



Home Energy Efficiency | Full-Service Program Management

For four decades, IEM has been a leader in helping state, local, tribal, and territorial entities build stronger, more resilient communities.

IEM’s dynamic and cross-sector team of subject matter experts leverage their experience and tools to assist jurisdictions in **driving economic vitality, increasing energy efficiency, and expanding clean energy resources.** As a leading emergency management and disaster recovery consulting firm, we are proud to set industry standards, having been recognized for delivering the **fastest and most cost-effective delivery of services in U.S. history** for our work in disaster recovery housing programs.

IEM has **managed billions of dollars** in federal grants and disaster assistance including, though not limited to:

- Ongoing Community Development Block Grants- Disaster Recovery (CDBG-DR) efforts in Texas, Puerto Rico, and Florida for Hurricanes Irma, Harvey, and Maria.
- New Jersey’s Reconstruction, Rehabilitation, Elevation and Mitigation, and Low-and-Moderate-Income Homeowners Rebuilding Programs for Hurricane Sandy.
- NY Rising CDBG-DR Housing Recovery Program for Hurricane Sandy.
- Restore Louisiana CDBG-DR Housing Recovery Program for the “Great Floods of 2016”.

The IEM Impact | Home Energy Rebate Program Management

IEM’s experience designing and implementing federally funded, statewide assistance programs like U.S. Housing and Urban Development’s (HUD) CDBG-DR housing repair and replacement programs, and most recently, U.S. Treasury’s Homeowner Assistance Fund (HAF) programs, positions our team as a vital partner in optimizing U.S. Department of Energy funds for enhancing energy resiliency. This is achieved through programs such as the **Home Efficiency Rebates** and **Home Electrification and Appliance Rebates.**

IEM’s sample services include:

- Anti-Fraud, Waste, and Abuse Prevention**
- Call Center Operations**
- Case Management – Intake & Eligibility**
- Communications, Outreach, & Constituent Services**
- Digital Citizen Services**

- Economic Development**
- Program Policy, Design & Implementation**
- Program, Grant, & Subrecipient Management**
- Reporting, Compliance, & Monitoring**

QUICK FACTS

Founded

1985
Woman- and Minority-
Founded / Owned

Physical Offices

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

Our Experts

Jon Mabry
Vice President,
Disaster Recovery
jon.mabry@iem.com
601-953-4562

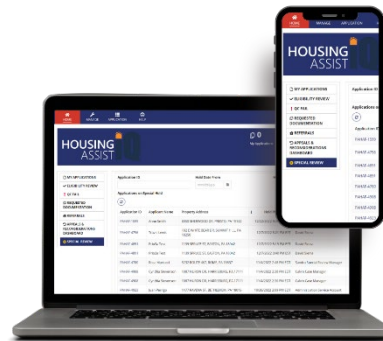
Sydney Gilliam
Program Policy &
Development Manager
sydney.gilliam@iem.com
910-473-7702

Innovative Solutions to Improve Applicant Experience

IEM's Digital Services is a leader in the use of data management, automated process solutions, and customized software solutions.

IEM solutions are all equipped with:

- Automated workflows
- Case management support
- Individual licensing for all users
- Role-based access for all users
- Intelligent Document Processing
- Robotic Process Automation
- Document repository
- Integration with external systems



Our custom solutions also:

- ✓ Automatically generate documents (e.g., ineligibility notifications, awards); and
- ✓ Allow updates to applicant awards and payments.

As a proud partner of Appian, IEM has blended innovative, low-code technology with streamlined processing and efficient case management to develop **custom products to fit our clients needs**. Our IQ suite blends innovative technology with streamlined processing. Various iterations of this software have been reimaged to adjust to project needs:

- **HousingAssistIQ™** software manages and processes homeowner assistance funds
- **HRIQ™** software used for housing and recovery operations workflows
- **RentAssistIQ™** software manages and processes emergency rental assistance funds

Rebuilding Stronger, More Resilient Communities

IEM is nationally recognized for its part in helping communities impacted by disaster recover quickly, and more resiliently. Our work in CDBG-DR offers us an opportunity to directly help individuals and families displaced by disaster return home to a structure that is **restored to better withstand future disaster impacts**.

Resilience Case Study

Our disaster recovery experts are well versed in **HUD's Green Building Retrofit Checklist** and drive all projects to meet these basic expectations, where possible. In our support to the Rebuild Florida (Irma) Housing Repair and Replacement Program, IEM's housing and construction professionals adhere to the **Green Building Standards** to promote carbon reduction and keep costs low for homeowners often experiencing financial hardship (e.g., low-to-moderate income) and aims to achieve the following certifications in the housing construction projects we manage:

- **ENERGY STAR** (Certified Homes or Multifamily High-Rise);
- **EPA Indoor Air Plus** (Energy Star a prerequisite);
- **LEED Certified**; or
- **ICC-700 National Green Building Standard**.



IEM implements cost-effective energy improvements that meet local zoning codes, **Decent Safe and Sanitary (DSS)** or required **Housing Quality Standards (HQS)** to increase resilience. These efforts include the elevation of major electrical components, roof strapping, and other program-eligible items for homeowners receiving a mobile or modular home replacement.

IEM provides a **Fortified Gold Standard** of construction that reinforces the most vulnerable areas of homes to provide the best chance to keep wind, rain, and storm pressures out. This is an added long-term benefit to the homeowners we serve who will in return receive reduced insurance rates and assurance that their home is safer than conventional construction standards.



We're here to help. IEM stands ready to leverage our expertise and innovative solutions to help your agency connect residents to home energy-efficient programs and increase resiliency in your jurisdiction.