



## Public Housing Consulting Services

***IEM knows public housing!*** For four decades, IEM has been a leader in helping communities nationwide build back stronger and resilient.

IEM's dynamic and cross-sector team of subject matter experts leverage their experience and tools to assist Public Housing Agencies (PHAs) in **mitigating against, preparing for, responding to, and recovering from natural and man-made hazards** that may impact their residents and staff.

As a leading consulting firm, we have set industry standards for managing the **fastest and most cost-effective delivery of services in U.S. history** for our work in **disaster recovery housing programs**.

### Our Experience

IEM has **managed billions in federal funding** and supported state, local, tribal, and territorial clients nationwide.

- Managing ongoing **Community Development Block Grants- Disaster Recovery (CDBG-DR)** programs delivering long-term recovery to homeowners affected by Hurricanes Irma, Harvey, and Maria;
- Managing ongoing **FEMA-funded projects** for numerous states, territories, localities, and tribes; and
- Providing program and grants management services for several pandemic relief programs, including **Homeowner Assistance Funds (HAF)**, COVID-19 disease modeling and vaccination/treatment clinics, **Emergency Rental Assistance (ERA)**, and American Rescue Plan Act (ARPA).

### Consultation & Training to PHAs

In addition to disaster planning and management assistance, our subject matter experts can also provide PHAs with guidance and training on other **critical topics relevant to you**, including:

- Executive Director Leadership Training;
- Leadership Succession Planning;
- Housing Choice Voucher (HCV) Program Management Strategies; and
- National Standards for the Physical Inspection of Real Estate (NSPIRE).

### QUICK FACTS

#### Founded

1985  
Minority Woman  
Founded / Owned

#### Office Locations

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

#### Points of Contact

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#### Learn More & Access Resources



## The IEM Impact | Services Offered

IEM specializes in providing comprehensive support to PHAs and HUD-assisted programs nationwide in their program management, disaster preparedness, response, and recovery efforts. We offer a range of tools and training programs tailored specifically to address the unique challenges faced by each of our clients.

Our services include equipping PHAs with the necessary tools, technical assistance, and training to develop robust **disaster preparedness plans and toolkits**, enabling them to effectively navigate FEMA and HUD funding processes to **secure and retain funding opportunities**.

IEM provides valuable training for inspections, ensuring that PHAs are well-prepared to **meet regulatory requirements** and **maintain compliance** before, during and after disasters. We offer the development and delivery of training across the emergency management spectrum, including though not limited to:

- Effective management techniques to minimize the impact of an unforeseen event;
- National Standard Incident Command System (ICS) training inclusive of position-specific training;
- FEMA Emergency Management Institute courses;
- DHS-approved and/or sanctioned courses;
- Active Shooter Response; and
- Medical Response to Critical Incidents.

### Check out IEM-produced webinars on the HUD Exchange!










Scan QR code or click links below to access.

- **PHA Procurement Training**  
<https://www.hudexchange.info/trainings/pha-procurement-training/#chapter-1-introduction>
- **PHA Disaster Preparedness Toolkit**  
<https://www.hudexchange.info/resource/6933/disaster-preparedness-toolkit/>
- **PHA Occupancy Webinar Series**  
<https://www.hudexchange.info/news/pha-occupancy-webinar-series/>
- **PHA Disaster Planning in Florida**  
<https://www.hudexchange.info/trainings/courses/getting-ahead-of-the-next-disaster-florida-disaster-readiness-response-recovery-training/>



With our expertise and resources, we empower PHAs to enhance their resilience, safeguard their communities, and successfully recover from unexpected events.

### Additional Services IEM Offers to PHAs are:

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|  Anti-Fraud, Waste, & Abuse Prevention                               |  Digital Citizen Services                                      |
|  Case Management – Intake & Eligibility                              |  Fire Drill, Evacuation, Shelter-in-Place Planning & Exercises |
|  Communications, Outreach & Constituent Services                     |  Program & Grants Management                                   |
|  Comprehensive Disaster Preparedness, Resilience & Recovery Planning |  Program Policy, Design & Implementation                       |
|   |  Reporting, Compliance & Monitoring                            |

**IEM is here to assist.** Our dedicated team stands ready to provide PHA officials with the necessary technical assistance, tools, and guidance to navigate their complexities, ensuring that your agency is well-prepared, trained, and able to respond and recover effectively to unforeseen events.

Together, we will strengthen your community's ability to withstand and bounce back from challenges, creating a safer and more resilient environment for all residents. How can we help? Contact our experts today.