



Humanitarian Operations Training and Technical Assistance



IEM has nearly 40 years of experience providing program management, response operations, and wraparound services that include, although are not limited to, comprehensive operational planning, field guide development, case management, intake, and digital software solutions to support mass care human services.

Our team understands the complexity of the growing humanitarian crisis and is prepared to provide empathetic support and deliver effective solutions to address the needs of asylum seekers and jurisdictions, supporting their resettlement and integration into communities. Recognizing the urgency to expedite resettlement in jurisdictions experiencing an uptick of asylum seekers, IEM can rapidly deploy staff to respond within 48 hours' notice.

IEM Force Multiplier Solutions: Elevating Your Sheltering Capabilities



Gap Analysis / Needs Assessment: IEM is experienced in reviewing current capabilities and resources, analyzing where those resources may be insufficient, and creating a pathway to address gaps by implementing sustainable solutions based on findings. Deliverables could include Playbooks, Guidelines, or Concept of Operations (CONOPS).



Shelter Worker / Shelter Manager Training Academy: IEM created a training curriculum for Shelter Workers and Managers to ensure teams are equipped with the most applicable and useful resources, guidance, and best practices to effectively support the fluid and challenging sheltering environment. There are a variety of training packages to choose from, as well as fully customizable options.



Leadership Workshops / Policy Seminars: With humanitarian response sheltering Subject Matter Experts (SMEs), IEM brings experience in facilitating conversations and group discussions across governmental entities, community stakeholders, and community-based organizations. Deliverables may come in the form of policy working groups, white papers, and other solutions to seamlessly integrate new arrivals into communities.

IEM offers a **suite of adjacent services** that support successful sheltering solutions, including:

- ✓ Shelter Worker / Manager Training
- ✓ Incident Command System (ICS) Compliance & Integration
- ✓ Infectious Disease Modeling & Risk Assessments
- ✓ Leadership Workshops Seminars
- ✓ Command & Control (C&C) Operations
- ✓ Mass Notification Systems
- ✓ Customizable Software Solutions
- ✓ Case Management
- ✓ Outreach & Engagement
- ✓ Mass Care Preparedness & Planning
- ✓ Discharge Planning
- ✓ Program & Grants Management Services
- ✓ Logistics Planning & Wraparound Services
- ✓ Public Health Planning
- ✓ Medical Care in Conjunction with our IEM Health Division

IEM's Commitment to Diversity Equity and Inclusion

At IEM, our pledge to foster diversity, equity, and inclusion resonates in every facet of our work. Our team comprises individuals from diverse backgrounds, ensuring a rich tapestry of experiences and perspectives. Embracing our **commitment to cultural competence**, we deliver personalized and **trauma-informed** care to new asylum seekers, creating an environment that is inclusive and responsive to the unique needs of those seeking refuge.

Recognizing the importance of diversity in every aspect of our work, we are proud to hold a certification as a Minority and Women-Owned Business Enterprise (MWBE). This certification further exemplifies our dedication to making a meaningful impact while upholding the values of diversity and inclusion.



Training Solution Options*

Elevate your shelter team's capabilities with IEM's training meticulously designed for Shelter Workers and Managers. Our tailored programs focus on emergency management, with a dedicated emphasis on asylum-seeker sheltering.



Shelter Training Academy: Enable your team with a blend of in-person and practical learning.

- Three days of immersive classroom content
- Two days of on-site shadowing with experienced staff



Boot Camp: Convenient online or remote learning with high engagement.

- Five days of facilitated online content
- User-friendly platform incorporating break-out room sessions



Self-Paced Online Learning: Flexible and certified training with options for quarterly and annual refreshers.

- Entirely self-paced, featuring pre-recorded content
- Shelter Workers Training: 8 hours
- Shelter Managers Training: 16 hours

Empower your team with IEM's proven training, ensuring readiness in asylum seeker sheltering. Ideal for state, city, local governments, and non-profit entities.

*Fully customizable solutions that tailor packages to align with your unique needs. Contact us for personalized shelter training solutions.



"I thought [IEM's] presentation was top notch. You nailed it. It's not easy to walk into a room of strangers and project well."

Stephen Acquario

Executive Director, NYSAC (New York State Association of Counties)

Current IEM Shelter Management Operations



Through IEM's Sheltering Projects, we have served **300,000+** people across **42** separate sheltering sites.

IEM offers comprehensive support services to migrants and the unhoused, including initial reception and shelter management at more than 42 shelters across the United States. Collaborating with state, local, and non-governmental partners, we ensure a wide range of human services.

Our operations accommodate thousands of guests weekly, providing medical, mental, physical, and emotional wellness services, along with freshly prepared meals, personal care items, clean living spaces, logistics, case management, and onward travel services. With the ability to rapidly deploy staff to worksites, we ensure our holistic approach prepares guests for their journey to their end destination as they await a court date for their asylum request.

Contact Information



RACHEL LANGLAIS
Manager, Humanitarian Response Operations
Rachel.Langlais@iem.com

Dynamic leader with 15+ years' experience in Project & Program management, Planning & Response operations. Leveraging experience in Public Health and Community Engagement to pioneer solutions for nationwide asylum seeker sheltering operations. Embodying values that resonate broadly and positively impacting asylum seekers. AmeriCorps VISTA alumni.



KIRSTEN RASCHKO
Subject Matter Expert
Kirsten.Raschko@iem.com

Seasoned Incident Commander with 10+ years' experience in short- and long-term migrant care. Previously led major humanitarian projects for the State of California and has supported the U.S. Department of Justice and the United Nations, showcasing her abilities to respond to US and global crises.