



The COVID-19 pandemic is a global disaster with unprecedented consequences, including unemployment and loss of income to pay rent. Although there is hope on the horizon in the COVID-19 battle with vaccination efforts underway and additional monies approved for the Coronavirus Relief Fund (CRF), jurisdictions across the nation are still facing an unprecedented eviction crisis. The recently enacted CRF funding is crucial to preventing evictions. The \$25 billion in rental assistance, to be administered through the U.S. Department of the Treasury, will need to be quickly dispersed to states, and then to individuals through state or local relief organizations.

IEM can assist with the expert management of these rental assistance funds. We are your partner in ensuring relief is *timely and accessible* to community members most vulnerable of losing their homes.

IEM's extensive work in the public health sector combined with unrivaled disaster recovery and case management experience makes our team uniquely qualified to accurately manage COVID-19 relief resources and guide agency staff and subrecipients as they navigate complex eligibility and compliance criteria. IEM identifies where CRF funding can be combined with traditional recovery programs or other resources, and steers jurisdictions through the federal process for the most successful recovery outcomes.

While the specifics of the rental assistance programming are forthcoming, IEM is your comprehensive resource partner for every scenario. Our staff creates innovative solutions that leverage all available funding and incorporates the flexibilities of funding from the Federal Emergency Management Agency (FEMA) and U.S. Department of Housing and Urban Development (HUD), including Community Development Block Grant (CDBG) funds allocated for COVID-19 response efforts, known as CDBG-CV. IEM's cross-sector team is the "go-to" source for technical assistance, program management, and program implementation associated with critical COVID-19 resources.

IEM Experience = Assurance for Your Jurisdiction

IEM has managed the largest CDBG-DR (Disaster Recovery) housing recovery programs in the nation. Our unrivaled expertise in this area is invaluable to optimizing CDBG-CV and other COVID-19 related funding programs. IEM's combined expertise in FEMA and HUD recovery programs provides the right team, at the right time, for the right results.

IEM Contact Information

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The IEM Advantage

35+

years working with federal, state, local, tribal, and territorial governments



Nation-wide experience with housing programs and countless CDBG awardees and subrecipients assisted

Office Locations

Research Triangle Park, NC (HQ)
Washington, DC
Baton Rouge, LA
Tallahassee, FL
Conroe, TX
Bel Air, MD
Neptune, NJ
Pueblo, CO
Richmond, KY
San Juan, PR
Aguadilla, PR

Our Experts

The expansive IEM team includes public health, emergency management, homeland security, disaster recovery, and national security professionals, former senior-level FEMA, HUD, DOD, and state and local officials as well as technical and subject matter experts.

Rental assistance is vital to recovery in this pandemic and requires a team with expertise in recognizing and maximizing funding opportunities from all potential sources. As a leader, you want a team who will work with you to:

- Understand your vision and translate that into a clearly defined and actionable plan;
- Empathetically work with your jurisdiction and its residents to provide aid during this time of crisis;
- Attain funding from all available sources, and maximize the usage of each;
- Implement programs quickly to keep individuals in their homes, thereby reinvigorating your economy;
- Ensure that programs are in full compliance with all regulations and will stand up to every scrutiny and audit;
- Reflect the emerging best practices from across the country; and
- Communicate program goals, progress, and outcomes clearly, frequently, and consistently to all stakeholders, including federal, state, and local government partners, Congress and state legislatures, local elected officials, and most importantly, your citizens.

SAMPLE COVID-19 SUPPORT

IEM's national presence means we are able to draw critical resources from across the country.

Santa Clara County, California: COVID-19 Recovery Planning

Developed a COVID-19 Recovery Plan, informed through a series of stakeholder engagement and outreach efforts.

Gilchrist County, Florida: COVID-19 Financial Recovery

Developed a Small Business Program to disburse Coronavirus Aid, Relief, and Economic Security (CARES) Act funds; Assisted with reimbursement under the CARES Act and FEMA Public Assistance (PA).

City of Boston, Massachusetts: COVID-19 Operational Response & Planning

Provided public health technical assistance and operational guidance.

San Mateo County, California: COVID-19 Operational Response & Planning

Provided planning support for Response plan; Created a COVID-19 Long-term Strategic Plan.

Commonwealth of Virginia: COVID-19 Planning & Financial Recovery

Supported policy and operating procedures updating and development; Assisted with COVID-19 reimbursement under the CARES Act and FEMA PA.

State of Idaho: COVID-19 Recovery Planning

Supported after action review; Updated several state plans.

Orange County, California: COVID-19 Financial Recovery

Provided several COVID-19 related services, including financial cost recovery consulting.

IEM'S EASILY ACCESSIBLE CONTRACT VEHICLES

Through existing contract vehicles and rapid or emergency procurement, IEM is prepared to address your critical emergency and healthcare preparedness and response needs for the Coronavirus pandemic. Our contract vehicles are listed here: <https://iem.com/work-with-us/contract-vehicles/>.



Disaster Recovery Center of Excellence

IEM's approach to customer solutions is multifaceted to provide rapid and empathetic customer response, support system load capacity, and offer staffing resource availability and swift processing capability. With a demonstrated history of rapid startup, our unmatched services are geared towards helping individuals get back on their feet and on a path to recovery. Using state-of-the-art technologies, IEM provides unparalleled program management capabilities that are focused on accountable and rapid outcomes. As a system integrator, IEM uses program management tools to monitor and adjust plans based on data, client expectations, and project realities.

IEM established a **Disaster Recovery Center of Excellence** to assist our clients in the administration of their recovery efforts. The Center allows our employees to share best practices from across the nation and ensures real-time access to information from peers and other experts to drive accurate and expeditious outcomes for our customers. This also allows us to overcome inconsistencies and inaccuracies arising from differences between federal guidance and implementation that may occur during this unusual recovery.

Customer-Focus: Operations are tailored to meet your requirements, goals and objectives.

Cost Effective Model: Scalable, virtual, and with the capacity to meet your program administration requirements when needed, and only when needed.