38.54 and \$50.12.

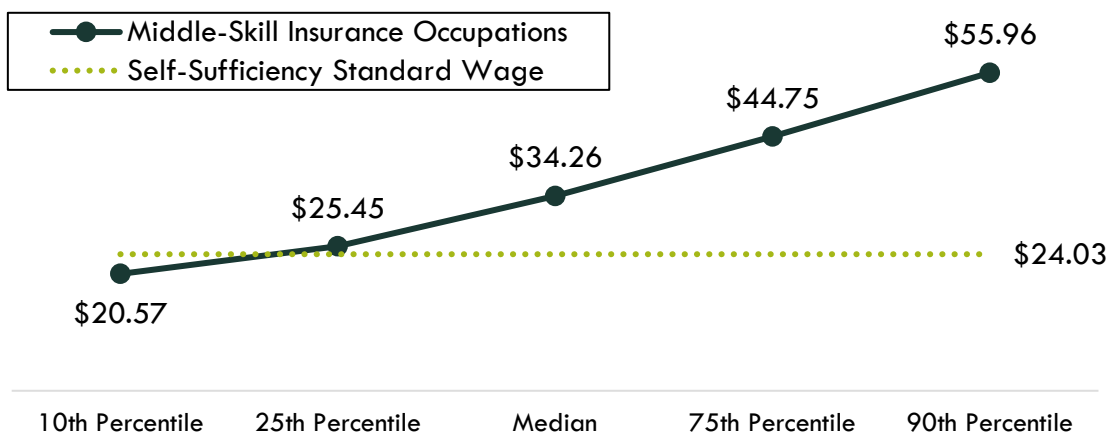
Exhibit 4: Earnings for occupations in Orange County

Occupation	Entry-Level Hourly Earnings (25 th Percentile)	Median Hourly Earnings	Experienced Hourly Earnings (75 th Percentile)	Median Annual Earnings*
Claims Adjusters, Examiners, and Investigators	\$29.04	\$38.02	\$44.29	\$79,100
Insurance Appraisers, Auto Damage	\$23.64	\$31.53	\$38.54	\$65,600
Insurance Sales Agents	\$23.06	\$32.38	\$50.12	\$67,300

*Rounded to the nearest \$100

Across the greater Los Angeles and Orange County region, the average entry-level hourly earnings for the occupations in this report are \$25.45; this is above the living wage for one single adult in Los Angeles County (\$24.03). Exhibit 5 shows the average hourly wage for the occupations in this report, for entry-level to experienced workers.

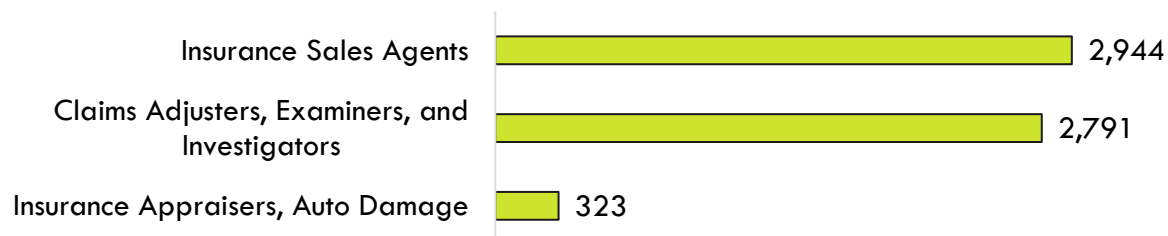
Exhibit 5: Average hourly earnings for middle-skill insurance occupations, Los Angeles and Orange counties



JOB POSTINGS

There were 6,058 online job postings related to middle-skill insurance occupations listed in the past 12 months in Los Angeles and Orange counties. Exhibit 6 displays the number of job postings by occupation. The majority of job postings (49%) were for insurance sales agents, followed by claims adjusters, examiners, and investigators (46%) and insurance appraisers, auto damage (5%).

Exhibit 6: Job postings by occupation (last 12 months), Los Angeles and Orange counties



Job postings were analyzed for the most common job titles, skills, and employers associated with the target occupations in this report (Exhibit 7).

