



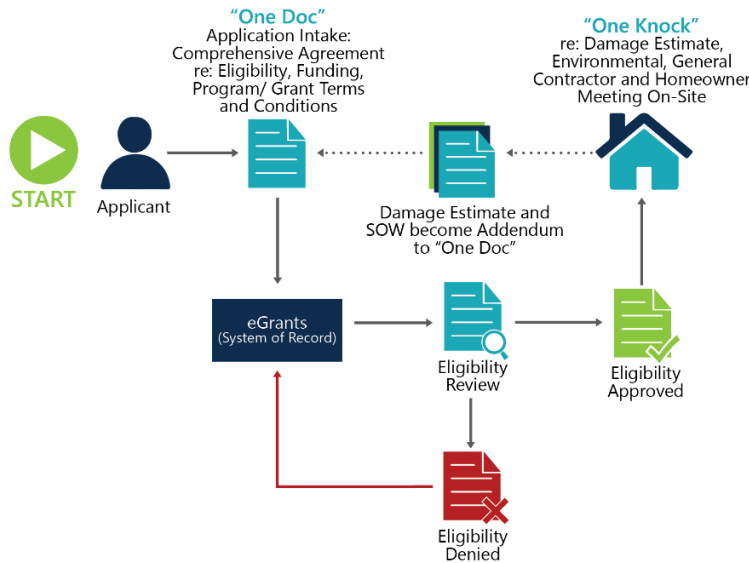
One Doc, One Knock™ | IEM Disaster Recovery Program Management Services

One Doc, One Knock™ is IEM’s proprietary consulting and management tool that makes application processing for disaster recovery funding faster and more efficient.



The service compiles documentation with one signature (One Doc) that is obtained in a single visit to the impacted property (One Knock) to simplify the interaction between the public and private disaster recovery entities and the homeowners. One Doc consolidates the complex documentation into one release that the homeowner signs when submitting the application. One Knock brings the entire team of contractors, inspectors, and assessors to the homeowner’s property at the initial site visit to complete all necessary reviews, resulting in an agreed-upon scope of work that all parties sign electronically.

One Doc, One Knock™ is a customer service product aimed at streamlining often time-consuming steps to expedite home repairs for eligible homeowners following a disaster.



This consulting service assists in preparing and filing disaster survivor applications to:

- Reduce disruptions to homeowners;
- Eliminate application burnout, homeowner burden, and program frustration;
- Mitigate the risk of change orders and customer appeals;
- Increase application accuracy and decrease application processing times;
- Lower delivery costs; and
- Expedite the eligibility and construction processes.

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 • Guaynabo, PR • Aguadilla, PR

About IEM

IEM’s mission is to build a safe, secure, and resilient world. With over 38 years of experience managing and responding to unprecedented events, IEM has the expertise, innovative strategies, and tools to overcome disruptions and help communities build back stronger. Whether a disaster, pandemic, homeland security threat, or community risk, IEM ensures rapid response and recovery to increase resilience and mitigate the impact of future events.

Our Services

- Disaster Recovery
- Digital Citizen Services
- Emergency Management
- Digital Services
- Homeland Security
- National Security
- Public Health

Homeowner Experience | Evangeline's Story

Evangeline is a homeowner displaced by the 2016 Louisiana flood. Follow her journey through the recovery process.

Step 1: Outreach | IEM's nonprofit partner contacts Evangeline. An advisor helps her complete the survey and provides a checklist of materials to collect, a Homeowner Guidebook, and a sample One Doc.

Step 2: One Doc | Evangeline visits a local mobile outreach center, where she learns about the process and is assigned a case manager who provides various contacts. They also review rebuild options and a standardized contract for construction.

Step 3: One Knock | The general contractor, damage assessor, and environmental personnel meet at Evangeline's house for assessment. They sign off on the scope of work.

Step 4: Construction Starts | Evangeline has a pre-construction meeting with the general contractor and IEM construction advisor. Inspectors monitor progress, and Evangeline receives draw payments.

Step 5: Grant Letter & Initial Check Received | Evangeline gets the Notice to Proceed and the building funds.

Damage Assessments

Damage assessments (DA) serve critical functions in the Community Development Block Grant Disaster Recovery (CDBG-DR) grant process. CDBG-DR DA is very different from Federal Emergency Management Agency (FEMA) inspections, aside from the simple comparison that the former FEMA Sheltering and Temporary Essential Power (STEP) inspections may have 60 or fewer line items and CDBG-DR DA may use 34,000 lines of potential damages.

IEM's DA is U.S. Department of Housing and Urban Development (HUD)-compliant, in that it *also* identifies critical aspects/features of the property that require further environmental review to provide a full estimate of work completed and to be completed.

IEM is familiar with the methods that have been used for CDBG-DR DA, including the use of **Xactimate**, square footage-based methods, etc. After the major storms of 2017, IEM created a HUD-approved innovative DA method called Macro House to reduce costs and time for detailed DA.

IEM has considerable experience in performing thousands of CDBG-DR DA, including Duplication of Benefits offsets. **IEM has achieved the FORTIFIED SERVICE PROVIDER™ designation.** This additional level of certification provides extra assurance that inspections and scoping activities will comply with best practices.

Performing DA after eligibility determination saves program dollars by ensuring that work is only performed when necessary. IEM coordinates with agencies on the design of specific guidelines for DA, including storm damages, code compliance for wind, water, and seismic resiliency, use of additional standards, etc. We have expertise in CDBG-DR DA standards, protocols, and software tools for assessing and documenting repair items for HUD programs.

Damage Assessment Process

Preparation: IEM clusters eligible applications. Our inspection team isolates homes built prior to 1978 to check for lead-based paint hazards. Our team then identifies if the home is in a floodplain or seismic risk zone or if there is any record of hazards in the soil or water on or near the home. IEM makes assignments to the inspection team within 24 hours of receipt of eligibility notification. Our inspection team schedules a date and time that is convenient for the applicant to allow our team onsite to investigate damages, striving to schedule all inspections within 72 hours of assignment.

We ensure our damage assessors are in close coordination with the environmental team to combine damage assessment and environmental review. Our scheduling team asks for as much information as possible from homeowners to share with the damage assessors for the site visit.

Damage Assessment: IEM quantifies and documents the cost to repair the property and the cost of repairs that have already been completed. Our damage assessor explains the damage assessment process to the applicant onsite. The assessor will take measurements and record site conditions, complete an Initial Site Assessment and Damage Verification Checklist form, and document the presence or absence of recognized environmental concerns (RECs) and other resources on or adjacent to the site. Our inspectors mark the GPS location and note the condition and any hazards on our information logs.

Damage Assessment Report: IEM provides a detailed report on the condition of the home and damages identified during the assessment, which the applicant also may access. The report also includes any environmental concerns identified in the Tier 2 report or from any hazardous materials testing for lead, asbestos, etc.