

School District of DeSoto
School Board Action
January 13, 2026
APPROVED

Original

SCHOOL DISTRICT OF DESOTO COUNTY

2223-0021 RFP
EMERGENCY MANAGEMENT



Bethany Duarte, CEO/President
(954) 817-7441
BDuarte@Synergy-DR.com
www.synergy-dr.com

EXECUTIVE SUMMARY	1
QUALIFICATIONS	2
Insurance Managed Repair Program (IMRP)	3
Best Practices when managing FEMA Reimbursement and IMRP:	3
Past Performances	5
PROJECT APPROACH	12
Public Assistance Process Phases	13
Phase 1: Preparedness	14
Phase 2: Pre-Obligation (Grant Formulation)	14
Phase 3: Post-Obligation (Grant Management)	16
Other Long-Term Recovery Support	19
Hazard Mitigation (404/406)	20
Program Management & Administrative Plan	20
Quality Assurance/Quality Control (QA/QC)	21
Synergy's PA Playbook	21
Florida Recovery Obligation Calculation (F-ROC)	22
Monitoring the Monitor™	22
Synergy Team	24
Organizational Chart	25
Resumes:	26
APPENDIX - FORMS	28
APPENDIX - FEE RATE SCHEDULE	29
APPENDIX – RESUMES	30

EXECUTIVE SUMMARY

The School District of DeSoto County is no stranger when it comes to recovering from Hurricanes. Since 2022, the district has had to deal with two major disaster declarations, Hurricanes Ian and Milton. Navigating the FEMA Public Assistance Process while taking full advantage of your insurance-managed repair program, FSBIT, can be daunting. Thankfully, Synergy Disaster Recovery has been your partner every step of the way.

Here's why you should consider us as your disaster recovery consultant of choice:

We know you. Over the past three years, we have been working with your leadership to develop a recovery program tailored to you. Having worked with several other Florida school districts that also use FSBIT, we have developed lessons learned and best practices to apply to your next disaster to maximize and expedite your recovery.

- ✓ 2 Federally Declared disasters managed in just 3 years
- ✓ Over 63 Insurance assets claimed during that period
- ✓ Over \$25M in recovery, either through FEMA or FSBIT
- ✓ Oversee the formulation of projects for 12 campuses

Know how to maximize your Insurance Managed Repair Program (IMRP) and FEMA

Reimbursement. IMRP can be highly beneficial when managed correctly, but it requires disciplined project formulation, early coordination with FEMA, and careful deductible and O&M strategy. Treating IMRP work as standard insurance recovery—while independently preserving FEMA eligibility—is essential to maximizing financial recovery and minimizing long-term risk.

You can count on us for expedited recovery and closeout. We deliver results quickly, and our projects hold up through closeout and audits, as evidenced by the fact that all our projects for both disasters, Hurricane Ian and Milton, have been submitted to FDEM for closeout.

Thank you for this opportunity to present our qualifications for this proposed work. We look forward to your favorable selection.

Sincerely,

SYNERGY DISASTER RECOVERY, LLC



Bethany Duarte, President/CEO
BDuarte@Synergy-dr.com
(954) 817-7441
2730 Bristlecone Ct
Lafayette, CO 80026

QUALIFICATIONS

Synergy specializes in innovative disaster recovery solutions that provide essential resources to state and local applicants to prepare for and recover from disasters. We are a woman-owned, Emergency Management consulting firm with an office in Tallahassee, FL, with a focus on FEMA Public Assistance (PA); FEMA Hazard Mitigation Grant Program (HMGP); Federal Highway Administration Emergency Relief (FHWA-ER) Program; Community Development Block Grant Disaster Recovery and Mitigation (CDBG-DR and CDBG-MIT); USDA grants, Natural Resources Conservation Service Emergency Watershed Protection (NRCS EWP) Program, and other disaster planning and recovery related grants.



CAPABILITIES & EXPERTISE

	Programmatic Policy Expertise		Benefit Cost Analysis (BCA)		Government finance & accounting
	Purchasing regulations & strategies		GIS/Mapping tools & expertise		2 CFR Part 200 compliance
	Project & grant management tools/systems		Data management and analysis		Document management & automation
	Insurance policies & claims		Reporting and data visualization		Program & project management
	Construction Management		Damage assessments		Engineering & technical expertise
	Environmental regulation		Advanced debris management capabilities		Training & Education

Synergy's ethos is **"Setting the Standard in Disaster Recovery"**. Our firm's staff has consistently been recognized throughout the industry as strategic leaders and innovative thinkers. We pride ourselves on treating every disaster relief effort as the unique situation that it is. The team constantly seeks to deploy creative solutions to optimize the outcome of each project. You can expect clear, consistent communication from a staff that values relationships and exceptional customer care.



Insurance Managed Repair Program (IMRP)

The School District of DeSoto County is part of the **Florida School Boards Insurance Trusts (FSBIT)**, which offers the *Emergency AdvantageSM Program* – an insurance-managed repair program that facilitates rapid recovery after a disaster. Although this program has many benefits, it can pose some challenges for FEMA Reimbursement.

Since Hurricane Ian, Synergy has been working with several school districts participating in the FSBIT program to develop an optimal recovery strategy that depends on event severity and the number of damaged assets that exceed insurance deductibles. As a result, we have developed several Best Practices to assist the School District of DeSoto County in recovering from its next federally declared event.

Best Practices when managing FEMA Reimbursement and IMRP:

- **Treat IMRP projects like any other project:** Conduct independent damage assessments and develop optimized scopes of work regardless of insurance involvement.
- **Maintain separation of roles:** Insurance contractors and adjusters should be managed as third parties, not extensions of the Applicant's or consultant's FEMA role.

- **Recognize eligibility differences:** Insurance eligibility and FEMA PA eligibility are distinct and require separate analysis, documentation, and justification.

As a result of these best practices, we have developed a Project Formulation and PW Strategy that takes into account key strategic considerations, including:

Key Strategic Considerations when formulating IMRP projects:

- ✓ Prepare your own independent damage assessments, even when insurance reports exist.
- ✓ Conduct FEMA site inspections early and identify work-to-be-completed PWs, especially advantageous for small projects, enabling faster project formulation and obligation.
- ✓ Group projects strategically, this is critical for expeditious FEMA obligation.
- ✓ Maximize deductible reimbursements by allocating deductible costs to Cat A- Debris, and Cat B - Emergency Repairs projects when feasible
- ✓ Evaluate Operations & Maintenance (O&M) thresholds. If O&M requirements exceed repair costs, FEMA reimbursement may not be warranted.
- ✓ Reduce O&M impacts by limiting FEMA scope to essential eligible elements.

Past Performances

With expertise in disaster-related grant management, Synergy has been critical to helping clients achieve their goals and objectives more cost-effectively and on time, **resulting in millions of dollars saved.**

We are proud of the work we have performed as well as the relationships we have created, and encourage you to reach out to any of the client references listed below for a testament to our work.

Client	Projects	Disaster Declaration(s)	Contacts
City of Santa FE, NM	HMGP		Kyle Morgan, Interim Director 505.629.2539 klmorgan@santafenm.gov
Marion County, MS	March 2025 Tornado	DR4874	Elisha Moree Marion County Chancery Clerk 250 Broad Street Columbia, MS 39429 Phone: 601.736.2691 Email: elisha@marioncountymms.gov
Dept of Homeland Security and Emergency Management (DHSEM), CO	2021 Marshall Fire Debris	DR4634	Michael Haney, Director, Office of Grants Management 303.594.0572 Michael.Haney@state.co.us
	2020 COVID-19 Public Assistance	DR4498	
	After Action Report Public Assistance		
	2013 Floods Closeout Public Assistance	DR4145	
	State Hazard Mitigation Plan		Mark Thompson, State Hazard Mitigation Officer 720.852.6600 markw.thompson@state.co.us
Larimer County, CO	2021 Black Hollow Flood Recovery		Lori Hodges, Director of EM 970.498.7147 hodgeslr@larimer.org
	2024 Alexander Mt. Fire Recovery		
	2021 Cameron Peak Fire (PA) / Debris	DR4581	
	2021 Cameron Peak Fire Threat Assessment		
	2021 Cameron Peak NRCS EWP	DR4581	
	2020 COVID-19 / LTR Plan	DR4498	
Dept. of Homeland Security and	2025 Updated HMP		Jeremy Klass, Ph.D., State Hazard Mitigation Officer Jeremy.Klass@dhsem.nm.gov 505.479.0170

Emergency Management (DHSEM), NM	HMGP, BRIC, PDM Grant Mgmt.		
City of Jacksonville, FL	2024 Hurricane Helene / Debby - Debris	DR4828, DR4806	Rose Nettles, Public Works Administration Manager 904.255.8728 rnettles@coj.net
	2017 Hurricane Irma HMGP / Resiliency		
	2025 Hurricane Milton HMGP applications	DR 4834	
State of Wyoming HMP	5 Regional State HMP Plans (2020-2025)		Jeff Brislawn, Vice President WSP jeff.brislawn@wsp.com 303.704.5506
Gilchrist County, FL	2023 Hurricane Idalia (PA) / Debris	DR4734	Ralph Smith, Emergency Management Director 352.317.1076 rsmith@gcfr.org
	HMGP -Irma (PA) / Debris	DR4337	
	2024 Hurricane Debby (PA) / Debris	DR4806	
	2024 Hurricane Helene (PA) / Debris	DR4828	
	HMGP - Helene		
Taylor County School District, FL	2024 Hurricane Helene Public Assistance	DR4828	Shanna Dodimead, Benefits Coordinator 850.838.2500 Shanna.Dodimead@taylor.k12.fl.us
	2023 Hurricane Idalia Public Assistance	DR4734	
Madison County School District, FL	2023 Hurricane Idalia Public Assistance	DR4734	Karen Pickles, PhD, Superintendent 850.973.1530 kaen.pickles@mcsbfl.us
	HMGP Idalia	DR4806	
	2024 Hurricane Debby Construction Mgmt. / (PA)	DR4806	
	2024 Hurricane Helene Construction Mgmt. / (PA)	DR4828	
DeSoto County School District, FL	2022 Hurricane Ian Public Assistance	DR4834	Rosa Vargas, Director of Finance 863.494.4222 rosa.vargas@desotoschools.com
	HMGP - Ian Public Assistance		
	2024 Hurricane Milton Public Assistance	DR4673	
Charlotte County Public Schools, FL	2022 Hurricane Ian Public Assistance	DR4673	Marcus Allen, Chief Financial Officer 941.255.0808 marcus.allen@yourcharlotteschools.net
	HMGP - Idalia		
	2024 Hurricane Milton Public Assistance	DR4834	
Florida Dept. of Transportation (FDOT)	2024 Hurricane Milton Debris	DR4834	Kevin D. Rogers D2 District Construction Services Manager 386.961.7416 Kevin.rogers@dot.state.fl.us
	2024 Hurricane Helene Debris	DR4828	
	2024 Hurricane Debby Debris	DR4806	
	2023 Hurricane Idalia Debris	DR4734	

Columbia County, GA	2024 Hurricane Helene	DR4830	Shawn Granato, Emergency Management Director 706.312.7229 SGranato@columbiacountyga.gov
Boulder County, CO	2021 Marshall Fire PA/ Debris	DR4634	Ryan Airey, Sr. Program Coordinator 303.413.7080 rairey@bouldercounty.ov
	2013 Flood Public Assistance Closeout Support	DR4145	Emily Beam, Financial Systems Comptroller 303.441.1013 ebeam@bouldercounty.gov
	Wildfire Partners Marketing Support - 2024		Abby Silver, Wildfire Team Outreach Coordinator 720.465.2641 asilver@bouldercounty.gov
	ARPA Closeout Support - 2024-current		Ramona Farineau, Chief Financial Officer 303.441.3499 rfarineau@bouldercounty.gov
	HMP Update 2025-26		Ryan Airey, Sr. Program Coordinator 303.413.7080 rairey@bouldercounty.ov
Columbia County, FL	HMGP		Shayne Morgan, Emergency Management Director 386.758.1383 Shayne_morgan@columbiacountyfla.com
	2024 Hurricane Helene - PA / Debris	DR4828	
	2024 Hurricane Debby - PA / Debris	DR4806	
	2023 Hurricane Idalia -PA / Debris	DR4734	
	2022 Hurricane Ian - EOC Support	DR4673	
Lafayette County School District, FL	2023 Hurricane Idalia Public Assistance	DR4734	Gerald Powers, Director of Safe Schools/Mental Health 386.294.2889 gpowers@lcsbmail.net
County of Maui, HI	2023 Hawaii Fires Public Assistance	DR4724	John Stufflebean, Director of Department of Water Supply 808.270.7816 John.Stufflebean@co.maui.hi.us
Florida Division of Emergency Management (FDEM)	2022 Hurricane Ian Public Assistance		Samantha Rummo, Sr. Associate 212.758.9700 srummo@kpmg.com
	FROC		
City of Foley, AL	2020 Hurricane Sally Public Assistance	DR4563	Rachel Keith, EMA Director 251.970.2418 rkeith@cityoffoley.org
	2023 BRIC Application		
	HMGP Application - Fire Station		

