



# Humanitarian Operations Training and Technical Assistance

With nearly 40 years of expertise, IEM delivers comprehensive program management, response operations, and essential wraparound services to support mass care and human services. Our offerings include strategic operational planning, expert staff augmentation, insightful after-action reports, and targeted training and technical assistance—ensuring your organization is fully prepared to meet the demands of any mission.

Our team understands the complexity of humanitarian crises. IEM provides empathetic support and delivers effective solutions to address the needs of impacted populations, and the responding jurisdictions and organizations.



## IEM Force Multiplier Solutions: Elevating Your Sheltering Capabilities



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



**Shelter Worker / Shelter Manager Training Academy:** IEM created two training curricula – for sheltering managers and shelter workers – to ensure teams are equipped with the most applicable and useful resources, guidance, and best practices to effectively support fluid and challenging sheltering environments. We have a variety of training packages to include fully customizable options.



**Leadership Workshops / Policy Seminars:** With humanitarian response sheltering Subject Matter Experts (SMEs), IEM brings experience in facilitating conversations and group discussions amongst governmental entities, community stakeholders, and organizations. Deliverables may include policy working groups, in-progress reviews, and white papers to engage stakeholders on their community's response to humanitarian needs.

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

- ✓ Capacity Building
- ✓ Collaborative Response Frameworks
- ✓ Data Management and Reporting Solutions
- ✓ Grants Management
- ✓ Incident Command System (ICS) Compliance & Integration
- ✓ Infectious Disease Planning and Monitoring
- ✓ Job Aid and Position Task Book Development
- ✓ Logistics and Resource Management
- ✓ Mass Care Preparedness & Planning
- ✓ Personnel Management
- ✓ Policy and Protocol Development
- ✓ Process Analysis
- ✓ Program Management Services
- ✓ Subject Matter Expertise
- ✓ Volunteer and Donations Management

## 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 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 specialized training designed for Shelter Workers and Managers. Our training programs are rooted in emergency management expertise, with a strong focus on serving special populations through a trauma-informed, compassionate approach—ensuring every response meets the highest standards of care.



### **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:** Facilitating real-time interactions in a remote setting while maintaining 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 and enhance your mass care and sheltering operations with IEM's specialized training solutions. Designed for state, city, and local governments, as well as nonprofits managing frontline shelter staff, our programs empower your workforce with the skills needed for effective, compassionate care.

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



"It is very evident IEM is well educated on all subjects. Very thankful for the time that was put into this training."

"Very grateful for the training! [It] should provide consistency among managers and shelters."

"It was very good, necessary to help us be successful in our roles."

## Current IEM Shelter Management Operations



Through IEM's Sheltering Projects, we have served **146,000+** people across **45** separate sites.

IEM offers comprehensive shelter and support services for unhoused individuals, from disaster survivors to asylum seekers, including intake, transportation coordination, and site management nationwide. In partnership with state, local, and non-governmental organizations, we deliver a comprehensive range of human services with efficiency and compassion, ensuring every community receives the support it needs.

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 travel services. With the ability to rapidly deploy staff to worksites, we ensure our holistic approach supports guests during their time navigating the system of care.

## Contact Information



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Response Operations  
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*A 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 U.S. and global crises.*



**CAMILLE HESTERBERG**  
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*An experienced project manager specializing in mass care and sheltering contracts, with expertise in overseeing large-scale humanitarian response initiatives, including a \$3M+ state-level contract. Brings a strong foundation in human services, with hands-on experience in direct care and delivering training and technical assistance on anti-human trafficking.*