



Non-Congregate Sheltering Solutions

IEM is the **largest woman- and minority-owned emergency management company** in the country committed to **building a safe, secure, and resilient world**. We accomplish that goal by working closely with our clients to understand their needs; by developing innovative approaches to leverage best practices and emerging trends in emergency management, and by seeking input from nationally recognized subject matter experts (SMEs).

IEM has over 38 years of successful experience providing emergency response planning, after-action review, training and exercise development, and emergency operations center (EOC) support to public and private-sector clients across the United States. IEM is a full-service emergency management firm capable of developing comprehensive operational plans, field guides, and digital tools to support **mass care emergency management** and **disaster human services' preparedness and response efforts**.

IEM's Public Assistance Expertise | Non-Congregate Sheltering Solutions

As natural disasters increase in frequency and severity, it is vital that organizations work with a partner that understands how to save lives, protect property, and **build communities back stronger**. Inherent to every part of this work is IEM's primary objective: **putting survivors first**.

IEM's experts understand a survivor-centric approach to recovery and will support your state long after others have left. This approach is why we focus on stabilization as a key ingredient to successful recovery. This stabilization process starts with improving sheltering opportunities through Non-Congregate Sheltering (NCS). We seek to maximize opportunities to reduce displacement and transient moves for survivors and assist them throughout each stage of their recovery journey.

Federal Policy Promotes Expanded Non-Congregate Sheltering Options

Effective July 2, 2022, FEMA added flexibilities to established policy on sheltering under Category B of its Public Assistance program to include the possibility of non-traditional facilities such as Travel Trailers/Recreational Vehicles (RVs). To support these missions IEM offers states a standby contract that will include project management, site preparation, haul and install services, lease in/out, maintenance, case work, demobilization, and disposal and site rehabilitation.

QUICK FACTS

Founded

1985

Woman- and Minority-Founded and Owned

Headquarters

Research Triangle Park, NC

Physical Offices

Washington, D.C. • Baton Rouge, LA • Tallahassee, FL • Bel Air, MD • Richmond, KY • Guaynabo, 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.

Key Service Areas

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

The IEM Difference

IEM offers clients a survivor-centered package that provides both the physical unit and case work services to the survivor as they engage with other forms of assistance. This enhanced offering promotes survivor recovery and can expedite the transition from shelter to permanent housing and long-term recovery; helping your community retain its tax base and return to a new normal.

Representative Experience

IEM leads emergency response planning and preparedness projects throughout the United States. Our experience spans all 50 states, 4 U.S. territories, every FEMA Regional Office, and FEMA Headquarters. IEM has experience providing emergency management planning for many clients, including the Bay Area of California, Los Angeles, San Diego, Washington DC, New York/New Jersey, Philadelphia, Atlanta, Boston, Chicago, Dallas, Houston, Phoenix, Salt Lake City, and Seattle, among many others.

Non-Congregate Shelter Support During the Pandemic

IEM provided non-congregate sheltering support to New York City Emergency Management during the COVID-19 response. The IEM Team set up contracts with hundreds of hotels and support service providers throughout the five boroughs to provide individual hotel rooms to recovering COVID patients and first responders that could not quarantine themselves from family members or roommates. Additionally, our team facilitated the installation of air conditioners in residents' apartments to keep people out of congregate cooling centers when positivity rates were consistently rising.

Shelter Planning

From 2015-16, IEM supported DC DHS and Homeland Security and Emergency Management Agency (HSEMA) to ensure that mass care preparedness activities for sheltering, feeding, temporary housing, reunification, and distribution of emergency supplies were comprehensive and accessible for citizens and transient populations within the District. The project includes assessment of over 200 District facilities for potential shelter viability; the development of a Mass Care Plan, and operational Shelter Plan, and accompanying guides and summaries; and a review of all documentation for promising practices with accessibility considerations from New York and Los Angeles.

IEM assessed District shelters, developed a detailed record of data about the usability and accessibility of potential shelters that will help the District and the Planning Team communicate capability, make funding and construction decisions, and increase the ability of DC to serve the entire population before, during, and after an incident. IEM was able to turn the raw data from the 211 shelter assessments into quick, user-friendly guidance putting all the necessary information quickly in front of the decision-makers who need to make an informed decision. IEM incorporated all data into a searchable excel database, created individual facility reports highlighting maps, pictures, key information including capacity, limitations, and other usability considerations. IEM also included short-term and long-term guidance for ensuring that DAFN individuals are adequately cared for in each of the facilities.

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



Megan Bond, Ph.D., M.S.P.
Program Manager, Individual Assistance and Disaster Housing
850-490-4992
megan.bond@iem.com



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