Bay Minette, AL	2020 Hurricane Sally Public Assistance	DR4563	Tammy Smith, CPA, City Administrator/Finance Director 251.580.1692 TSmith@ci.bay-minette.al.us
Oregon Dept. of Transportation (ODOT), OR	2020 Wildfires Debris	DR4562	Joe Squire, EMA Director 503.986.3123 Joe.Squire@odot.state.or.us
Kentucky Emergency Management Agency (KYEM), KY	5+ Declarations FEMA Public Assistance / EOC	DR4428, DR4540, DR4595, DR4592, DR4663, DR4540	Jessica Mitchell, Recovery Branch Manager 502.607.5762 Jessica.a.mitchell36.nfg@mail.mil
	2020 COVID-19 Public Assistance	DR4497	
Bay County, FL	2018 Hurricane Michael Public Assistance / Debris	DR4399	Joel Schubert, Deputy County Manager 850.248.8140 jschubert@baycountyfl.gov
Bay County TPO, FL	2018 Hurricane Michael Public Assistance / FHWA	DR4399	



**CHARLOTTE COUNTY PUBLIC
 SCHOOLS, FL**
 DR-4673
 2022 - Present



SERVICES PROVIDED:

- Damage Assessments
- FEMA Public Assistance
- HMGP Application
- Documentation Validation
- Training
- IMRP Technical Assistance
- Insurance Reconciliations

REFERENCE:

Marcus Allen
 Chief Financial Officer
 1445 Education Way
 Port Charlotte, FL 33948
 Phone: 941.255.0808
 Email: marcus.allen@
 yourcharlotteschools.net

**HURRICANE IAN – GRANT OVERSIGHT, COMPLIANCE,
 & EXPERTISE**

In the wake of the most destructive event to strike Charlotte County since Hurricane Charley in 2004, Charlotte County Public Schools engaged Synergy Disaster Recovery to provide grant management services for nearly \$200 million in damages.

Through the innovative Insurance Managed Repair Program (IMRP) under FEMA Public Assistance, Synergy coordinated the administration of millions of dollars in FEMA-eligible funds, setting a new standard for how the State of Florida and FEMA executes projects under this program.

Beyond compliance and coordination, Synergy also secured additional funding that reduced the district’s out-of-pocket costs to nearly zero, ensuring critical recovery with minimal financial burden on the schools.

HIGHLIGHTS



- 🔗 Able to clearly identify damages from Hurricanes Ian and Milton to delineate the two events
- 🔗 Obtained additional state funding to have a local cost share of \$0
- 🔗 122 insurable assets captured as emergency work, allowing deductibles to be covered again for same damages over time

FEDERAL GRANT ASSISTANCE





CITY OF JACKSONVILLE, FL
DR-4337
2021-Current

SERVICES PROVIDED:

- Grant Application Development
- Post-Disaster Mitigation Grants Management
- Procurement Technical Assistance
- Construction Management Support
- Document Validation
- Syn-Trax Grant Management Tool

REFERENCE:

Rose Nettles
Emergency Management Coordinator
City of Jacksonville Public Works
214 North Hogan Street
Jacksonville, FL 32202
Phone: 904.255.8728
Email: rnettles@coj.net



HURRICANE IRMA HMGP GRANTS MANAGEMENT

Synergy Disaster Recovery, LLC, as a subconsultant, is currently supporting the City of Jacksonville, Florida's Public Works department with closing out of \$17M of HMGP grants resulting from Hurricane Irma. We have built our customized Syn-Trax tracking tool to assist the City in managing these and future mitigation grant funding opportunities.

Following the success of our initial engagement, the City has also retained Synergy to assist in writing \$2M of new HMGP applications for Hurricane Milton as well.

HIGHLIGHTS



IRMA HMGP PROJECTS



HMGP FUNDS MANAGED



HURRICANE MILTON APPLICATIONS

- Managing the City's largest ever HMGP Grant
- Assisting the City with writing two new HMGP applications for Hurricane Milton
- Created Syn-Trax workbook to manage City's projects

FEDERAL GRANT ASSISTANCE



COLUMBIA COUNTY, FL
DR-4734
2023

TEAM MEMBERS:

Joseph Gross, Melinda
Hutcherson, Carlos Vilchez,
Jeremy Ellis,

SERVICES PROVIDED:

FEMA Public Assistance
Section 406 Mitigation
Debris Management

REFERENCE:

Shayne Morgan
Emergency Management Director
263 NW Lake City Ave
Lake City, FL 32055
Phone: 386.758.1383
Email:
SMorgan@columbiacountyfla.com



HURRICANE IDALIA DISASTER RECOVERY SERVICES

Hurricane Idalia created an immediate threat to Columbia County, Florida’s public health and safety by depositing over 52,000 cubic yard of debris throughout the County. The County sustained approximately 1 million dollars in debris related cost. Our established working relationship with their debris contractor and our ability effectively submit projects to FEMA were able to not only obtain expediated funding to the County but get them reimbursement quickly.

Along with the Grant Management services, Synergy provided Debris Monitoring during Idalia recovery efforts and debris mission.

Columbia County utilized Synergy’s SynTrax Grants Manager tracking system to easily track expenditure per project, insurance reimbursements, and project progression through closeout and keep the County’s leadership informed.

HIGHLIGHTS



- Developed an Expediated Project for Debris
- Accomplished all deliverable on time and in budget
- Reconciled all Insurance Adjuster Reports to damages for accurate costs and information
- Coordination with local Federal and State partners
- Identification and prioritization of mitigating activities

**FEDERAL GRANT ASSISTANCE
DEBRIS MONITORING**



PROJECT APPROACH

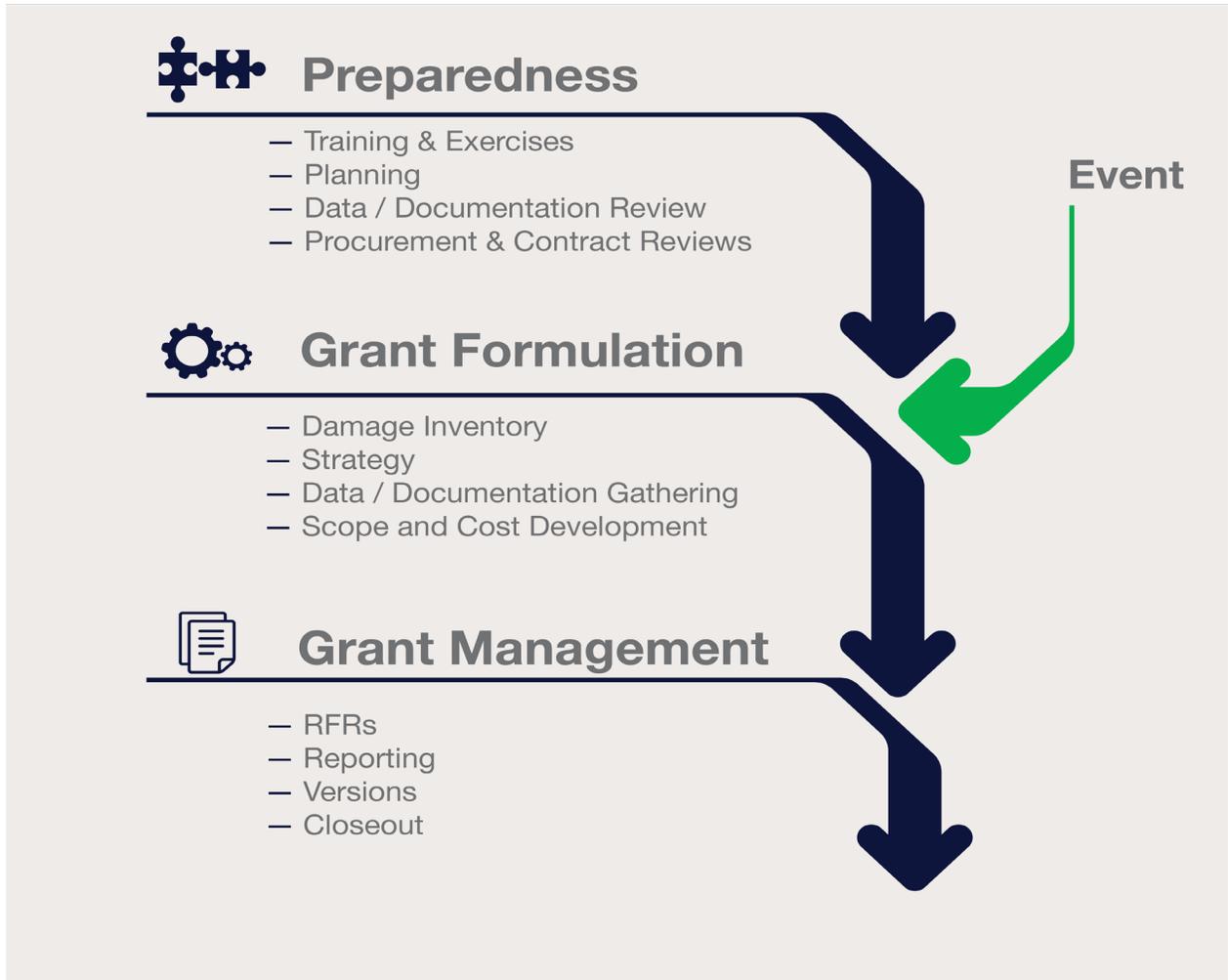
Driven by our ethos, **“Setting the Standard in Disaster Recovery,”** Synergy is recognized for strategic leadership, technical excellence, and innovative problem-solving. We treat every disaster as a unique event and apply tailored strategies that balance compliance, efficiency, and transparency. Clients can expect clear communication, strong collaboration, and exceptional customer service throughout every engagement.



Synergy has developed a standardized four-phase approach to providing disaster recovery and FEMA Public Assistance consulting services that are easily adapted to our clients' needs and requirements, based on each unique situation. Our approach is implemented within Synergy's robust Project Management Framework, which integrates established methodologies, systems, and tools to ensure consistency, accountability, and quality.

Public Assistance Process Phases

SYNERGY ROAD TO RECOVERY



The FEMA Public Assistance process can be broken into three phases:

1. Preparedness: Non-grant related measures taken before an event to reduce risk and mitigate impact.
2. Pre-Obligation (Grant Formulation): Grant-related activities carried out to identify, capture, and document damages and expenses to formulate projects and receive FEMA funding.

3. Post Obligation (Grant Management): Grant-related activities required to draw down FEMA funding from the state to complete and close out projects.

Phase 1: Preparedness

If called upon, our team of professionals can assist the district with preparedness activities, update the mitigation, response, and recovery plans, and implement After Action Reports (AARs).

Development & Revision of Plans

Our planners are well-versed regarding the various Presidential Directives and the Policy Doctrine of operations and preparedness from the Department of Homeland Security's (DHS) National Incident Management System (NIMS), National Response Plan, National Infrastructure Protection Plan, and National Preparedness Guidelines. This, coupled with our experience supporting a broad spectrum of organizations, ensures that our products are built upon the latest requirements, guidance, and industry best practices.

Preparedness Activities:

- Plans
- Training
- Exercises

Training & Conducting Exercises

When it comes to training, we understand the importance of exercise plans for determining response and recovery capabilities, as outlined in your plans. To accomplish this, we will develop and coordinate exercises to provide practice for prevention, vulnerability reduction, response, and recovery capabilities. Following the exercise, our team will deliver a performance evaluation through After Action and Improvement Reports, so your personnel can receive immediate feedback and take corrective action before the next event.

