



# Mass Care and Sheltering Solutions

For **40 years**, IEM has been a trusted leader in emergency management, homeland security, and disaster recovery, providing full-spectrum program management. IEM has supported clients in all 50 states, four U.S. territories, major cities, tribes, and other localities. As the nation's largest firm dedicated to emergency management, IEM is committed to creating a safer, more secure, and resilient future.

## IEM Shelter Management Capabilities

IEM understands the complexities of crises. Our dedicated team of nationally recognized experts is prepared to support mass care and sheltering services to communities responding to disasters, humanitarian crises, and other emergencies.

IEM's innovative solutions encompass detailed operational plans, customized field guides, innovative case management, and cutting-edge digital tools. We provide effective, life-saving mass care and human services.

IEM supports state, local, tribal, and territorial partners in coordinating wraparound shelter services. During their stay, guests receive trauma-informed care and are treated with dignity and respect. IEM coordinates shelter intake and registration, shelter management, workforce augmentation and training, and transportation and referral services to meet client's needs.

## At a Glance

**Founded**  
1985

**Headquarters**  
Raleigh, NC

**Our Experts**  
The expansive IEM team of over 800 consultants includes emergency management, disaster recovery, homeland security, and public health professionals. Our team consists of former federal and private sector executives, FEMA and HUD senior leaders, and senior state and local officials from across the country.

**8**

**Jurisdictions Supported**

**47**

**IEM-Supported / Managed Shelters**

**>146K**

**Clients Served**

# IEM's Emergency Shelter Solutions

IEM's sheltering services deliver immediate, scalable solutions to support those in need. Our rapid-response teams partner seamlessly with governmental and non-governmental organizations, integrating into existing operations or providing lifecycle program management and wraparound services. With 24/7 on-site management and tailored shelter operations, IEM is fully equipped to handle every detail, ensuring compassionate and effective support for the client's needs.

IEM's scalable structure allows us to quickly respond to changes in policy direction, population needs, or operational requirements while ensuring effective resource and personnel management. Additionally, IEM offers adjacent services to support successful, comprehensive sheltering solutions.

## Example IEM solutions include:

**Preparedness, Planning, & Training** | IEM provides comprehensive planning, training, and exercise solutions, including concept of operations (CONOPS) plans, shelter manager training, and tabletop exercises.

**Staffing** | IEM provides all-encompassing staffing to support logistics, medical services, shelter management, and volunteer and donations management.

**Vendor Coordination & Oversight** | IEM offers contractual oversight of feeding, interpretation, janitorial, laundry, mobile facilities, and security services.

**Supplies** | IEM procures essential shelter supplies, including child and infant supplies, furniture, hygiene kits, and office equipment.

**Reporting & Documentation** | IEM develops comprehensive reports and dashboards encompassing data collection, intake, and shelter registration.

**Outreach & Stakeholder Engagement** | IEM collaborates with other entities before, during, and after a crisis to ensure transparency and seamless integration.

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's Experts



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