



Mass Care and Human Services Support

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 is ready to support with mass care and human services to communities responding to disasters, incidents, and other emergency service needs.

With IEM as their partner, jurisdictions receive **effective, compassionate solutions** for services funded through the Federal Emergency Management Agency’s (FEMA) Shelter and Services and Emergency Food and Shelter Programs.

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. During their stay, guests are provided: medical, mental, physical, and emotional wellness services; freshly prepared meals; personal care items; a clean-living space; case management; and transportation services. This **full spectrum of services** ensures they are well prepared and supported when they exit the shelter system.



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

IEM's mass sheltering services deliver immediate, scalable solutions to support unhoused individuals—from disaster survivors to asylum seekers. Our **rapid-response teams partner seamlessly with governmental and non-governmental organizations**, either integrating into existing operations or providing full program deployment and wraparound services. With 24/7 on-site management, multi-lingual staff, and tailored shelter operations, IEM is fully equipped to handle every detail, ensuring compassionate, effective support that adapts to evolving policies and specific client needs.

Before deployment, we provide Standard Operating Procedures and Deployment Guidelines and conduct mandatory and site-specific training for staff. **Upon arrival**, we perform a thorough assessment of the real-time situation, clarifying planning assumptions and closely reviewing policies and procedures. **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 and 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** allows us to respond quickly to fluctuations in policy direction, population needs, or operational requirements in congruence with sound resource and personnel management. 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 planning and monitoring
- Logistics planning
- Wraparound services
- Mass care preparedness and planning
- Medical care in conjunction with our IEM Health Division
- Outreach and stakeholder engagement

IEM recognizes the importance of offering shelter solutions that are **trauma-informed, survivor-centric**, and **culturally competent** to serve a diverse clientele effectively and empathetically.

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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