Phase 2: Pre-Obligation (Grant Formulation)

Grant formulation begins with documentation from the moment the district starts recovery. Our team will work with you to set a precedent for managing the grant lifecycle in this phase. Consistency is critical for every project and grant; therefore, we use the same format, tools, and best practices throughout to ensure a clean closeout. This provides vital components of this phase, including cost estimation, expenditure eligibility, and project scoping, which are precise, well-documented, and an unshakable foundation for each project.

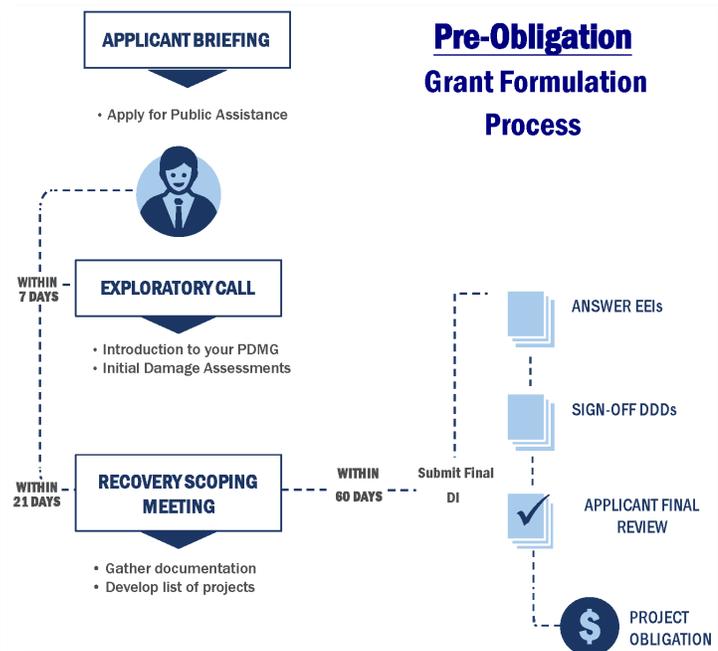
One of the crucial lessons learned from working nationwide is to enforce quality over speed when formulating projects. Taking the time to pay attention to details and ensuring the project is formulated correctly on the front end eliminates cleanup later in the process, often resulting in a quicker and more efficient recovery overall. In the new

FEMA PA Process, this begins with confirming that damages are accurately and completely captured in the District's Damage Inventory (DI).

The **DI** will be the cornerstone of your project development, playing a critical role in project grouping, setting site inspections, developing a Scope of Work (SOW), and more throughout the project obligation. If this is not captured well, it will have a trickle-down effect for the remainder of the project lifecycle.

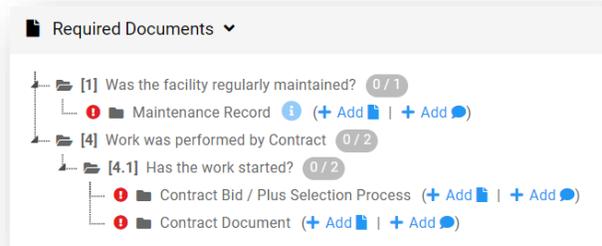
Other critical points under the grant formulation process are:

1. Essential Elements of Information (EIs)
2. Damage Description and Dimensions (DDD)
3. Applicant Final Review



Essential Elements of Information (EEI)

are a series of questions in the Grants Portal that may require supporting documentation. EEIs, along with supporting documentation, are sent to the Consolidated Resources Center (CRC), where a FEMA representative will attempt to draft a project based on the information submitted. One of the lessons that we learned on every project and have found extremely beneficial to the process is to attach a brief Memorandum of Explanation (your detailed story of the project) to the **EEI**. This ensures the person attempting to write the project at the CRC has some context.



In the summer of 2022, FEMA raised the small project threshold to \$1M. This exponential threshold increase requires strategy to maximize funds while balancing speed of obligation and disbursement, especially with FDEM having certain requirements for projects over \$250K.

The next critical point in the process is when FEMA writes the **Damage Description and Dimensions (DDD)**, which identifies eligible damaged elements of a project. Thorough

review and acceptance of the **DDD** is vital to the accurate formulation of the project. This document should be cross-referenced with the 1) DI line items, 2) Damage Assessment Report, 3) FEMA Site Inspection Report, and 4) the **EI**, to ensure project damages are captured in detail with all the necessary components needed for the repairs.

Synergy will assist the district in understanding any unique requirements or regulations that may apply, to ensure the most effective and beneficial project type is chosen. The different types of projects are multifaceted and complex, but we believe education empowers the district in future grant funding pursuits and promotes confidence in project scoping.

Phase 3: Post-Obligation (Grant Management)

Having a project obligation is comparable to having money deposited into your checking account. However, just because there is money in your account does not mean you get to spend it however you see fit. Now that there are funds, first and foremost, the people who oversee the district's grants and projects must be accounted for, from award to closeout.

Before spending anything, one of the imperatives when moving forward after obligations is compliance with federal procurement regulations, beginning with the solicitation or **Request for Proposals (RFP)**. We will work closely with the District and FDEM to confirm that your proposal and procurement process are accurate, ethical, and consistent, so that work begins on time. While solicitation is not an ongoing process through the grant lifecycle, federal procurement compliance will be - and documentation is the key to accessing your funds.

The State, and more specifically FDEM, acts like the bank, and must ensure that you submit all the appropriate documentation and are following your project's approved scope of work, to allow you to draw down your funds. This is what is known in the FEMA PA Program as submitting your **Requests for Reimbursement (RFR)**. Additionally, there are other grant requirements to fulfil, such as quarterly reports, documenting scope and cost changes, time extensions, and project closeout, all of which will be covered later in this section.

Requests for Reimbursement (RFR)

Reimbursement for project expenses can be complex. Our Synergy team will navigate the process with you, backing up your expenditures with proper documentation and sharing our lessons learned to make the process easier. Our goal is for you to be confident in the process, and we provide the tools to help you do just that.

Post-Obligation (Grant Management) Activities:

- RFRs
- Scope Changes and Cost Overrun Versions
- Quarterly reports
- Project Closeout/Appeals/
- Audits

The **SynTrax Recovery Process** allows for the creation and submittal of RFRs in an expedited and efficient manner. This process enables our team to work with the School District of DeSoto County to receive reimbursements more quickly than most applicants in the State. Once a cumbersome process, our team has simplified it by building the **SynTrax Recovery Workbook**. The workbook provides real-time project information and is paired with our organized documentation system, which identifies the documentation required at each step in the process. These tools make your reimbursement request a cinch.

Scope Changes & Cost Overrun Versions

Projects do not always align with how they were initially written in the Pre-Obligation process for many reasons, some of which are entirely out of our collective control. When this happens, projects will need a change to the obligated scope, and a scope change request needs to be brought to the State's attention as soon as it is known. The scope change itself will be submitted once all necessary documentation is available.

Another consideration in the process is when estimated costs do not match our actual project costs, and FDEM needs to be notified via a cost overrun notice. Using the SynTrax Recovery Workbook, our Synergy Team can track when any eligible expenditure is close to reaching project thresholds or by how much it may exceed its obligated amount. This allows us to notify FDEM early on that additional funds may be needed to complete the project. At Synergy, we recommend formulating cost overrun versions when eligible expenses are expected to exceed 15% of the obligated amount. Otherwise, this can wait until Project Closeout, creating less of a burden on the district.

As a best practice, all scope changes and cost overruns for project versions submitted by our Synergy Team will be accompanied by a revised Memorandum of Explanation that updates the original version submitted under the Grant Formulation process. This will avoid confusion at closeout.

Project Closeout, Appeals, & Audits

When a project is complete and all actual costs are known, the project enters project closeout, and a project closeout package is prepared and submitted. This is when, in addition to having submitted all your RFRs, the District will receive any retainage held by FDEM. Closeout activities include:

- Reviewing projects for missed funding opportunities
- Auditing expenditures for compliance with regulations
- Reconciling closeout accounts internally, to ensure all costs are accounted for; may include small project netting for small project cost overruns
- Requesting formal closeout from funding source(s)
- Recording and reporting on variances (if required)
- Closing accounts

The project closeout packages our team prepares are uniform. Set up in a standard naming convention and index that allows FDEM final review to proceed in an expedited manner, as they have a consistent approach and formulation.

A prevalent theme throughout the **SynTrax Recovery Process** is to complete all the necessary work on the front end, so the back end is much easier. This **“close as you go”** mentality reduces duplication of effort, minimizes risk, and shortens project closeout. Our process, which integrates with FEMA's VAYGo (Validate as You Go), includes progressive audits, memorandums of explanation, and a standardized workbook, significantly reducing the need for appeals and minimizing the risk of audit findings.

However, there are times when FEMA may disagree with the information presented in a project and will deem portions of the project, or the entire project, ineligible. In these limited cases, with our team's support, the School District of DeSoto County should attempt to address these issues administratively and negotiate with FEMA in accordance with policy. If required, we will be prepared to fight doggedly, drawing on our decades of experience analyzing and interpreting federal disaster policies and regulations to file an Appeal. Having successfully argued many appeals over the years, we will ensure that you receive every reimbursable dollar you are entitled to.

Documentation & Reporting

The screenshot displays the SYNERGY Disaster Recovery software interface. At the top, there is a green bar with a 'CREATE NEW PROJECT' button. Below this is a 'SITES' section with a table and a bar chart. The table lists categories from Cat A to Cat G with columns for Active Sites, Assigned to project, Dmg. Assess Complete, Site Insp. Pending, Site Insp. Scheduled, and Site Insp. Complete. The bar chart shows the distribution of these metrics for Cat A. Below the sites section is a 'PROJECTS BY GRANT' section with a table and a bar chart. The table lists grants PA, CDBG-DR, and HMGP with columns for Projects, Expended, Obligated, Reimbursed, and Dup of Benefits. The bar chart shows the total values for each grant type.

	# of Active Sites	Assigned to project	Dmg. Assess Complete	Site Insp. Pending	Site Insp. Scheduled	Site Insp. Complete
Cat A	1	1	0	0	0	0
Cat B	1	1	0	0	0	0
Cat C	68	63	0	6	0	62
Cat D	0	0	0	0	0	0
Cat E	1	1	0	1	0	0
Cat F	1	1	0	1	0	0
Cat G	1	1	0	1	0	0
Totals	73	68	0	9	0	62

	# of Projects	\$\$ Expended	\$\$ Obligated	\$\$ Reimbursed	\$\$ Dup of Benefits
PA	2	\$12,609,830.31	\$0.00	\$0.00	\$420,000.69
CDBG-DR	1	\$104,287.95	\$0.00	\$0.00	\$420.69
HMGP	0	\$0.00	\$0.00	\$0.00	\$0.00
Totals	3	\$12,714,118.26	\$0.00	\$0.00	\$420,421.38

Over the past few years, the FEMA Public Assistance (PA) Program has made several changes to become more transparent and deliver better customer service. The FEMA Grants Portal is designed to allow stakeholders to track the progress of the entire recovery process. It is the best resource for applicants to check on the status of the formulation of project worksheets. The Grants Portal is the platform FEMA uses to store

and share documentation, eliminating the hassle of back-and-forth email or hard-copy documentation.

We have extensive experience with the Grants Portal, and our team is highly proficient with FloridaPA.org, which FDEM uses for grant management and processing reimbursements following FEMA obligation.

No matter the engagement, we utilize our exclusive **SynTrax Recovery Process**. This holistic approach combines our tried-and-true project methodology with resources and tools to achieve complete, efficient, and maximum recovery. This starts with standardization, documentation, and organization, the cornerstone to achieving optimal results throughout the Public Assistance process.

Synergy is well-versed in multiple cloud-based document management systems, including Google Drive/Docs, SharePoint, Asana, Bitrix24, and others. Regardless of the platform, we believe in consistent file structure and standardized naming conventions to make document recognition easy and accessible. Additionally, we back up our cloud-based documentation on portable hard drives quarterly. At the end of each project engagement, we will deliver a dedicated hard drive containing all project documents, including pertinent emails, for the district's record retention. If necessary and upon your request, we can keep hard copies, although our preference is to go "green" by using electronic storage options.

Other Long-Term Recovery Support

In addition to the FEMA PA Program, we excel in applying for and managing other disaster recovery grants. Our proactive and innovative approach tailors solutions to our clients' specific priorities, organizational structure, financial priorities, and risks, enabling our team to maximize your time and money. We have an unparalleled record of supporting clients with other disaster grants outside the FEMA PA Program and recognize how each grant can work with others to meet the district's ultimate recovery objectives.

