Shirley M. Martinez

Home Inspector / Loss Control Prevention Specialist
Cell: 346-449-2207 | Email: pdmg0810@gmail.com

Experienced emergency management disaster recovery professional and home inspector. Demonstrated 10 plus years of experience and success working with FEMA Public and Individual Assistance programs, Home Inspector and in Loss Control Prevention. Effectively manage processes, procedures, and policies with disaster response and recovery goals based on contractual guidelines. Experience in overseeing and supervising teams to achieve recovery outcomes and time-sensitive deadlines.

SKILLS

- Disaster Recovery Policy Management
- Bilingual – Spanish
- Problem-Solving Skills
- Case Management Database
- American Red Cross (CAN) Network
- Quality Assurance/Quality control
- NOVAD Certification
- FEMA Public Assistance (PA) PDMG
- FEMA Individual Assistance (IA) Disaster Case Management
- FEMA Certifications
- Training/mentoring colleagues
- Microsoft Office Suites
  - Excel
  - Power BI
  - Teams
  - SharePoint
- Grants Manager /Grants Portal
- Security Clearance / FEMA Badge Exp: 2030
- Texas Insurance Adjuster Certification
- Home Inspector / Loss Control Prevention

WORK EXPERIENCE

CCPRS – Senior Project Manager | November 2024 to January 2025 | DR4803 & DR4741 Kansas City, Missouri Disasters

- Oversaw several projects at once, guaranteeing on-time delivery and compliance with the FEMA PA Grant Process quality criteria.
- Collaborated with the PA Program Delivery Task Force Leader (PDMG-TFL) and PA Site Inspector Task Force Leader (SI-TFL) to plan the accurate, timely, and successful distribution of grant funds.
- Coordinated the completion of PA grants with a wide range of stakeholders, including recipients and subrecipients.
- Conducting quality assurance reviews of applicant's claim to ensure accuracy, compliance, and proper supporting documentation.
- Engaged stakeholders through regular updates and feedback sessions to align project goals with organizational priorities.
- Ability to organize and prioritize work assignments and schedule inspections.
- Perform preliminary damage assessments and assess damage of residences and structures to determine extent of damages.
- Conducts exploratory calls (EC), recovery scoping meetings (RSM), recovery transition meetings (RTM), and status calls with applicants and sub-applicants.

- Organized information and documentation transmission between the Applicant and the Consolidated Resource Center (CRC) of FEMA.
- Maintained point of contact (POC) information in Grants Manager/Grants Portal for continuous communication and visibility between all stakeholders during their grant writing progression.
- DR4803 Missouri – 6 applicants with a total of 21 projects in total for all applicants. Each project range in cost from $5000 to $1Mil in project formulation for submission.
- DR4741 Missouri – Total of 5 applicants, 2 currently completing the FEMA Public Assistance (PA) process with combine (4) total projects cost $129,184.23 to be obligated. Obligated projects - 3 applicants (10) total obligated projects cost over $1Mil dollars in obligated projects.

Vanguard Inspector – Contractor (Loss Control Commercial/Personal Lines Dwelling Inspector) | Florida 2024

- Conduct detailed inspections of residential properties affected by natural disasters to assess damage and determine habitability.
- Evaluate housing units for compliance with local, state, and federal safety and building codes.
- Collect and document data on property conditions, including photographs and written reports.
- Interview property owners and occupants to gather information on the extent of damage and potential housing needs.
- Collaborate with emergency management teams to prioritize inspections based on urgency and need.
- Assist in the determination of eligibility for disaster assistance programs and ensure accurate processing of claims.
- Provide recommendations for repairs and rebuilding that adhere to safety standards.
- Prepare and submit detailed reports summarizing inspection findings and recommendations.
- Participate in community outreach efforts to educate disaster-affected residents about housing options and support services.
- Stay updated on local and federal regulations regarding disaster recovery and housing.

Flour – PMDG | October 2023 to October 2024 | DR4673 Ian, DR4734 Idalia, DR4680 Nicole Tampa, & Lake Mary Florida

- Managed multiple projects simultaneously, ensuring timely delivery and adherence to quality standards of the FEMA PA Grant Process.
- Works with the PA Site Inspector Task Force Leader (SI-TFL) and PA Program Delivery Task Force Leader (PDMG-TFL) to coordinate effective, efficient, and accurate delivery of grant funding.
- Coordinates with numerous stakeholders, such as recipients and subrecipients, to complete PA grants
- Managed the Public Assistance Grant delivery process from applicant assignment to exit briefing for 8 to 12 individual applicants simultaneously.
- Designed and maintained advanced Excel dashboards to track key performance indicators, improving decision-making efficiency by 25%.
- Utilized Grant Manager software to enter, update, and manage applicants' project data, ensuring accurate records and streamlined processing.
- Follows applicable local, state, tribal, territorial, and Federal regulations on grant eligibility.
- Engaged stakeholders through regular updates and feedback sessions to align project goals with organizational priorities.
- Leads meetings with applicants and sub-applicants, including but not limited to: Exploratory Call (EC) Recovery Scoping Meeting (RSM), Recovery Transition Meeting (RTM), and Status Calls.
- Tracks and follows-up with the Applicant on FEMA's Requests for Information (RFI) and documentation submission.

