



Human Services Support for Asylum Seekers

IEM is the largest woman- and minority-owned emergency management and homeland security company in the world committed to building a safe, secure, and resilient world.

IEM has nearly 40 years providing **program management, response operations, and wraparound services** that include, though are not limited to **comprehensive operational plans**, field guides, case management, and digital tools to **support mass care human services**.

Our team understands the complexity of the growing humanitarian crisis and stands ready to **support with empathy to deliver effective solutions that address the needs of asylum seekers** and the jurisdictions supporting their resettlement and integration into communities.

Current IEM Shelter Management Operations

IEM provides initial reception, shelter management and workforce, transportation liaison and onward travel services. We work with state and local partners, and nongovernmental organizations, to coordinate a full spectrum of human services and support. Our operations serve thousands of guests per week. During their stay, guests are provided medical, mental, physical, and emotional wellness services, freshly prepared meals, personal care items, clean living space, case management and onward travel services - well preparing them for their journey to sponsors as they await a court date for their asylum request.



4 Jurisdictions Supported



29 IEM-Managed Shelters



>87,000 Clients Served

5 IEM-Supported Shelters

QUICK FACTS

Founded

1985

Woman- and Minority-
Founded and Owned

Headquarters

Research Triangle Park, NC

Office Locations

Washington, D.C. | 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 emergency management, homeland security, disaster recovery, national security, and digital service professionals, former executives, and senior leaders from FEMA, DHS, HUD, DoD, as well as senior state and local officials from across the country.

IEM's Temporary Housing Solutions

As events require mass sheltering services and assisting unhoused individuals, from asylum seekers to disaster survivors, it is vital that organizations work with a partner who can **quickly deploy** while remaining flexible and responsive to policies and mandates, especially with regards to infectious diseases. IEM provides **scalable, rapid response in support of sheltering solutions** alongside **governmental and non-governmental partners**. We smoothly transition into the existing operational structures, or if needed, provide program restructuring and/or full wraparound services. IEM stands ready to provide 24-hour on-site management and staffing of shelters with multi-lingual personnel and managers to oversee all aspects of shelter management and operations based on our client's needs.

Prior to deployment, we provide **Standard Operating Procedures** and **Deployment Guidelines**, as well as conduct mandatory and site-specific training for all staff. Once onsite, we conduct an overview of the current real-time situation, identifying planning assumptions and reviewing policies and procedures to identify gaps. We develop a **Concept of Operations** that addresses all aspects of management and operations in alignment with the client's needs and the specifics of the site and population served for successful steady-state onsite management.

IEM's scalable structure supports operations and schedule planning with resource and personnel management and a myriad of communication and information processing systems. Additionally, IEM offers a suite of adjacent services that support successful sheltering solutions, including:

- Mass care preparedness and planning
- Logistics planning and wraparound services
- Medical care in conjunction with our IEM Health Division
- Incident Command System (ICS) compliance and integration
- Command and Control (C&C) operations
- Case management
- Discharge planning
- Public health planning
- Infectious disease modeling and risk assessments
- Mass notification systems
- Outreach and engagement

IEM recognizes the importance of offering shelter solutions that are **trauma-informed, survivor-centric**, and **culturally competent** to serve a diverse clientele base effectively and empathetically in their transition and acclimation to a new community and culture.

IEM Experience

IEM leads emergency response planning and preparedness projects throughout the nation. Our experience spans all 50 states, four U.S. territories, and FEMA's 10 regional offices and headquarters. IEM has provided emergency management services for a variety of clients, such as Atlanta, the Bay Area of California, Boston, Chicago, Dallas, Denver, Houston, Los Angeles, New York, Philadelphia, Phoenix, Salt Lake, San Diego, Seattle, and Washington, D.C., among many others. Our efforts provide a positive cascading impact to communities.

MEET THE TEAM

Through existing contract vehicles and rapid procurement, including standby contracts, IEM is prepared to address your critical emergency and preparedness needs.

Contact us to learn more.



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