Exhibit 7: Most commonly requested job titles, skills and employers in job postings, Los Angeles and Orange counties

Top Job Titles	Top Skills	Top Employers
<ul style="list-style-type: none"> • Insurance agents • Claims examiners • Life insurance agents • Insurance claims adjusters • Workers' compensation claims examiners 	<ul style="list-style-type: none"> • Workers' compensation • Claims processing • Marketing • Insurance sales • Sales prospecting • Selling techniques 	<ul style="list-style-type: none"> • State Farm • Sedgewick Claims Management Services • Milehigh Adjusters • Viewpoint Financial • Farmers Insurance

In the greater Los Angeles/Orange County region, 37% of the middle-skill insurance job postings listed a minimum educational requirement. The number and percentage of job postings by educational level appear in exhibit 8.

Exhibit 8: Education levels requested in job postings for occupations related to middle-skill insurance occupations, Los Angeles and Orange counties

Education Level	Job Postings	% of Job Postings
Bachelor's degree	984	44%
Associate degree	180	8%
High school diploma or vocational training	1,063	48%

EDUCATIONAL ATTAINMENT

In the greater Los Angeles/Orange County region, the majority of annual job openings (99%) typically require high school diploma or equivalent (Exhibit 9). However, the national-level data indicates between 35% and 36% of workers in the field have completed some college or an associate degree as their highest level of educational attainment. The Bureau of Labor Statistics (BLS) lists the following typical entry-level education levels for the occupations in this report:

Exhibit 9: Entry-level education preferred by employers nationally, Bureau of Labor Statistics

Occupation	Education Level
Insurance Appraisers, Auto Damage	Postsecondary non-degree award
Claims Adjusters, Examiners, and Investigators	High school diploma or equivalent
Insurance Sales Agents	High school diploma or equivalent

EDUCATIONAL SUPPLY

Community College Supply

Exhibit 10 shows the annual and three-year average number of awards conferred by community colleges in the related TOP code: Insurance (0512.00). The colleges with the most completions in the region are LA Valley, Glendale, and LA Pierce. Currently, there are no other postsecondary institutions in the greater LA/OC region that have conferred subbaccalaureate awards for insurance-focused programs in the past three years.

Exhibit 10: Regional community college awards (certificates and degrees), 2019-2022

TOP Code	Program	College	2019-20 Awards	2020-21 Awards	2021-22 Awards	3-Year Average
0512.00	Insurance	Glendale	4	3	1	3
		LA Pierce	4	1	2	2
		LA Valley	-	14	13	9
		Santa Monica	1	-	1	1
		LA Subtotal	9	18	17	15
Supply Total/Average			9	18	17	15

APPENDIX: OCCUPATION DESCRIPTIONS

LA COE prepared this report to provide regional labor market supply and demand data related to these target occupations:

- **Claims Adjusters, Examiners, and Investigators (13-1031)** Review settled claims to determine that payments and settlements are made in accordance with company practices and procedures. Confer with legal counsel on claims requiring litigation. May also settle insurance claims.⁸
- **Insurance Appraisers, Auto Damage (13-1032)** Appraise automobile or other vehicle damage to determine repair costs for insurance claim settlement. Prepare insurance forms to indicate repair cost or cost estimates and recommendations. May seek agreement with automotive repair shop on repair costs.⁹
- **Insurance Sales Agents (41-3021)** Sell life, property, casualty, health, automotive, or other types of insurance. May refer clients to independent brokers, work as an independent broker, or be employed by an insurance company.¹⁰

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DATA SOURCES

- O*NET Online
- Lightcast (formerly Emsi)
- Bureau of Labor Statistics (BLS)
- California Employment Development Department, Labor Market Information Division, OES
- California Community Colleges Chancellor's Office Management Information Systems (MIS)
- Self-Sufficiency Standard at the Center for Women's Welfare, University of Washington
- Chancellor's Office Curriculum Inventory (COCI 2.0)

Important Disclaimer: All representations included in this report have been produced from primary research and/or secondary review of publicly and/or privately available data and/or research reports. Efforts have been made to qualify and validate the accuracy of the data and the reported findings; however, neither the Centers of Excellence, COE host District, nor California Community Colleges Chancellor's Office are responsible for applications or decisions made by recipient community colleges or their representatives based upon components or recommendations contained in this study.

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⁸ [Claims Adjusters, Appraisers, Examiners, and Investigators \(bls.gov\)](#)

⁹ [Ibid.](#)

¹⁰ [Insurance Sales Agents \(bls.gov\)](#)