- Formulated project plans and reports within the system, improving application tracking and compliance with grant requirements.
- Coordinates transmittal of documents and information between the Applicant and FEMA's Consolidated Resource Center (CRC).
- Current applicants load for DR4734 – 9 and DR4673 – 7 per disaster, total damage line items (DI's) DR4734 – 129 DI's and DR4673 – 109 DI's.
- Completed Recovery Transition Meetings (RTM's) once all projects have been obligated.
- Coordinated and attended follow up meetings in person or teams, based on applicant preference and availability.
- Attended weekly training that is offered in the office or via teams.
- Coordinates and works professionally with applicant consultants.
- The current total of obligated projects between DR4673 and DR4734 is 26.
- Attends weekly team huddles.
- Works with applicants to submit project information for Request for Information (RFI's) within a timely manner.
- The PDMG works with applicants to logically categorize Damage Inventory (DIs) and ensure that applicants complete the damage inventory sheet within the FEMA 60 days guidance.
- Maintained point of contact (POC) information in Grants Manager/Grants Portal for continuous communication and visibility between all stakeholders during their grant writing progression.
- Active on Microsoft Teams to facilitate communications with her applicants and supervisors.
- Shirley has become proficient in recovery and mitigation programs to assist in future disasters and act as a mediator to provide stakeholders with the opportunity to meet with members of FEMA's mitigation and recovery team to discuss possible solutions to affected facilities.
- Meeting teams timelines respective to instruction: Research policy and regulations for solutions Meeting with State and CRC to coincide with policy and issues.
- DR4734 - Hurricane Idalia, 116 projects as of today, projects total $9,9,003,393.56, with 15 projects waiting to be obligated.
- DR4673 - Hurricane Ian - 74 projects as of today, total projects cost $27,632,938.90, and 14 projects waiting to be obligated.
- DR4680 - Hurricane Nicole - 1 project, total project cost $244,992.61, obligated.

Witt O'Brien's | Appeal Team Lead | April 2021 to December 2022 | Emergency Rental Assistance Program (ERAP) – Texas ERA, Kansas ERA

- Manage projections and invoicing with a goal to meet and/or exceed projections by invoicing actuals on a semi-monthly basis.
- Reviewed sub-recipients' documentation for accuracy, draw request, and change orders.
- Assisted the project manager with day – to – day operations, program objectives and scope of work.
- Mentored and trained new employees in the Emergency Rental Assistance (ERA) budget approval and appeals process.
- Corresponded with Texas Department of Housing Authority liaison concerning high-profile applicants that required additional documentation.
- Collaborated with team leaders to identify key accountability metrics and implemented visualizations that aligned with business objectives using Power BI software.
- Reviewed CDBG -DIR budget approvals for processing for IA assistance.
- Reviewed and approved federal grants for eligible recipients to build sustainable economic opportunities.
- Attended weekly meetings with Project Manager and Deputy Manager to discuss key issues with project and offer solutions.

- Maintained and communicated weekly reports to the project manager that included production and budgets approved.
- Closed Texas ERA Appeal Project under a $5M budget and processed 2500 appeals applications and 2000 applications including LL Pay, Direct pay, Utility, and AFR approval, and 500 applications were appeal denials or closures.
- Scheduled, trained, mentored new employees on current policy guidelines and review process for both Emergency Rental Assistance (ERA) projects and various teams Texas and Kansas ERA Program.
- Assisted with processing as a team with over 200,000 apps for Texas Emergency Rental Assistance with an approved budget for disbursement of funds.
- ERA Program provided funding for more than 160,000 requests for assistance applications that includes LL Pay, Direct Pay, and Utility pay, and 40,000 apps included denials and closures.
- Appointed Appeal Manager to create standard operating procedures for the Texas ERA Program with a team of (9) Subject Matter Experts.
- Automated reporting processes in Power BI, reducing manual reporting time by 40% and increasing data accuracy for team evaluations.
- Maintained communication with stakeholders, property owners and recipients to request any missing documentation.
- Amended standard operating procedures for the Appeals Final Review (AFR) process based on program updates.
- Approved over 55,000 recipient's requests for assistance budgets to include direct landlord pay, direct tenant pay, and utilities only, and 60,500 applications to include closures and denials.