We understand the programs and requirements, providing the right professionals

Lost Mitigation Opportunities
FEMA-eligible mitigation measures are often excluded from insurance scopes; pursuing mitigation separately converts the work to standard Public Assistance and eliminates IMRP benefits

across all grant phases, from developing an unmet needs assessment and applications to preparing recovery plans. Our team of professionals can assist you by identifying the best funding source for each project and coordinating with all necessary state, local, regional, and federal partners. Members of our team have been involved in designing and implementing some of the most successful programs throughout the country, including housing, infrastructure, and economic revitalization.

Hazard Mitigation (404/406)

There are two main FEMA programs when considering Hazard Mitigation. Hazard Mitigation authorized under Section 406 of the Stafford Act is available for any eligible permanent work project and is built into the FEMA PA Program. 404 Mitigation is offered under the Hazard Mitigation Grant Program (HMGP) and requires a separate application process. A brief description of the differences among the programs follows.

404 HAZARD MITIGATION (HMGP)	406 HAZARD MITIGATION (FEMA PA)
A separate program run by the State	Implemented through the FEMA PA Program
Applies to structural measures and to non-structural measures (such as planning, property acquisition, drainage projects)	Applies only to structural measures and does not apply to buyouts
Applies throughout the State in most disasters	Must apply to the damaged element of the facility

We can assist with any mitigation measures. Under the FEMA PA Program, we will prepare a list of the most advantageous mitigation measures for each project for the District's consideration during the grant formulation phase. In addition, our team has successfully prepared hundreds of millions of dollars' worth of HMGP applications for our clients nationwide. We look forward to bringing our innovative practices to you to maximize mitigation funding and build a more resilient community for years to come.

Program Management & Administrative Plan

The **Synergy Way** emphasizes taking pride in one's work, resulting in high-quality work products. One of Synergy's core values is the belief that "The Client Comes First." To create true synergy with our clients, we go beyond simply doing our job; we aim to create a lasting relationship by working ourselves out of a job. We treat our clients like family, with respect, care, and our full attention.



We consider the School District of DeSoto County an integral part of the Synergy Team. Your participation, input, and feedback are critical to achieving your goals. Rather than taking over a disaster, we prefer to integrate ourselves and augment your already thriving system. After all, this encapsulates the very definition of synergy – combining forces to produce a greater effect than the sum of its parts.

We understand that success is not driven by people alone. The right people need to be armed with the appropriate resources and well-thought-out processes to succeed truly. We call this harmonious balance the **SynTrax Recovery Process**. Project Management is the cornerstone of the **SynTrax Recovery Process**.

Good project management assesses the current situation, puts the right resources in place to accomplish the tasks at hand, and measures risks and potential consequences. We measure our success by more than just analyzing your current state of happiness with our progress. We also must look around the corner to recognize any unintended consequences and/or cascading events that could affect the decisions we make today.

Quality Assurance/Quality Control (QA/QC)

Synergy has established numerous quality assurance/quality control (QA/QC) measures that we will utilize throughout our relationship. Having put together multiple tools and resources, such as standard operating procedures (SOPs), checklists, and project/progress trackers, throughout all our engagements, we can ensure quality radiates through every task on your project. One such measure is our **“Progressional Audit”**.

Generally, when people hear the word “audit,” it has a negative connotation. However, these audits are more like reviews and should be used as a tool to identify any issues early, so you can take corrective action before the project ends.

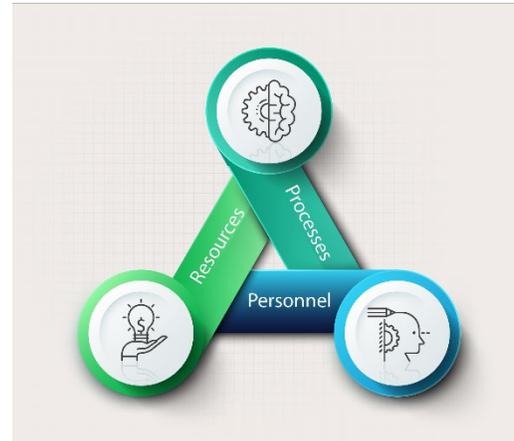
We at Synergy have taken this strategy to heart by introducing the same philosophy throughout our grant management process. More specifically, by identifying specific critical points along the grant management process, we have built in “progressional audits” to take place before the next phase of the project begins.

The goal is to provide feedback and specific training on the task at hand while it is fresh in everyone's mind, rather than waiting until later in the process, when actions may delay the project.

Synergy's PA Playbook

Over the years of administering FEMA's Public Assistance Program, we have taken pride not only in documenting our lessons learned and developing best practices but also in taking the necessary steps to implement them during our engagements. We have

SYN-TRAX RECOVERY PROCESS



Progression Audit critical points in the FEMA PA Process:

- ✓ Damage Inventory
- ✓ Site Inspections
- ✓ EElS
- ✓ RFRs
- ✓ Versions
- ✓ Time Extensions
- ✓ Quarterly Reports
- ✓ Closeout

developed our "PA Playbook", a document that guides all project staff through the activities involved in the Public Assistance process.

Every project is carried out consistently in accordance with the "Synergy Way". To set a new standard, we have incorporated multiple QA/QC measures into our processes. One such example is the creation and implementation of comprehensive checklists from damage assessments to close-out.

Florida Recovery Obligation Calculation (F-ROC)

Joining forces with FDEM Director Guthrie and his team, Synergy's Tracy Doyle and Joe Gross have been pivotal in conceptualizing and standardizing the F-ROC program.

F-ROC is a concept developed to help Florida Applicants leverage technology, improve processes, and ensure that recovery dollars flow to affected communities as quickly as possible while incurring the least financial risk. Through standardization, FDEM has streamlined and simplified the Public Assistance Process by reducing errors, omissions, and inconsistencies, allowing Applicants to receive larger cash advances.

Monitoring the Monitor™

Synergy's **Monitoring the Monitor™** process has been deployed during recent catastrophic debris events, yielding unprecedented results. Our trademarked process provides a FEMA-acknowledged QA/QC method that compiles the data needed to develop compliant projects in real time, **resulting in faster obligation, reimbursement, and closeout.** The Monitoring the Monitor™ process can be broken into the following three sections:

Field Operations

Our Field Operations Support Team can provide technical assistance and oversight for all field operations. Through our extensive nationwide experience, Synergy has built many strong working relationships across the industry to facilitate this coordination. In addition, our boots-on-the-ground support can help ensure consistent, accurate data is collected in the field.

Monitoring the Monitor™ in Bay County, FL – Hurricane Michael

Successfully utilized in the nation's largest locally led debris mission in FEMA history, resulting in the discovery of erroneous billings, **saving our client over \$8 million dollars and resulting in a \$143M advance of funding.**

Planning & Administration

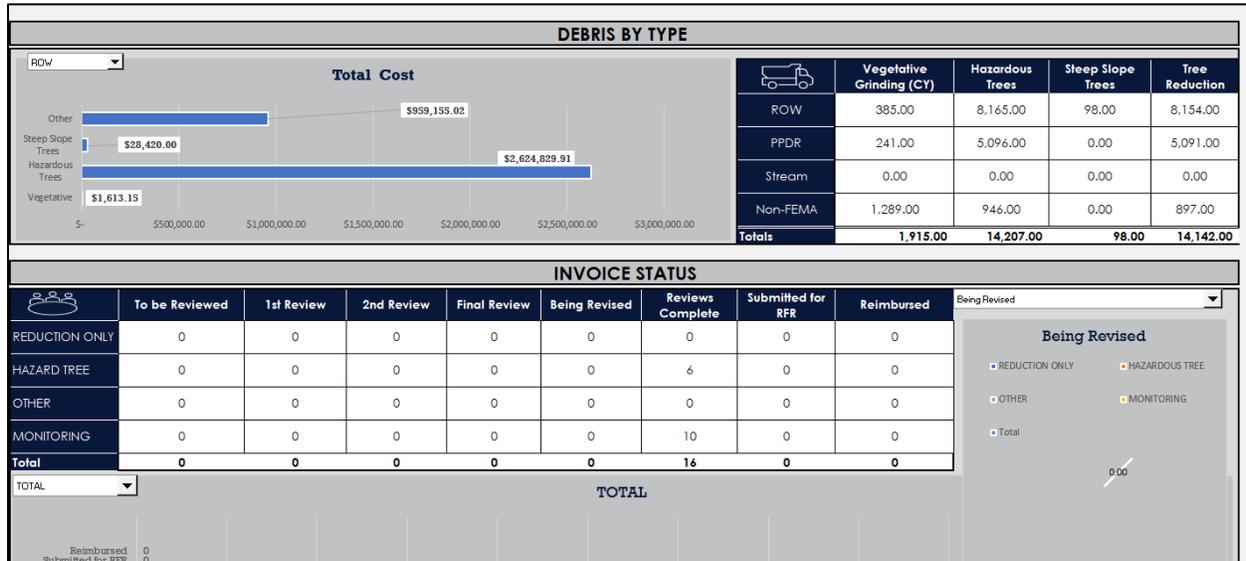
Our staff can support the overall coordination and administration of the debris removal mission. Our team can support all administrative functions required to meet documentation and compliance requirements for the mission. This can include, but is not limited to:

- Developing policies and procedures
- Documentation/Insurance Review

- Procurement & Contracting Reviews

Data & Reporting

Staff may assist with validating the Debris Monitor's ADMS data and maintaining policy and compliance with FEMA and FDEM-established guidelines. Using Excel, we can customize a debris reporting dashboard to inform District leadership of overall operational progress and milestones achieved.



Synergy Team

Our Team includes former public agency and private sector emergency management professionals who have overseen billions of dollars in recovery projects nationwide and maintain the capacity to quickly scale up and provide surge capacity to whatever extent the School District of DeSoto County desires. Should the need arise to expand our local resources and capabilities, we have the additional support of hundreds of professionals nationwide, including disaster recovery specialists, engineers, and subject-matter experts. The Synergy Team includes:

