

# ISC MONTHLY

September 2021



INTEGRATED SOLUTIONS  
CONSULTING

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Fall is officially here; lower temperatures and moisture are assisting with suppressing fires in the North and West and hurricane season continues with additional storms in the forecast for the South and East coasts. As response is ongoing and recovery beginning, ISC is working with our clients to facilitate and aid in the recovery process.

## Odysseus Live Demo

Emergency management and disaster recovery professionals are facing more challenges than ever. More active hurricane seasons, increased wildfires in the west, flooding, and more, have all been exacerbated by the ongoing COVID-19 pandemic. At ISC, we believe that the only way to help alleviate the burdens our industry is facing is investing in forward-thinking technology that makes grant management, knowledge retention, and compliance tracking simple and customizable for each organization we work with. Our Odysseus Enterprise System does just that.

We're excited to begin hosting bi-weekly product demonstrations showcasing Odysseus, ISC's Planning and Program Management System. Presented by ISC's Healthcare Preparedness Solutions Team, ISC will be holding the first live demo on **Thursday October 7, 2021, 11:30 AM CST.**



D Y S S E U S™

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## 9/11 and Emergent Behavior: The New York Ferry Boat Captains

A number of our ISC Team Members were honored to respond to the terrorist attacks on September 11, 2001 and when we marked the 20th anniversary this year, we reflected on how people came together that day.

While the devastation, pain, anger, and fear can feel just as powerful as they did that day, there are also opportunities to reflect and learn from these events.

In the decades since, stories of great bravery, determination, courage, and survival have emerged, highlighting the power and resiliency of the human spirit. Thousands of people banded together that day to help each other, often risking their own safety. Many of them, as we know, were first responders – some of whom made the ultimate sacrifice. But there are also stories of regular people stepping up to rescue survivors.

When the attacks began that day, it's estimated that there were about 500,000 people in Lower Manhattan. When the second plane hit the South Tower, people began trying to leave Lower Manhattan en masse – but there were a number of barriers in their way. The rail system had halted service and roads were congested by people trying to leave the area, including cars that had been abandoned. People were left to travel on foot, in all directions. Many of them ended up at the water's edge with nowhere to go.

And that's where the ferry boat captains stepped in.

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Ed Wolff, Managing Director at ISC, was on the ground in NYC as one of the FEMA Search Managers running search and rescue operations. He shared his personal pictures with us of that time.



“I ask that we all pause, remember, respect, and never forget that day, the people that we lost in and out of uniform, on that day and the days to follow, and those that continue to pay the price. All gave some, some gave all. To my colleagues that were on the ground with us there are no words because we lived it.”

-Ed Wolff

Click the topics below to read the latest news in emergency management and disaster recovery.

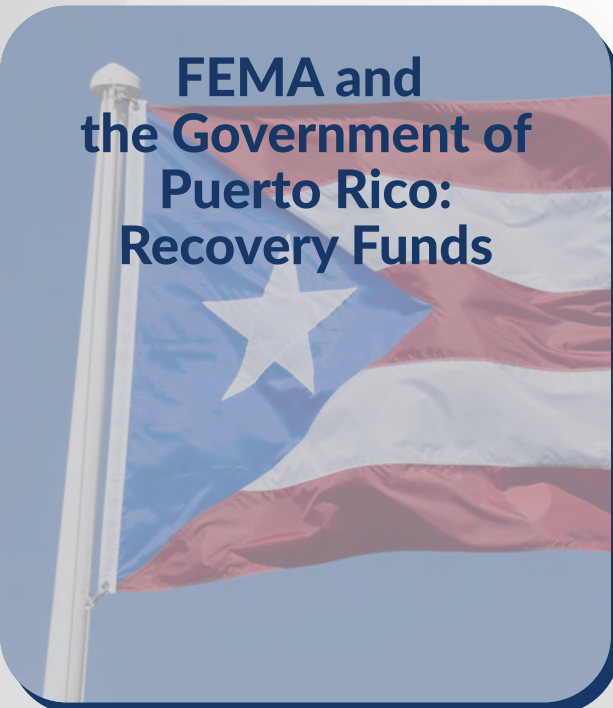
## Survivors: Beware of Fraud, Scams After a Disaster



