



Human Services Support for Asylum Seekers

For 40 years, IEM has been a trusted leader in emergency management, homeland security, and disaster recovery, providing **end-to-end program management** and **response operations**. Our expertise spans **comprehensive operational plans**, tailored field guides, innovative case management, and advanced digital tools—delivering **effective, life-changing mass care and human services**.

As the largest firm of our kind, IEM is deeply committed to creating a safer, more secure, and resilient future. We understand the complexities behind humanitarian crises. Our dedicated team brings **empathy** and **expertise** to every situation, ready to support asylum seekers and the communities welcoming them.

With IEM as their partner, jurisdictions receive **effective, compassionate solutions** for **successful resettlement** and **community integration**.

Current IEM Shelter Management Operations

IEM provides initial reception, shelter management, workforce augmentation and training, transportation liaisons, and onward travel services. We work with state and local partners and nongovernmental organizations to coordinate a full spectrum of human services support. Our operations serve thousands of shelter asylum seekers (“clients”) per week. During their stay, they are provided: medical, mental, physical, and emotional wellness services; freshly prepared meals; personal care items; a clean-living space; case management; and onward travel services. This **full spectrum of services** ensures they are well prepared and supported on their journey to sponsors while awaiting their asylum court date.



6 Jurisdictions Supported



45 IEM- Managed or Supported Shelters



> 146,400 Clients Served

QUICK FACTS

Founded

1985

Woman- and Minority- Founded and Owned

Headquarters

Research Triangle Park, NC

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 regarding 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 is fully prepared to deliver 24-hour on-site management and shelter staffing, with multi-lingual managers and personnel ready to handle every aspect of shelter management and operations tailored to client needs.

Before deployment, we provide Standard Operating Procedures and Deployment Guidelines and conduct mandatory and site-specific training for all staff. **Upon arrival**, we perform a thorough assessment of the real-time situation, clarifying planning assumptions and closely reviewing policies and procedures to identify any gaps and areas for improvement. **While onsite**, the IEM Team develops a comprehensive Concept of Operations that encompasses all facets of management and operational efficiency, ensuring alignment with client needs while considering the unique characteristics of the site and the population served. Our approach ensures seamless and dependable onsite management in any steady-state or emergent operation.

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 aid successful sheltering solutions, including:

- Case management
- Command and control 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 effectively and empathetically serve a diverse clientele base in their transition and acclimation to a new community and culture.

IEM Experience

IEM leads emergency response planning, preparedness, and response projects throughout the nation. Our experience spans all 50 states, four U.S. territories, and FEMA's ten regional offices and headquarters. IEM has provided emergency management services for various 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 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.



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