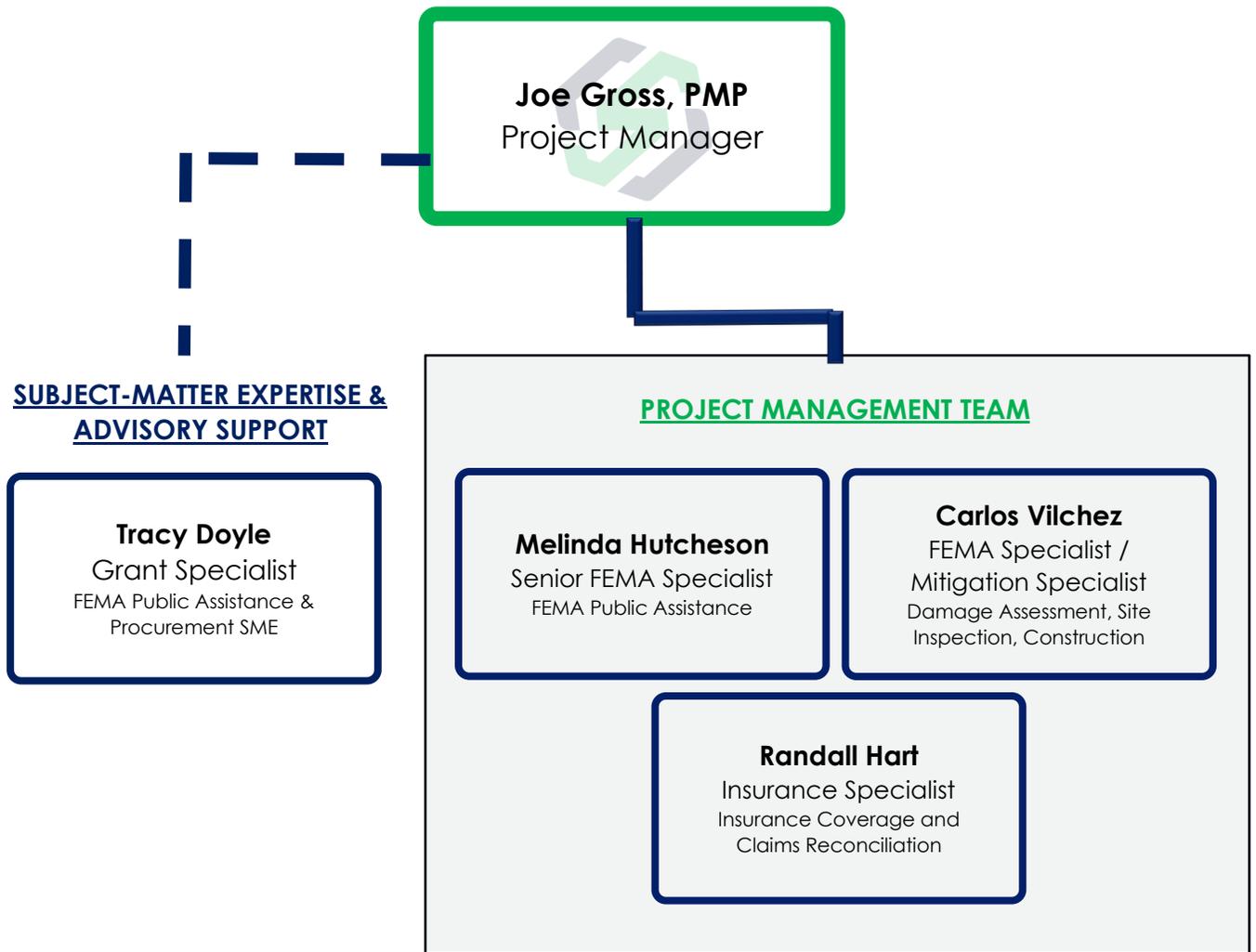


Eisman & Russo, Inc. (E&R) is a Florida-based engineering and program management firm with nearly 40 years of experience supporting local and state agencies through infrastructure, transportation, and emergency response projects. Headquartered in Jacksonville and FDOT pre-qualified, E&R brings deep technical expertise in field assessments, construction inspection, and cost estimating—core functions that are essential during the immediate aftermath of a disaster and throughout long-term recovery. E&R's professional staff includes engineers, CEI specialists, disaster cost estimators, and infrastructure inspectors, many of whom have deployed in support of hurricanes, severe weather events, and post-disaster infrastructure recovery across Florida.

Comprehensive Capabilities. Unified Team. Proven Results.

Resumes for key staff are below.

Organizational Chart



Resumes:



Joseph Gross, PMP – Project Manager / Co-owner

Joe Gross is a recognized leader in disaster recovery and emergency management with over 15 years of experience managing over 35 federally declared disasters across the U.S., including hurricanes, wildfires, floods, and severe storms. As Vice President and Director of Operations at Synergy Disaster Recovery, he has been instrumental in developing policy, improving recovery strategies, and optimizing disaster grant management. Joe specializes in FEMA Public Assistance (PA), CDBG-DR, debris management, and large-scale recovery operations, having successfully overseen multi-million-dollar programs that expedited funding and reduced costs for clients. He has advised federal, state, and local agencies on strategic recovery planning, contributed to key legislative initiatives, and served as an expert witness in high-profile cases involving disaster funding.



Tracy Doyle – Subject Matter Expert/Grant Specialist / Co-owner

Tracy Doyle is a highly experienced disaster recovery professional with over 25 years of expertise in FEMA Public Assistance (PA), emergency management, and grant administration. As Director of Client Relations at Synergy Disaster Recovery, she is a trusted advisor to local and state governments, guiding them through complex disaster recovery processes and ensuring compliance with 44 CFR, 2 CFR Part 200. A credentialed Financial Section Chief, Tracy specializes in procurement, expense tracking, FEMA documentation, and closeout procedures, helping clients accelerate their recovery and maximize federal reimbursements. She has led disaster response efforts across multiple states, including major hurricanes, wildfires, and the COVID-19 pandemic, and has provided expert training on FEMA's Grants Portal and Public Assistance processes.



Melinda Hutcherson – Senior Grant Specialist (Public Assistance)

Ms. Melinda Hutcherson brings her public sector experience to the Synergy Disaster Recovery team, formally serving as the Commonwealth of Kentucky's Deputy State Public Assistance Officer and managing more than 20 declarations. With a diverse background in community planning, preparedness, risk management, recovery, procurement, and analysis, Ms. Hutcherson is an essential asset on any project. She continuously utilizes her expertise in recovery management and knowledge of the Stafford Act to assist all levels of government in their disaster recovery efforts. Ms. Hutcherson is dependable, highly organized, and proficient at multitasking.



Randall Hart - Grant Specialist (Insurance)

Randall Hart is a seasoned disaster recovery and grants management specialist with over 20 years of experience in FEMA Public Assistance (PA), insurance reconciliation, and disaster recovery planning. He has been activated for 11 federally declared disasters and has reconciled over 55,000 Project Worksheets (PWs) across 6,400 applicants, identifying and correcting \$5.3 billion in insurance issues. Randall has managed over \$1.5 billion in grant funding, ensuring compliance with FEMA regulations and state emergency management policies. His expertise includes insurance analysis, program oversight, technical assistance, and grant closeout procedures. A recognized leader in the field, Randall has played a pivotal role in developing insurance reconciliation processes for multiple states. He has provided training and consultation to state and local agencies on optimizing disaster recovery funding.



Carlos Vilchez – Grant Specialist (Mitigation)

Carlos Vilchez is a highly experienced engineer and disaster recovery specialist with over 30 years of expertise in FEMA Public Assistance (PA), Hazard Mitigation Grant Programs (HMGP), and Benefit-Cost Analysis (BCA). He has successfully supported post-disaster grant management, mitigation planning, and infrastructure resilience projects across multiple states. A bilingual professional (Spanish and English), Carlos has conducted technical analyses, managed the FEMA Grants Portal, and performed compliance reviews for local governments, Towns, and state agencies. His engineering expertise encompasses flood mitigation, digital modeling, and statistical analysis, enabling him to optimize funding strategies for disaster-affected communities. With a strong background in project validation, cost analysis, and grant application development, Carlos ensures clients maximize FEMA reimbursements while strengthening community resilience.

Full detailed resumes attached as an appendix.

APPENDIX - FORMS

APPENDIX - FEE RATE SCHEDULE

Fee Rate Schedule	
Classification	Hourly Rate
Project Manager	\$ 165.00
Assistant Project Manager	\$ 155.00
Senior FEMA Specialist	\$ 145.00
FEMA Specialist	\$ 130.00
Grant Manager	\$ 145.00
Senior Planner	\$ 167.00
Planner	\$ 120.00
Senior Inspector	\$ 154.00
Inspector/Debris Monitor	\$ 40.00
Senior Environmental Specialist	\$ 167.00
Environmental Specialist	\$ 137.00
Senior Engineer	\$ 191.00
Mid-Level Engineer	\$ 154.00
Engineer Intern	\$ 100.00
Senior Architect	\$ 173.00
Mid-Level Architect	\$ 143.00
Entry Level Architect	\$ 122.00
CADD Technician	\$ 75.00
Construction Manager	\$ 167.00
Construction Inspector	\$ 137.00
Scheduler	\$ 126.00
Cost Estimator	\$ 135.00
Project Control Specialist	\$ 110.00
Data Storage Website Manager	\$ 120.00
GIS Specialist	\$ 115.00
Financial Lead	\$ 115.00
Financial Assistant	\$ 60.00
Clerical/Administrative Assistant	\$ 40.00
Payroll Review Clerk	\$ 40.00
Other Positions (Please Specify)	
Subject Matter Expert	\$ 225.00

APPENDIX – RESUMES

Joe Gross, PMP

Project Manager

PROFESSIONAL PROFILE

Mr. Gross has extensive experience with over 35 declarations, aiding clients in recovering from floods, wildfires, hurricanes, and other disasters across the nation. He combines vision, creativity, and technical expertise to ensure efficient and expedited recovery, saving clients tens of millions of dollars. Mr. Gross has been instrumental in establishing Synergy Disaster Recovery as a leading name in Emergency Management nationwide. He has presented at numerous conferences and contributed to white papers and working groups, helping shape federal and state policies.



PROJECT EXPERIENCE

Various Clients - Disaster Recovery/Debris Monitoring – Nation-wide: Project Executive, SME 2017 – Present

- Expert Witness in several debris related matters in which clients were successful in multi-million-dollar awards including the first successful arbitration in Colorado
- Providing technical assistance and oversight for response and recovery activities for tornadoes, floods, hurricanes and fires
- Creating resources and tools to aid in tracking event related expenses, projects and grants
- Contributing to and oversight of program management, project strategy and cashflow management for Applicants
- Contributed to the development of multiple Automated Debris Management Systems (ADMS)

Disaster Recovery– Office of the Governor, CO: Project Manager, 2024

- Reviewed past After Action Reports and consolidation of recommendations
- Performed interviews with state agency leadership to discuss recommendations, feasibility and status of action
- Created a dynamic dashboard for the Office of the Governor to track progress of recommendations including the potential of legislative action

DR-4634 – Marshall Fire – Disaster Recovery/Debris – Boulder County/DHSEM, CO: Technical Advisor/SME, 2022 – 2023

- Providing technical assistance and oversight for response and recovery activities for Marshall Fire, most destructive fire in CO history
- Supporting strategic perspective for a cost effective and time efficient operation and recovery

DR-4498 – COVID-19 Pandemic – Disaster Recovery –DHSEM, CO Technical Advisor, 2022

- Providing technical assistance and oversight for response and recovery activities for Colorado Department of Human Services for COVID-19
- Providing eligibility and strategic expertise for FEMA Public Assistance funding

EDUCATION

BA – Sociology, University of Colorado, 2006

TECHNICAL EXPERTISE

- Program/Project Management
- Contract Management
- Quality Control/Quality Assurance
- Debris Management
- Post-disaster impact analysis
- Process Improvement
- Disaster Recovery Planning & Technical Assistance
- Incident Management Support
- Strategic Planning
- Case Management
- Grant Management (FEMA PA, CDBG-DR)
- Public Speaking

CERTIFICATIONS

PMP-PMI Institute, 2016
FEMA IS 1a, 5a, 22, 42, 100b, 120a, 130, 200b, 212, 230c, 235b, 240a, 241a, 242a, 244b, 265, 276, 321, 322, 324a, 328, 362a, 393a, 453, 632a, 633, 634, 700a, 800b, 907, 1000, 1001, 1002, 1003, 1004, 1005 1006, 1007, 1008, 1009, 1010, 1011, 1012, 1013, 1014, 1017, 1018, 1020



Joe Gross, PMP

Project Manager

DR-4581 Disaster Recovery/Debris Monitoring – Larimer County, CO: Project Manager, SME 2021

- Assisted in the successful arbitration of over \$2.5M in PPDR funds awarded to the county; the first arbitration in state history
- Providing technical assistance for the largest fire in CO history
- Developed and implemented cost effective strategy in which hazard trees removed nearly at 10X less the cost than similar events and the byproduct was utilized for erosion control
- Oversaw both debris monitoring and grant management activities

DR-4581 – Cameron Peak Fire – Disaster Recovery –DHSEM, CO: Project Manager/Technical Advisor, 2022

- Closeout for one applicant for all permanent work as a result of the event
- Completed closeout of all projects within a three-week period of issuance of NTP

DR-4145 Colorado Severe Storms, Flooding, Landslides, and Mudslides - Disaster Recovery - Larimer County, CO: Project Specialist and Liaison, 2014 – 2016

- Managed nearly 50 large FEMA PA PWs and \$85 Million of anticipated obligated funds.
- Managed over \$8 million of CDBG-DR infrastructure grants for Larimer County
- Project Lead for 45,000+ cubic yard debris monitoring operation covering five different debris (Private Property Debris Removal, Right-of-Way, Stream Threats, Silt and Vehicle removal) related projects
- Project Coordinator between Larimer County, Loveland Housing Authority, Contracts and volunteer groups for administration of \$4M+ CDBG-DR funds for private roads and crossings

Recovery Plans and Functional Annexes - Colorado North Central Region (NCR) UASI: Project Manager, 2016 – 2017

- Formulated and implemented recovery plans and functional specific annexes for the NCR jurisdictions.
- Eight total jurisdictions, 31 total documents
- Recovery Base Plans and annexes for Debris Management, Housing, Human Services and Damage Assessments
- Implemented lessons learned and best practices into documents for practical and functional field use

DR-4145 Colorado Severe Storms, Flooding, Landslides, and Mudslides - Disaster Recovery - Boulder County, CO: Project Manager, 2016 – 2017

- Managed over 10 projects and over \$65 Million in obligated funds for flood recovery efforts in Boulder County
- Assisted in the scope changes for almost a dozen Cat C PWs with the anticipated obligated amount of \$165M
- Reviewed all projects for all potential mitigation and codes and standards implementation
- QA/QC of all PW management activities

DR-4229 Colorado Severe Storms, Tornadoes, Flooding, Landslides, and Mudslides - Disaster Recovery - El Paso County, CO: Project Manager, 2016

- Managed over twenty projects and over \$2 Million in obligated funds for flood recovery efforts in El Paso County
- Worked with the client, the State of Colorado and FEMA Region 8 to revise version "0" of multiple PWs to create a more accurate SOW and detailed damage description (DDD) on numerous PWs
- Advocated the consolidation of multiple small PWs into one large PW and increasing the PAAP PW obligated capped amount

Tracy Doyle

Subject Matter Expert

PROFESSIONAL PROFILE

Ms. Doyle serves as a Debris Manager for Synergy Disaster Recovery. A credentialed Financial Section Chief, with more than 20 years' experience working disasters at both the local and state level. Ms. Doyle provides her clients with the inside track to an accelerated recovery utilizing her knowledge of 44 C.F.R., EHP, federally compliant procurement, expense tracking/FEMA documenting requirements, RFR submissions and closeout procedures. Her wide range of experience has made her a sought-after expert and speaker, presenting on the FEMA Grants Portal, state led disasters, efficient recovery, the strategy of debris missions and other topics nationwide.

