



Human Services Support for Asylum Seekers

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

For nearly 40 years, IEM has provided **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. We are 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, 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

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.

Easily Accessible Contract Vehicles



IEM's Temporary Housing Solutions

As events require mass sheltering services and assisting unhoused individuals, from asylum seekers to disaster survivors, organizations must work with a partner who can **quickly deploy** while remaining **flexible** and **responsive** to policies and mandates, especially with regard to infectious diseases. IEM provides **scalable, rapid response to support 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 shelter staffing with multi-lingual managers and personnel to oversee all aspects of shelter management and operations based on client needs.

Before deployment, we provide Standard Operating Procedures and Deployment Guidelines and 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, as well as 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 various communication and information processing systems. Additionally, IEM offers a suite of adjacent services that support successful sheltering solutions, including:

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

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

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

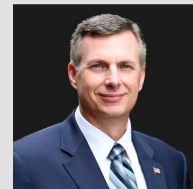
Contact us to learn more.



James Clark

Vice President, International Homeland Security and Emergency Management

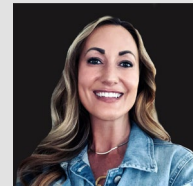
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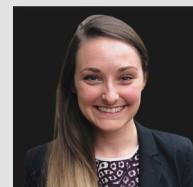
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