SVDP Disaster Services | October 2018 to Mar 2020 | Hurricane Maria, DR – 4339 Puerto Rico
Disaster Case Manager Supervisor

- Responsible for training 90 Disaster Case Managers Program (DCMP) Individual Assistance (IA) on the American Red Cross platform – Coordinated Access Network (CAN).
- Led diverse teams to achieve project objectives while fostering collaboration and effective communication among members.
- Translated applicants case file into Spanish material for new hire training for FEMA IA program.
- Coordinated resources with Salvation Army liaison and other NPO for applicant assistance.
- Developed a 45-day Program Delivery Plan to be used for applicant case file and to correspond with American Red Cross (CAN).
- Coordinated efforts between case manager and city offices within 2 municipalities during the project phases - Vega Alta and Bega Baja, Puerto Rico.
- Supervised 30 Disaster Case Managers (DCM), 2 Data Analysts, and 4 Construction Cost Analysts (CCA).
- Conducted weekly DCM accountability case audits per disaster case management.
- Provided DCM with assistance during FEMA case file audits.
- Appointed liaison for government and state official meetings for multiple municipalities within Puerto Rico for DR4339 Hurricane Maria.
- Ensured DCM caseload did not exceed 35 cases per contract.
- Reviewed DCM case notes and documentation submitted for accuracy, errors and case status.
- Attended weekly meetings with the FEMA CRC Managers.
- Ensured DCM followed program policy and FEMA guidelines at CRC.
- Trained and mentored CCA on home inspections and rebuild process based on.
- Organized outreach events within communities to aid with the recovery process.
- Scheduled/coordinated home inspections with CCA and DCM per applicant availability.
- Monitored reconstruction progress with DCM and CCA to ensure client recovery process.

- Advocating collaboratively with human service, health, education agencies, local, long-term recovery groups, and other entities to resolve unmet needs.
- Attended supervisor meetings and training on a weekly and monthly basis.

FEMA Disaster Dwelling Inspector - WSP USA Inspection Services | September 2017 – January 2018 | Hurricane Harvey DR – 4339, Hurricane Maria DR – 4332 Puerto Rico

- Aided applicants with finding resources due to natural disasters.
- Met with the FEMA disaster survivors at the damaged dwelling to assess the damage.
- Completed and returned assigned inspections within five days after the survivor's registration.
- Meet the required quota per inspection with photos of damaged dwellings per day.
- Completed 450 plus inspections monthly with a team of 9 Disaster Case Managers (DCM), (2) Construction Cost Analyst (CCA), and (2) Data Analyst.
- Assigned home inspections were completed with the ACE 4 program.
- Traveled to various areas based on inspection needed.
- Trained new hire inspectors on the inspection process and ACE 4 program.
- Translated for fellow home inspectors (Spanish).
- Completed weekly expense report to include hotel, food expenses, rental car, toll charges, and airfare.

Other Non-FEMA Experience

EXL Survey and Risk Control Inspection Services | February 2021 to 2024

- Individually scheduling appointments with clients to obtain necessary information.
- Contacting clients and communicating via phone, email, and face to face discussions.
- Inspect commercial and residential properties for hazardous conditions.
- Evaluate operational and safety practices including exposures and hazards.
- Write recommendations for the reduction of losses.
- Submit reports via web-portal in checklist and narrative formatting.
- Adhere to customer requirements and quality standards.
- Maintain confidentiality and act with integrity.
- Excellent communication skills, both written and verbal.

Loss Control Commercial Insurance Inspector | Houston, TX | January 2019 to January 2021
Allegheny Inspections, LLC

- Perform inspections on commercial properties at retail occupancies, restaurants, hotels, apartments, construction sites, and light manufacturers.
- Take interior and exterior photos of the elevation of the commercial buildings and identify the hazards/controls inside of the building.
- Ability to prioritize, organize, interview, and survey scheduled inspections at commercial work sites.
- Strong analytical, problem solving, and decision-making capabilities.
- Excellent interpersonal skills including courtesy, professionalism, and cooperative attitude.
- Excellent communication skills, both written and verbal.

Education

Master's in leadership with Emphasis in Emergency Management and Homeland Security – Grand Canyon University (GCU) - 2022

Bachelor of Science in Business Administration – DeVry University – 2011

Leadership

Houston Livestock Show and Rodeo – Volunteer Committees, since 2004

- Gate Keepers Committee – 12 + years – Team Lead
- Volunteered for various shifts based on the need.
- Attended Annual Training Meeting
- Rodeo Merchandise Committee – 3 yrs.
- Worked at merchandise booths assisting customers with their purchase.
- Cashed out customers.
- Auction and Reception – 3 yrs. – Team Lead
- Monitored hospitality parties.

Texas Army National Guard – Family Readiness Group (FRG) – 72nd BSTB C co. – Team

- Texas National Representative for Volunteers at the yearly volunteer conference
- Lead FRG Chair for 8 years.
- Coordinated family deployment events.
- Created deployment arrival events.
- Gathered family information for soldier readiness before deployments.
- Coordinated Christmas party with other military units.
- Gathered toys from Dollar Tree toys drive for military families.
- Received Col., Brigade commander, and Captain individual unit coins.
- Meet with families to help coordinate resources during deployments.
- Attend monthly meetings with the company commander and XO concerning FRG funds.
- Attended yearly basic training with the unit.
- Schedule, plan and conduct company-level FRG meetings.
- Delegated FRG responsibilities to select volunteers to promote participation in activities and accomplishment of company goals.
- Tracked appropriate funds budget and organized fundraising activities.

Reference:

- Sierra Hoffhines, Senior Program Manager
  Cell: 302-858-1904
- Yvette Richardson – FEMA Public Assistance Group Supervisor (PAGS)
  Cell: 202.819.0401
- Okeke Harris – FEMA PA TFL – Florida
  713 – 340-949