PROJECT EXPERIENCE

DR-4834 – Hurricane Milton – Disaster Recovery– Various Clients: Technical Advisor/, 2024-Current

- Provided Technical Assistance and Subject Matter expertise for multiple local applicants including counties (2) and school districts (2) for their disaster recovery, procurement, documentation management, FEMA compliance and long-term recovery
- Consulted on FEMA eligibility on behalf of FDOT D2 debris mission

DR-4828 – Hurricane Helene – Disaster Recovery– Various Clients: Technical Advisor/SME and Project Manager, 2024-Current

- Provided Technical Assistance and Subject Matter expertise for multiple local applicants including counties (2) and school districts (2) for their disaster recovery, procurement, documentation management, FEMA compliance and long-term recovery
- Consulted on FEMA eligibility on behalf of FDOT D2 debris mission

DR-4806 – Hurricane Debby – Disaster Recovery– Various Clients: Technical Advisor/SME and Project Manager, 2024-Current

- Provided Technical Assistance and Subject Matter expertise for multiple local applicants including counties (2) and school districts (2) for their disaster recovery, procurement, documentation management, FEMA compliance and long-term recovery
- Consulted on FEMA eligibility on behalf of FDOT D2 debris mission

DR-4744 – Hawaii Fires – Disaster Recovery– County of Maui, HI: Sr. FEMA PA Technical Advisor/SME, 2023-Current

- Providing recovery technical assistance to the Department of Water Supply for the damages to the water delivery system
- Tracking expenses and collected the required documentation
- Working closely with department heads to establish processes and implement best practices
- Working collaboratively with FEMA and several other federal and state agencies to develop a funding strategy utilizing a variety of disaster related grants and other funding sources



YEARS OF EXPERIENCE

Since 1997

EDUCATION

Tallahassee Com. College, FL
Valdosta State College, GA

TECHNICAL EXPERTISE

FEMA Grants Portal Training
44 CFR
FEMA EHP
Procurement, 2 CFR, part 200
RFR Submission,
Versioning Projects,
Alternative Procedures,
Closeout
FEMA Certified to write
Debris Management
Plans, 2015

FEMA COURSES

IS 100.b, Intro to Incident
Command System
IS 200.b, ICS for Single Resources
and Initial Action Incidents,
IS 230.d, Fundamentals of EM
G-300, Intermediate IC
G-400, Advanced IC
O-305, All-Haz Incident Mgmt.
Team
IS-700.a, NIMS Introduction IS-
800.b, National Response
E/L 973, Fin./Admin. Sect. Chief



Tracy Doyle

Subject Matter Expert

DR-4734 – Hurricane Idalia – Disaster Recovery– Various Clients: Technical Advisor/SME, 2023-Current

- Subject Matter expert for multiple local applicants including counties and school districts for their disaster recovery and debris management
- Technical advisor for Florida Dept. of Transportation’s 7.2M CY debris mission which coordinated state and local roads within 7 impacted counties
- Established a process for tracking all disaster related expenses and documenting labor costs for reimbursement

DR-4673 – Hurricane Ian – Disaster Recovery– Various Clients: Technical Advisor/SME, 2022-Current

- Acted as a liaison between local state and federal stakeholders to establish processes to recover hurricane related expenses
- Technical advisor for local applicants including municipalities, counties and school districts
- Partnering with FDEM and FEMA to develop processes for maximizing FEMA the Public Assistance through an Insurance Managed Repair Program (IMRP)

DR-4497 Covid-19 Pandemic & DR-4145 & DR-4581 Closeout – Department of Homeland Security and Emergency Management & Dept of Human Services, Denver CO: Project Manager/ Sr. Recovery Specialist, 2021

DR-4497 Covid-19 Pandemic – Disaster Recovery -Commonwealth of Kentucky, Frankford, KY: Project Manager/Client Liaison, 2020

DR-4399 Hurricane Michael - Disaster Recovery - Bay County, FL: Project Manager/Client Liaison, 2018

DR-4428 Severe Storms, Straight-line Winds, Flooding, Landslides, and Mudslides - Disaster Recovery - Kentucky Emergency Management (KYEM): Project Manager, May 2019

DR-4361 & DR-4358 Severe Storms, Tornadoes, Flooding, Landslides, and Mudslides - Disaster Recovery – KYEM: 2018

DR-4337 Hurricane Irma - Disaster Recovery - Collier County, FL: Project Manager/Financial Section Chief 2018

DR-4283 Hurricane Matthew - Disaster Recovery - Flagler County, FL: Project Manager/Financial Section Chief October 2016-17

DR-4255 Severe Winter Storms, Tornadoes, Straight-line Winds, and Flooding - Disaster Recovery - Rowlett, TX: Project Manager, 2016

DR-4177 Severe Storms, Tornadoes, Straight-line Winds and Flooding - Disaster Recovery - Jackson County, FL: Project Manager, 2015-16

DR-4145 Severe Storms, Flooding, Landslides, and Mudslides - Disaster Recovery - Larimer County, CO: Project Manager, 2015-16



Melinda Hutcherson

Sr. FEMA Specialist

PROFESSIONAL PROFILE

Ms. Melinda Hutcherson brings her public sector experience to the Synergy Disaster Recovery team, formally serving as the Commonwealth of Kentucky's Deputy State Public Assistance Officer and managing more than 20 declarations. With a diverse background in community planning, preparedness, risk management, recovery, procurement and analysis, Ms. Hutcherson is an essential asset on any project. She continuously utilizes her expertise in recovery management and knowledge of the Stafford Act to assist all levels of government in their disaster recovery efforts. Ms. Hutcherson is dependable, highly organized, and proficient at multitasking.



PROJECT EXPERIENCE

DR-4734/DR-4806/DR-4828 Hurricane Idalia, Debby and Helene – Disaster Recovery- Madison County School District, FL. Project Manager, August 2022 – Current

- Manages recovery efforts including review of documentation collection, DI formulation, site inspections, project writing and submission for damages incurred from Hurricane Idalia.
- Collaborate with Florida School Board Insurance Trust (FSBIT) - Insurance Managed Repair Program (IMRP)
- Provided guidance/support on mitigation and other federal funding projects.
- Responds to inquiries, provide guidance, interpret laws, and regulation, develop and conduct related training.
- Provides support for Exploratory calls, Recovery Scoping Meeting, IMRP meetings and Quarterly Reporting
- Prepare closeout documentation.

DR-4734/ DR-4828 Hurricane Idalia and Helene– Disaster Recovery- Taylor County School District, FL. Project Manager, August 2022 – Current

- Manages recovery efforts including review of documentation collection, DI formulation, site inspections, project writing and submission for damages incurred from Hurricane Idalia.
- Collaborate with (FSBIT) and (IMRP)
- Provided guidance/support on mitigation and other federal funding projects.
- Responds to inquiries, provide guidance, interpret laws, and regulation.
- Provides support for Exploratory calls, Recovery Scoping Meeting, Quarterly Reporting and IMRP meetings.
- Prepare closeout documentation.

YEARS OF EXPERIENCE

Since 2014

TECHNICAL EXPERTISE

Community Planning
Preparedness Planning
Risk Management
Recovery
Procurement
Closeout
Quality Control/Quality Assurance
FEMA Grants Portal
State Grant Systems

CERTIFICATIONS

KY Para Education Certification
Sanitation and Food Service Manager Certification
Project Worksheet Development
National Disaster Recovery Frame Workshop-New Madrid Seismic Zone
Department of Defense Cyber Awareness
FEMA Advanced Professional Series
25+ FEMA IS courses including 100, 120, 200.632A, 646,700, 800, 1000



Melinda Hutcherson

Sr. FEMA Specialist

DR-4734/DR-4806/DR-4828 Hurricane Idalia, Debby and Helene – Disaster Recovery- Gilchrist County, FL. Project Manager, August 2022– Current

- Manages recovery efforts including review of documentation collection, DI formulation, site inspections, project writing and submission for damages incurred from Hurricane Idalia.
- Provided guidance/support on mitigation and other federal funding projects.
- Responds to inquiries, provide guidance, interpret laws, and regulation, develop and conduct related training.
- Provides support for Exploratory calls, Recovery Scoping Meeting, Quarterly Reporting
- Prepare closeout documentation.

DR-4734/DR-4806 Hurricane Idalia and Debby – Disaster Recovery- Columbia County, FL. Project Manager, August 2022– Current

- Manages recovery efforts including review of documentation collection, DI formulation, site inspections, project writing and submission for damages incurred from Hurricane Idalia.
- Provided guidance/support on mitigation and other federal funding projects.
- Responds to inquiries, provide guidance, interpret laws, and regulation, develop and conduct related training.
- Provides support for Exploratory calls, Recovery Scoping Meeting, Quarterly Reporting
- Prepare closeout documentation.

DR-4663, DR4643, DR4595, Flooding – Disaster Recovery – Breathitt County, KY: Project Manager, September 2023 -Current

- Managed recovery efforts including review of documentation collection, DI formulation, site inspections, project writing and submission for damages incurred from DR 4663 and DR 4643.
- Provided guidance/support on mitigation and other federal funding projects.
- Responds to inquiries, provide guidance, interpret laws, and regulation, develop and conduct related training.
- Provides support for Exploratory calls, Recovery Scoping Meeting
- Prepare closeout documentation.
- Consult on mitigation of projects.

EWP5075 NRCS – Disaster Recovery – Breathitt County, KY: Project Manager, August 2022 – August 2023

- Managed recovery efforts including review of documentation collection, site inspections with NRCS, review project damages that incurred from July 2023 Flooding.
- Prepared bid documentation, evaluate and score bids, coordinate with contractors and NRCS.
- Responds to inquiries, provide guidance, interpret laws, and regulation.

DR-4563 Hurricane Sally /Grant Management– Disaster Recovery – City of Foley, AL: Project Manager, November 2020 – Current

- Manages recovery efforts including review of documentation collection, DI formulation, site inspections, project writing and submission for damages incurred from Hurricane Sally.
- Provided guidance/support on BRIC, mitigation, and other federal funding projects.
- Responds to inquiries, provide guidance, interpret laws, and regulation, develop and conduct related training.
- Provides support for Exploratory calls, Recovery Scoping Meeting

DR-4563 Hurricane Sally/ Grant Management – Disaster Recovery – City of Bay Minette, AL: Project Manager,

Melinda Hutcherson

Sr. FEMA Specialist

November 2020 – Current

- Manages recovery efforts including review of documentation collection, DI formulation, site inspections, project writing and submission for damages incurred from Hurricane Sally.
- Responds to inquiries, provide guidance, interpret laws, and regulation, develop and conduct related training.
- Provides support for Exploratory calls, Recovery Scoping Meeting

DR-4497 COVID-19 Pandemic – Disaster Recovery – Kentucky Emergency Management, KY: Incident Manager/Planner, March 2020 – December 2020

- EOC support in response of the COVID-19 Pandemic
- Planning support with the development or revisions of statewide response and recovery plans including EOP, COOP, NMZS, Recovery, Re-entry, Virtual EOC, and Non-Congregate Sheltering

DR-4399 Hurricane Michael – Disaster Recovery - Bay County, FL: Senior Project Specialist, July 2019 – March 2020

- Assisting in recovery efforts, documentation collection, DI formulation, site inspections, project writing and submission for damages incurred from Hurricane Michael.

