



## Disaster Case Management Services

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

IEM has nearly 40 years' experience working alongside state, local, tribal, and territorial jurisdictions in their response and recovery operations following our nation's most catastrophic disasters. Using innovative solutions, and by incorporating best practices gained from IEM's nationally recognized subject matter experts, our team stands ready to support your community's recovery when the next crisis strikes.

To best serve those impacted, IEM provides **empathetic case work** and **case management** that places survivors' and their communities' needs at the forefront of our response. IEM is a full-service emergency management firm capable of developing comprehensive operational plans, field guides, and digital tools to support **mass care and human services efforts to help individuals and families recover following a crisis or disaster.**

### **IEM's Disaster Case Management Overview**

IEM's Disaster Case Management team has a diverse background in **disaster program development** and **survivor service delivery**. Our team focuses on disaster recovery plans that directly address disaster-caused needs for survivors by:

- Partnering case managers and survivors to ensure individuals and families drive their own recovery;
- Including goal-oriented planning, prioritization, timelines, resources, guidance, and tools;
- Assessing survivors' verified disaster-caused reimbursements, unmet needs, and barriers to resources;
- Addressing survivors' access and functional needs, and those needs unique to rural and remote communities with limited to no access to the internet; and
- Fulfilling survivor needs through effective partnerships, program access, and resource alignment.

### **QUICK FACTS**

**Founded**  
1985

**Physical Offices**  
Research Triangle Park, NC (HQ) • Washington, D.C. • Baton Rouge, LA • Tallahassee, FL • Bel Air, MD • Richmond, KY • Aguadilla, PR • Guaynabo, 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.

**Key Service Areas**

- Public Health and Medical
- Disaster Recovery and Management
- Homeland Security and Emergency Management
- Defense and National Security
- Digital Services

## IEM Maximizes Opportunities to Deliver Tangible Outcomes

Few companies have the experience of successfully launching large-scale **survivor-centric recovery programs** with our demonstrated record of support. Our goal is to ensure the effective synergy of individual and community recovery and return individuals to their homes expediently.

We believe that the best customer service we deliver is a full integration to complement, not complicate, existing local systems and social services while expanding upon partnerships for full resource alignment. This method provides for the shortest possible timeframe from initial program interaction to a recovery plan set on meeting the holistic needs of survivors.

### Concept in Practice

#### Our work has yielded the following:

- **Multifaceted outreach campaigns** – We have proven strategies to successfully reach those most impacted, even those sometimes reluctant to accept government assistance, by rallying support and buy-in from trusted community leaders and executing a culturally competent outreach campaign.
- **Partnerships inclusive of the whole community** – We engage stakeholders who represent the affected populations within the community, those who bring resources to them, and those who serve as a bridge between affected communities and government.
- **Application review to ensure eligibility** – We identify service providers who will go above and beyond to do all that is possible for each applicant to complement our disaster case management services. Additionally, IEM supplies call center services to further support applicants and offer over-the-phone application assistance to increase program accessibility of services.
- **Plans that meet the survivor where they are and address their needs for the betterment of the community** – This includes working with local community leaders, emergency managers, social service providers, not-for-profits, and advocacy groups to connect directly with survivors.
- **Workflow management that moves efficiently** – Our internal business systems include workflow management and robust reporting capabilities to keep processes moving and to identify when and where they are not.
- **Multi-layered security and protection** – We design program service delivery with confidentiality and protection of personally identifiable information (PII) as core values of staff engagement.
- **Program management agility to adapt to changing requirements** – IEM’s vast arsenal of experience allows us to assimilate new requirements quickly and modify course accordingly.

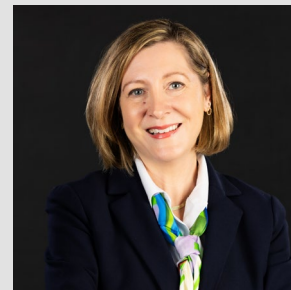
## MEET THE TEAM

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.**



**Chris Smith, M.Ed.**  
**Director, Individual Assistance  
and Disaster Housing**  
775-691-0070  
Chris.Smith@iem.com



**Diana Rothe-Smith, C.V.A.**  
**Program Manager, Individual  
Assistance and Disaster Case  
Management**  
202-355-5475  
Diana.RotheSmith@iem.com