



## Your Partner in Disaster and Crisis Response

For nearly four decades, IEM has supported federal, state, local, tribal, and territorial (SLTT) agencies and private sector partners in disaster and crisis response operations. Within hours, **IEM deploys experienced emergency managers** for on-site support to help your jurisdiction address disasters or other emergencies, regardless of complexity. We bring innovative solutions and crisis-tested leaders who are **focused on outcomes – saving lives, protecting property**.

### Activation Surge Support



IEM **rapidly deploys** to support and augment emergency response activations onsite and remote in Emergency Operations Centers (EOC) and Joint Field Offices (JFO) as well as in the field with Incident Management

Teams (IMTs). Our seasoned team – including **former Federal Emergency Management Agency (FEMA) and state and local leaders** – excels during large-scale, long-lasting activations for various hazards. Whether you need expertise to staff emergency functions or extra personnel to maintain 24/7 operations, IEM is ready to strengthen your response efforts.

### Shelter Management Operations



IEM works with SLTT partners and nongovernmental organizations to support jurisdictions with shelter management and operational needs during incidents. IEM responds rapidly and quickly **scales up to support sheltering**

**solutions**. Our team is experienced in mass care planning, logistics, medical care, case management, public health planning, and communications to support successful, efficient shelter operations.

### IEM Air™



Proper planning is essential for safe and coordinated aviation operations during contingencies, disasters, and major incidents. IEM assists government, military, and private sector partners with logistics, resource movement, and evacuation planning and operations. Under National Air Operations and Mass Evacuation Transportation Planning (METP) contracts, IEM provided **aviation expertise to government agencies** for:

- FEMA JFO Aviation Branch Operations Manual
- National Response Framework (NRF) Aviation Operation Support Annex
- Aviation Cadre Task Books
- State and Local Aviation Planning (SLAP) Guidance
- Development of Federal Support Plans (for air evacuations)
- Successful air evacuation of New Orleans during Hurricane Gustav

### QUICK FACTS

#### Founded

1985

#### Headquarters

Research Triangle Park, NC

#### Our Experts

The expansive IEM team includes emergency management, homeland security, disaster recovery, national security, digital service professionals, former executives, senior leaders from FEMA, DHS, HUD, and DoD, and senior state and local officials from across the country.

#### Key Service Areas

- Command & Strategic Advisory Services
- Emergency Operations Center Support (onsite and remote)
- Field & Base Camp Support
- Finance
- Logistics
- Operations
- Planning
- Public Information
- Safety
- Staff Augmentation

#### James Clark

**Vice President, International Homeland Security and Emergency Management**

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## Representative Experience

### EOC/OEM Surge Staffing, New York City Emergency Management, NY

IEM supported the New York City (NYC) Office of Emergency Management (OEM) Emergency Operations Center (EOC) early in the COVID-19 pandemic. The IEM Team supported surge staffing in several roles, including Emergency Support Function-8: Health & Medical, Logistics, Planning, Situational Awareness, and Watch Command.

### Activation Surge Staffing, Florida Division of Emergency Management, FL

During Hurricanes Ian and Idalia, IEM deployed personnel to support the Florida Division of Emergency Management (FDEM) Emergency Operations Center (EOC). IEM provided staff augmentation to support various EOC functions, including Finance and Planning Sections, Air Operations, and the infrastructure branch. IEM also provided state liaisons to support county EOCs.

IEM's support to Florida included deploying mass care experts to identify barriers related to homelessness and assist shelter residents in transitioning to stable housing. To support Florida's hurricane response, IEM:

- Deployed a Human Needs Assessment Team to assist in identifying unmet needs of shelter residents.
- Supported the Multi-Agency Shelter Transition Team (MASTT) to transition households out of shelters.
- Staffed the Unmet Needs Cell to track and refer unmet needs.
- Staffed federal Transitional Sheltering Assistance (TSA) teams.
- Provided staff augmentation to public shelters supporting dormitory management, resource distribution, and shelter demobilization.

### Emergency Southwest Border Reception and Shelter Mission, Illinois Emergency Management, IL

IEM provided project management support services for a multi-agency effort, including planning, coordinating, and managing non-congregate shelters and associated services for asylum seekers. IEM deployed with minimal advanced notification to serve 3,800 individuals within 23 non-congregate shelter sites. The coordination included multiple agencies:

- Illinois Emergency Management Agency and Office of Homeland Security
- Illinois Department of Human Services
- Chicago Department of Family and Support Services
- City of Chicago
- Chicago Office of Emergency Management
- Illinois and Chicago Public Health

### Navy Hangar Recovery, Tustin, CA

Following a catastrophic fire, IEM managed the oversight of hangar door and pillbox removal, debris requests, remediation, residential inspections, and financial recovery, and provided technical support for contract administration. IEM deployed two (2) personnel within six (6) hours and three (3) personnel within 24 hours of contract award approval. IEM continued to support on-location and remotely with 14 personnel throughout major response operations.

## CONTRACT VEHICLES

Through existing contract vehicles and rapid procurement, IEM is prepared to address your critical emergency and healthcare preparedness and response needs for any event.

### MAS - General Purpose Commercial Information Technology Equipment, Software, and Services Rescue

Contract Number: GS-35F-679GA  
Contract Period: 9/14/2017 – 9/13/2027

### California Multiple Award Schedules

Contract Number: 4-22-07-1003  
Contract Period: 7/6/2022-9/13/2027

Contract Number: 3-20-70-2296C  
Contract Period: 8/11/2020-9/13/2027

### HGACBuy Cooperative

Contract Number: HP08-21  
Contract Period: 8/1/2021-7/31/2025

### Florida Department of Management Services

Contract Number: 80101500-20-1  
Contract Period: 3/1/2021-8/31/2024

### TXShare

Contract Number: 2023-028  
Contract Period: 10/1/2023-9/30/2024

### Pennsylvania Statewide Training and Consulting Services

Contract Number: 4400045804  
Contract Period: Indefinite

Contract Number: 4400022828  
Contract Period: Indefinite

### Massachusetts Statewide Contract

Contract number: PRF76  
Contract Period: 10/27/2022-9/30/2027

### HHS Aviation Ground Support and Airfield Operations and Maintenance

Contract Number: 75A50120D00003  
Contract Period: 2/10/2020-2/9/2025

### FEMA Air Transportation Support Services

Contract Number:  
70FB7023D000000012  
Contract Period: 10/13/2022-  
10/12/2027

### FEMA Air Evacuation Aviation Ground Support

Contract Number: 70FB7021D00000021  
Contract Period: 8/23/2021-8/12/2026