Department of Military Affairs –Division of Emergency Management Internal Policy Analyst II, July 2017 – July 2019

- Deputy State Public Assistance Officer
- State lead Disaster Management
- Review of Closeout
- Reconciliation and strategic planning of appeal projects.
- Provides direct support to Branch Manager through coordination and oversight of work personnel, engage in budget preparation, analysis and evaluation of management policies, procedures, and request of federal grants.
- Perform analysis of federal disaster programs for implications of recovery attainability and develops alternative strategies for unmet needs.
- Coordination and assist with recovery budget preparation, implementation, analysis, monitoring and evaluation.
- Oversees and monitors expenditures and revenues, verifies accuracy, reliability, eligibility, and budget compliances.
- Develops, implements, and interprets policies regarding the oversight and management of contractual services.
- Conducts Joint Preliminary damage assessments, Exploratory calls, Recovery Scoping Meeting, obtains all documentation of applicants to Consolidated Resource center for outstanding Request of Information and Recovery Transition Meetings statewide.
- Conducts all state applicant briefing and new Emergency Manager/ State training for the Public Assistance program.

Department of Military Affairs –Division of Emergency Management Grant Administrator, Sept. 2016 – July 2017

- Administers the implementation of the statewide public assistance program.
- Develop and review grant applications and contractual agreements for third party provisions of program services.



Melinda Hutcherson

Sr. FEMA Specialist

- Facilitate program review, approval, and funding of disaster projects.
- Assist with the identification of program objectives, goals, and priorities.
- Ensure compliance, accountability of program policies, procedures, and activities.
- Review and analyze grant applications, plans and activities associated with the public assistance program for eligibility, accuracy and compliance with applicable statutes, laws, and regulations.
- Process audit findings for internal control monitoring through subrecipient monitoring.
- Prepare grant payment expenditures in EMARS.
- Provides technical coordination to subrecipient federal grants, responsible for the analysis and evaluations of program disbursements request, expenditures, and federal obligations.
- Responds to inquiries, provide guidance, interpret laws, and regulation, develop and conduct related training.
- Monitors sub-recipient achievements, risk assessments, and budget performance, reporting material variances to management and serves as a liaison with FEMA in respect to closure of grant awards.
- Ensures timely submission of reports coordinating correspondence, time extensions, appeals and other time sensitive documentation.
- Maintains proper data, reports, and documentation necessary to facilitate the reconciliation of award budgets to sub-recipient's budget reporting and state/federal databases.
- Ensure program recipients are trained and educate potential applicants.
- Maintain applicant files related to formulation, validation.
- Supports emergency operations during incidents and disaster activation

Kentucky Utilities, Georgetown, KY, Business Office Representative/Cash Controller, May 2014- Aug. 2016

- Ensure compliance with cash handle policies/monitor and report bank correction.
- correspond with armored car, change fund and all cash balancing.
- Provide senior management with suspense accounts, audit, and expenditures reports.
- Advised and assisted with all state LHEAP program funding.
- Proficient in SAP, CCS, Coursemill, Volts, PeopleSoft, Accurint Experian
- And VOIP software.
- Advised and assisted with power outages.
- Worked with PVA in property guidelines.
- Worked with business office incident prevention plans, emergency plans, MSDS files and OSHA regulations.
- Served on Customer Experience Focus team.
- Created documentation that correlates to all office transaction to upper management.
- Work with Distribution Operations to ensure timely and accurate response and work orders to customer.

Randall Hart

Insurance Specialist

PROFESSIONAL PROFILE

Mr. Hart is an energetic and professional leader with more than 20 years of managerial and supervisory experience, and over a decade of implementing PA programs at the state level. He has been activated/deployed for 11 Federally Declared Events and has performed insurance reconciliations for 28 Events. Mr. Hart has reconciled more than 55,000 PWs, across 6,400 Applicants, and corrected more than \$5.3B in insurance issues. He has also managed grants totaling over \$1.5B. Mr. Hart has strong leadership, team-building, and multi-tasking skills, with extensive experience interacting with Emergency Management Directors and senior leadership staff.



PROJECT EXPERIENCE

DR-4828-FL – Hurricane Helene – SynergyDR - Data Manager 2024-Present

- Perform quality control checks on debris load ticket data
- Ensure assigned contracts have data reconciled

DR-4673-FL – Hurricane Ian – R.H. Disaster Consulting – Insurance Specialist – 2024

- Reviewed insurance data and compared it to invoices to ensure all figures are accurate.
- Attended weekly meetings with clients and other involved parties to discuss insurance data, reports, and updates.
- Produced comprehensive insurance report packets.
- Assisted with FEMA compliance to ensure all regulatory requirements are met.

FM-5423-CO – Colorado Marshall Fire – R.H. Disaster Consulting – Insurance Specialist – 2022-2024

- Worked with Insurance Carriers to obtain insurance information related to Debris Removal.
- Attended weekly meetings with Client and Stakeholders to discuss insurance data.
- Analyzed insurance policy and claim data.
- Produced insurance analysis reports for client's submission to FEMA.
- Worked with Condo HOA/Board to ensure insurance reductions were in compliance

Florida Division of Emergency Management – Various Events – Community Assistance Consultant/Programmatic Review Specialist – Insurance Lead – 2019-2022

- Created and implemented Insurance standard operating procedures.
- Performed Insurance Reconciliations on Disasters from 2004 to 2022.
- Reconciled over 18,000 PWs across 4,500 Applicants.
- Identified and corrected approximately \$5.3B in incorrectly applied insurance reductions and requirements.
- Assisted other states in creating and refining their insurance-compliance programs, sharing best practices and protocols
- Worked with FLOIR to create, implement, and operate the Insurance Commissioner's Certification process.
- Scheduled, created, recorded, and presented Applicant Briefings.
- Independently ensured all projects are managed effectively, efficiently, and in a timely manner.

EDUCATION

MA-English, Northwestern State University, 2010

BA – Sociology, Southeastern Louisiana University, 2008

TECHNICAL EXPERTISE

- Insurance Analysis and Reconciliation
- Program/Project Management
- Disaster Recovery Planning & Technical Assistance
- Training Development and Implementation
- Incident Management Support
- Emergency Support Function
- Strategic Planning
- Grant Management (FEMA PA)
- Public Speaking

CERTIFICATIONS

FEMA IS

1a, 3, 5.a, 8.a, 10.a, 11.a, 15.b, 18.14, 19.14, 20.14, 20.15, 20.18, 21.14, 21.15, 22, 26, 27, 29, 30.a, 31.a, 32, 33.14, 33.15, 35.14, 35.15, 35.18, 36, 37, 42, 45, 55.a, 56, 60, 61, 62, 63, 64.a, 75, 100.b, 100.c, 100.FDA, 100.FWa, 100.HCb, 100.HE, 100.Leb, 100.PWb, 100.SCa, 101.c, 102.c, 103, 106.14, 106.15, 107.14, 111.a, 120.a, 139, 200.b, 200.c, 200.HCa,



Randall Hart

Insurance Specialist

- Provided technical assistance consultation to local governments and other entities on programmatic issues
- Created and implemented new Applicant Briefings standard operating procedures.
- Maintained and managed relationships with private, local, inter-State, intra-State, and Federal contacts.
- Presented at the 2022 National Hurricane Conference and 2022 Governor's Hurricane Conference

Florida Division of Emergency Management – Various Events – State Liaison & Programmatic Subject Matter Expert – 2019-2022

- Provided recommendations on Insurance compliance while on-site during the Event
- Assistance Local Government with live FEMA-compliance recommendations
- Maintained a 24/7 availability to all State and Local Governments during the Event's activation period
- Assisted with after action reports

Florida Division of Emergency Management – Various Events – Recovery Field Operations Branch Director – 2019-2022

- Established efficient, integrated processes across Florida to set priorities, assist the State and Local Governments, allocate resources, and monitor progress before, during, and after and Event.
- Ensured that Florida's Recovery Response Teams were prepared by developing, implementing, and teaching trainings
- Supported operational readiness in Florida by overseeing the timely deployment of Recovery Response Teams, coordinating with FEMA, and managing deployment tracking
- Participated in mission rehearsal events to ensure preparedness and efficiency in disaster response and recovery operations

Florida Division of Emergency Management – DR-4486-FL – COVID-19 Pandemic – Community Based Testing Deputy Branch Director – 2020-2022

- Collected and analyzed data from community-based testing sites, ensuring accurate and timely information dissemination
- Prepared and submitted detailed reports to State Leadership on the trends of statewide infection rates
- Safely transported biohazard materials following established protocols and safety standards
- Managed logistics and personnel coordination at community testing sites to ensure efficient operations and resource allocation

Florida Division of Emergency Management – DR-4486-FL – COVID19 Pandemic – Non-Congregate Sheltering Lead – 2020-2022

- Developed and implemented statewide non-congregate sheltering protocols to ensure safe and efficient housing
- Tracked shelter locations by county and monitored the number of individuals being sheltered at each location for accurate resource allocation
- Generated and submitted compliance reports to State and Federal Governments regarding adherence to non-congregate directives

CERTIFICATIONS (continued)

250.a, 271.a, 280, 293, 301, 319, 320, 321, 322, 323, 325, 326, 328, 346, 366, 393.a, 403, 453, 454, 520, 522, 524, 546.a, 547.a, 548, 556, 559, 613, 632.a, 634, 650.b, 700.a, 700.b, 701.a, 702.a, 703.a, 706, 772, 775, 800.b, 800.d, 801, 802, 803, 804, 806, 807, 808, 809, 810, 811, 812, 813, 820, 836, 893, 906, 907, 909, 912, 914, 915, 916, 920, 922, 923, 930, 1015, 1100, 1101, 1102, 1104, 1106, 1109, 1113, 1119, 1150, 1900, 2200, 2900

MetED/COMET

Advances in Microwave Remote Sensing - Ocean Wind Speed and Direction
Anticipating Hazardous Weather and Community Risk
Climate Change - Fitting the Pieces Together
Climate Change and Regional Impacts
Community Hurricane Preparedness
Community Tsunami Preparedness
Dynamics and Microphysics of Cool-Season Orographic Storms
Flash Flood Case Studies
Flash Flood Processes
Flood Frequency Analysis
Freezing and Melting
Precipitation Type and Numerical Weather Prediction
GOES-R - Benefits of Next-Generation Environmental Monitoring
GOES-R ABI - Next Generation Satellite Imaging
GOES-R GLM - Introduction to the Geostationary Lightning Mapper
Heavy Banded Snow
Introduction to Observing Oil from Helicopters and Planes

Randall Hart

Insurance Specialist

- Assisted other states in creating and refining their non-congregate sheltering programs, sharing best practices and protocols
- Supported counties in developing Project Worksheets (PWs) to obtain FEMA reimbursement for eligible expenses related to non-congregate sheltering.

Louisiana Governor's Office of Homeland Security and Emergency Preparedness – Various Events – Senior Problem Resolution Officer – Insurance Lead - 2015-2019

- Effectively trained and supervised a team of programmatic/technical service employees
- Worked as a liaison between FEMA and GOHSEP in all Insurance matters (PA, IA, & HM).
- Assisted Applicants with completing and filing ICC Applications.
- Performed Insurance Reconciliations on Disasters from 2005 to 2019.
- Developed and taught training seminars on Flood Insurance, Non-Flood Insurance, the ICC process, and insurance rules and regulations, when related to Disaster Recovery.
- Assisted FEMA in the development of their Insurance and Other Special Considerations training courses.
- Gave Applicant Briefings and processed RPAs

Louisiana Governor's Office of Homeland Security and Emergency Preparedness – EM-3382-LA – Tropical Storm Harvey & EM-3392-LA – Tropical Storm Nate – State Emergency Operations Center Night Shift Facility Manager - 2019

- Collaborated with field teams and Emergency Support Functions (ESFs) to ensure the provision and readiness of all necessary equipment
- Conducted maintenance and repair on equipment to ensure optimal functionality and cleanliness
- Managed food logistics at the State Emergency Operations Center (SEOC) to support operations

Louisiana Governor's Office of Homeland Security and Emergency Preparedness – DR-4263-LA – Severe Storms and Flooding – Shelter Operator - 2019

- Opened and operated a multi-building shelter, providing safe housing for individuals who lost their homes.
- Managed four buildings, ensuring efficient operations.
- Assisted and housed individuals with special needs, elderly residents, and pets to accommodate diverse requirements.
- Collaborated closely with the National Guard to enhance shelter security and logistics.
- Worked with state leadership and congressional aides to coordinate support and resources.
- Facilitated comprehensive care and support for all shelter residents, ensuring their well-being and safety.