## Everyone has Equal Access to FEMA Help



## FEMA and the Government of Puerto Rico: Recovery Funds



## FEMA Inspectors Visit Homes in Declared California Counties





**Cassandra Wolff** joined the ISC team in January of 2019, and is based in Nashville, TN. Cassandra was born in South Florida and is a 5th generation First Responder turned Emergency Management GIS Analyst. She earned her undergraduate degree in Geography with an emphasis in Geospatial Information and Intelligence Systems (GIIS) and later earned a master's in Executive Leadership. As a GIS Specialist she is one of around 125 people in the world to have earned the HAZUS Practitioner certification from FEMA. In her spare time, she enjoys traveling the world with her fiancé and enjoys adventure sports that includes, snowboarding, sky diving, backpacking, Tough Mudder marathons and horseback riding. Having lived through hurricanes in South Florida and tornadoes in Tennessee, helping others to prepare for, mitigate, respond to, and recover from disasters is truly her life passion.



**Chris Purcell** joined ISC in March 2021. He attended Louisiana State University for undergrad and still spends Saturdays in the Fall cheering on the Tigers. He spent three years in physical security and emergency management before moving to Dallas where he taught middle school history and civics before returning home to Chicago and his original career path in emergency management. During the COVID pandemic, he engaged in PPE distribution, developing alternative housing for first responders, establishing a drive-thru mass testing facility, and authoring a countywide mass vaccination guide. Since joining ISC, Chris has been deployed to the Chicago Department of Public Health as the Education Liaison for vaccinations. Outside of work, he enjoys watching sports, running along the Lakeshore, baking, studying languages, hiking, and traveling to new places.



**Isaac Magdaleno** has worked for ISC since October 2020. Under ISC, Isaac has worked on various projects, including Hazard Mitigation Plans, Continuity of Operations Plans, CBTs, Gap Analysis, etc. Isaac attended California State Polytechnic University Pomona in California and graduated with a BA in Political Science. In 2019, he graduated with his Master's in Emergency and Disaster Management from Georgetown University School of Continuing Studies. He stays up to date with Emergency Management trends by being a member of the Disaster Resilient Universities (DRU) Network and the International Association of Emergency Managers (IAEM). In his downtime, Isaac enjoys drawing, traveling, and practicing kickboxing.

## MARK YOUR CALENDARS: OCTOBER 23, 2021

October 23, 2021 is “Make a Difference Day.” At ISC this year, we are encouraging our team members to get involved in the communities we live and work in and see where we can make a difference. We would love to see team members join forces and seek out volunteer opportunities.

You can check local organizations to find out how you can offer your assistance, such as the Red Cross, Salvation Army, local churches, Office of Emergency Services, Habitat for Humanity, Evacuation Shelters, Food Banks, Homeless Shelters, etc.

## Availability Updates:

As we deploy teams and prepare teams for upcoming projects, we continue to ask that you keep us updated on your availability status. You can email Dina Burrell ([Dina.Burrell@i-s-consulting.com](mailto:Dina.Burrell@i-s-consulting.com)) and Lea Miller ([Lea.Miller@i-s-consulting.com](mailto:Lea.Miller@i-s-consulting.com)) to keep your availability status current.

## WE WANT TO HEAR FROM YOU!

We are always on the lookout for information and photos to share on ISC’s social media channels. Whether it’s work you’re doing in the field, photos of you at work, at home, or in your favorite coffee shop, sharing ISC/industry news, or fun posts, we would love for members of team ISC to start sending ideas, pictures, and information our way! Please send your ideas/pictures to Kristina Brune in our marketing department:

[Kristina.Brune@i-s-consulting.com](mailto:Kristina.Brune@i-s-consulting.com)