Louisiana Governor's Office of Homeland Security and Emergency Preparedness – Various Events – Disaster Recovery Specialist – 2013-2015

- Analyzed, processed, and managed grants totaling more than \$1.5 Billion
- Oversaw the development of PA projects and ensured timely and accurate submissions
- Coordinated and completed work with FEMA, GOHSEP, project staff, program managers, contractors, State agencies, and other Federal agencies

CERTIFICATIONS (continued)

Introduction to Ocean Currents
Introduction to Ocean Models
Introduction to Ocean Tides
Mesoscale Banded Precipitation
Microwave Remote Sensing -
Clouds Precipitation and Water
Vapor
Microwave Remote Sensing -
Land and Ocean Surface
Applications
Precipitation Estimates Part 1 –
Measurement
River Forecasting Case Study
Role of the Skywarn Spotter
Runoff Processes
Skywarn Spotter Convective
Basics
Streamflow Routing
Tsunami Warning Systems
Tsunamis
Understanding Drought
Understanding Marine Customers
Understanding the Hydrologic
Cycle
Unit Hydrograph Theory
Watersheds - Connecting
Weather to the Environment
Wave Life Cycle 1 - Generation
Wave Life Cycle 2 - Propagation
and Dispersion
Wave Types and Characteristics
Winds in the Marine Boundary
Layer - A Forecaster's Guide 2018
Update

Randall Hart

Insurance Specialist

- Assisted Applicants with Pre-award through close-out grant award administration of Federal assistance programs
- Provided technical assistance for the State and Applicants for project reviews, planning, and compliance
- Developed and taught training seminars to all Agency employees, on a variety of programs and processes
- Performed as a Mentor for new employees

Louisiana Governor's Office of Homeland Security and Emergency Preparedness – Various Events – Administrative Assistant III – 2012-2013

- Reviewed grant documentation
- Compiled monthly, quarterly, and annual reports
- Attended and documented meetings between State and Federal Leadership
- Managed Timekeeping, Overtime, and Leave Requests
- Oversaw the development of PA projects and ensured timely and accurate submissions
- Trained incoming Administrative Assistants

Lite Solar Corp. – Insurance Consultant & Sales and Marketing Assistant – 2012-2012

- Ensured compliance with tax credit laws to maximize financial benefits and maintain regulatory adherence
- Conducted thorough reviews of insurance policies to identify gaps and recommend improvements
- Collaborated with the Director of Sales and Marketing to attract new business opportunities and expand market reach
- Reviewed and assessed blueprints for solar designs to ensure feasibility and efficiency
- Developed and implemented innovative marketing strategies to penetrate new markets and drive business growth
- Reviewed floodplain maps and analyzed the probability of flood-related damages to inform risk assessments and mitigation strategies

State Farm Insurance - Sales and Marketing Coordinator – 2010-2012

- Successfully brought in new clients, expanding the book of business by an additional 33%
- Regarded as a subject matter expert on flood map interpretation and flood risk analysis
- Conducted comprehensive flood risk analyses to inform insurance and mitigation strategies
- Developed and implemented innovative marketing strategies to target and reach new markets
- Delivered impactful presentations as a guest speaker at various organizations, sharing industry insights and best practices
- Collaborated with clients to understand their needs and provide tailored insurance solutions
- Maintained strong relationships with clients to ensure long-term business growth and satisfaction.

Carlos Vilchez

FEMA/Mitigation Specialist

PROFESSIONAL PROFILE

Mr. Vilchez possesses disaster-related experience from his work in Public Assistance (PA), Hazard Mitigation Grant Programs (HMGP), Building Resilient Infrastructure and Communities (BRIC), Flood Mitigation Assistance (FMA) along with strong project management as an Industrial Engineer. He has served as a Project Specialist and Benefit Cost Analyst and proved his ability to help clients recover from disasters quickly while maximizing their reimbursement and increasing community resilience.

PROJECT EXPERIENCE

DR-4736 – Hurricane Idalia – Disaster Recovery– Multiple Applicants, FL: Sr. Grant Specialist, 2023-Current

- PW formulation and review for 3 school districts and two counties
- 406 mitigation considerations for implementation
- HMGP application formulation

DR-4736 – Hurricane Ian – Disaster Recovery– Multiple Applicants, FL: Sr. Grant Specialist, 2023-Current

- PW formulation and review for 2 school districts
- 406 mitigation considerations for implementation
- HMGP application formulation

Multiple Events –Disaster Recovery– DHSEM, NM: Sr. Grant Specialist, 2023-Current

- Procurement reviews, technical assistance and Beneficial Cost Analysis on behalf of the Hazard Mitigation Department for subrecipients

Multiple Events–IEM: Benefit Cost Analyst, 2022 –2023

- Completed 65 Benefit Cost Analyses for Virginia Department of Emergency Management, Georgia Emergency Management Agency, Puerto Rico's Central Office for Recovery, Reconstruction and Resiliency, and Galveston County.
- Reviewing engineering reports, natural hazard models (wind, flooding, erosion, sea level rise, etc.)
- Created own natural hazard models that have passed FEMA's National Technical Review using USGS stream gauges and NOAA tide gauges.
- BCA training for 18 employees and streamlined the Microsoft coding for IEM's loss avoidance spreadsheet to predict damages predicted by erosion and riverine, coastal, drainage floods, to residential and non-residential buildings.

DR-4339 – Hurricane Ian–CDR Maguire: Grants Specialist 2019-2022

- Created weekly management reports showing 110 projects for



YEARS OF EXPERIENCE

30+

EDUCATION

B.S. Industrial Engineering,
Universidad del Zulia Venezuela,
1993

Quality and Productivity
Management Specialist Francisco de
Miranda University Venezuela, 1995
Occupational Health Specialist
Universidad de Los Llanos Columbia,
2014

TECHNICAL EXPERTISE

Bilingual (Spanish & English)
FEMA Benefit Cost Analysis
FEMA Grants Portal
CarteGraph Asset Management
USGS PeakFQ Version 7.3
Digital Shoreline Analysis System
(DSAS)
Microsoft Excel (including statistical
& engineering functions)

CERTIFICATIONS

FEMA IS-30b, 42a, 61b, 100c, 158,
162, 200c, 212b, 230e, 241c, 242c,
273, 274, 279a, 280, 315a, 31a, 318,
319a, 320, 321, 322, 323, 325, 326,
329, 350, 393b, 403, 559, 634, 700b,
703b, 727, 800c, 870a, 914, 922a,
1000, 1001, 1002, 1006, 1011, 1021,
1022, 1023, 1024, 1106a, 1119,
1120, 1300, 2000, 2700

Carlos Vilchez

FEMA/Mitigation Specialist

Bay County's Public Assistance project reimbursement status and next steps required for FEMA, FDEM, Bay County and consultant.

- Used FEMA-approved methodologies and tools such as BCA Toolkit 5.3 and 6.0 to demonstrate cost-effectiveness of the following projects: Dirt Road storm water mitigation (\$12 M-awarded); Traffic signal wind mitigation (\$3 M-won appeal); Cedar Grove lift station mitigation (\$2 M-won appeal); Drinking and wastewater mitigation (approximately \$15 M awarded); Fiber optic looping (\$2.5 M awarded); Dupont Bridge Water Line hardening; Housing buyouts and elevations; and several Generator/energy resiliency projects awarded.
- Created Benefit Cost Analyses using data from NOAA, USGS and state and local sources to obtain recurrence intervals for extreme weather events for HMGP, PA, and BRIC. Completed BCAs including BRIC Application for Florida Keys Road elevation by creating a flood model based on NOAA tide gauges. Determined recurrence interval for riverine flooding for five bridge mitigation projects using PeakFQ and USGS stream/rain gauge data.
- Performed project validation reviews and gave recommendations to management for resolutions to resolve inconsistencies, and compliance issues.
- Created and updated more than fifteen project workbooks which obligated \$34 M for Bay County's roads, culverts, sidewalks, retention pond fences, outfall systems, Countywide Channel Navigational Markers and other Roads & Bridge assets.
- Conducted site visits/damage inspections for Category C, D, and G projects.
- Worked closely with clients to document their losses on grants portal (Data Packages/Project Worksheets).
- Assisted in quantifying losses by creating detailed damage description of each loss.
- Reviewed Damage Description and Dimension documentation to identify discrepancies.
- Prepared over twenty Request for Reimbursement in Florida Public Assistance Portal.

OTHER EXPERIENCE

Professor – Industrial Engineering, Corporacion Universitaria del Meta (UNIMETA) University, Villavicencio, Columbia | 1/2016 - 12/2018

Instructed students in "Operations Research", which is an applied science concerned with quantitative decision problems that involves the allocation and control of limited resources, mathematical optimization techniques, probabilistic and statistical methods, experiments, and computer simulations. Evaluated Hazard Mitigation actions proposed to 9 companies as part of the Emergency Planning exercises to comply with emergency preparedness regulations. Co-evaluated research proposals for Industrial Engineering Program as the lead technical reviewer. Codeveloped the Industrial Engineering Program Curricula for 2019 to 2029.

Professor – Health, Safety, Environment, and Quality (HSEQ) Servicio Nacional de Aprendizaje (SENA) Work Formation Center, Villavicencio, Colombia | 09/2009 - 12/2015

Developed materials for class activities concerning all the competencies of the HSEQ program 122 students (4 Cohorts). Instructed students individually and in groups, using various teaching methods, such as lectures, discussions, and demonstrations. Planned and conducted activities for a balanced program of instruction, demonstration, and work time that provided students with opportunities to observe, question, and investigate. Prepared and administered written, oral, and performance tests. Prepared and implemented remedial programs for students requiring extra help. Organized the Annual Occupational Health Conference from 2009 to 2013, with more than 150 people per year assisted on average. Advised Hazard Mitigation actions proposed by students based on in person Vulnerability Analyses to bring 15 local/regional companies in compliance with emergency response regulations.



Carlos Vilchez

FEMA/Mitigation Specialist

Quality Control Engineer, COLVATEL S.A. (Telecommunications Company), Colombia | 7/2006 - 2/2009

Interpreted quality of signal test results, compared them to established specifications and control limits, and made recommendations on appropriateness-of-data for release. Completed documentation needed to support testing procedures, including data capture forms, equipment logbooks, and inventory forms. Identified quality issues and provided solutions. Wrote and revised standard quality control operating procedures. Interpreted engineering drawings, sketches, and diagrams. Monitored and controlled inventory. Analyzed operational, production, economic, or other data, using statistical procedures. Collected and analyzed data related to quality or industrial health and safety programs. Prepared schedules for equipment use and routine maintenance. Conducted statistical studies to analyze or compare production costs for sustainable and non-sustainable designs.

Operations Manager, Formula.net (Information Technology Company), Punto Fijo, Venezuela | 6/2003- 12/2005

Allocated funds to implement company policies and programs. Established administrative and financial control. Formulated and approved promotions. Approved human talent development programs. Represented the organization or delegated to representatives to act on its behalf in negotiations or other official functions. Coordinated the installation and maintenance work for Internet clients of Compañía Anónima Nacional de Teléfonos de Venezuela (CANTV) in the Northern Falcón State Zone.

Senior Infrastructure Analyst, Intesa Informatica Negocios y Tecnologia, Punta Fijo, Venezuela (Joint Venture between Petroleos de Venezuela S.A. and SAIC) | 09/1989 - 06/2003

Coordinated, assigned, and supervised a workforce of 33 employees who performed the following functions: reception, storage, distribution, purchase, and maintenance of pumping installations (water, oil products, HVAC systems). Previously, supervised logistical support and maintenance personnel for the Regional Center which included the Document Reproduction Center, General Services, Purchasing and Warehouse. Trained employees in safety standards, hazard reduction, and company procedures to be complaint with ISO-9000 series. Guaranteed the operation of heavy equipment and machinery and ensured their maintenance and repair were up to code. Submitted equipment reports and addressed labor problems by hiring and firing selected individuals. Managed and Controlled communications infrastructure acquisition projects valued at approximately \$400,000.