

IEM's Community Compass Expertise: *Strengthening Grantee Performance*

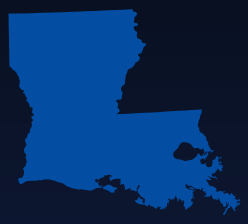
We deliver a full complement of seasoned HUD technical assistance service experts with proven experience navigating the complexities of the evolving federal requirements, leveraging HUD tools and resources, and mobilizing a nationwide network of federal grant and program specialists. Our team is dedicated to helping grantees build capacity, improve performance, and prevent fraud, waste, and abuse - ensuring sustainable, compliant program outcomes.

Technical Assistance for HUD

IEM is a proven leader in providing high-quality technical assistance for HUD and other federal agencies. **Since 2016**, IEM has served as a HUD Community Compass Technical Assistance (TA) Provider, completing 19 TA engagements. Between 2016 and 2025, we secured eight recompete awards — a clear reflection of HUD's confidence in our capabilities and performance.

Our TA cadre includes more than **100 subject matter experts** with diverse knowledge of HUD programs, regulatory expertise, and field experience. This deep technical bench enables IEM and its partners to deliver responsive, specialized, and mission-aligned support across any Community Compass assignment, including:

- Disaster readiness planning for grantees
- Training and guidance for preparing, managing, and supporting subrecipients
- Financial, regulatory, and compliance-focused technical assistance
- Training on 2 CFR 200 requirements
- Subrecipient monitoring training and hands-on support
- Training grantees on meaningful engagement of people with lived experience in program planning, management, and implementation



IEM designed and delivered a premier training program for the Restore Louisiana CDBG-DR program, resulting in the fastest housing initiative ever developed and implemented for a CDBG-DR project.



In the first two years of Rebuild Florida, IEM conducted 389 training sessions covering over 80 topics and totaling 792 training hours for the Rebuild Florida Hurricane Irma team.



For our PRDOH implementation, IEM identified staff and firms prior to contract execution. Staff were onboarded and trained within two days.

IEM in Action: Recent Success Stories

Procurement Training for Public Housing Authorities (PHAs) in Buffalo and Pittsburgh

Need: The Buffalo (NY) and Pittsburgh (PA) PHAs identified a need for enhanced training on federal procurement requirements, including the HUD Procurement Handbook, to strengthen compliance and ensure goods and services are procured in full accordance with federal regulations.

Outcome: IEM developed a comprehensive procurement training guidebook with supporting materials and delivered an interactive two-day training session for 250 attendees. Post-training assessment surveys showed significant gains in participant knowledge and confidence in applying federal procurement policies and procedures.

HUD's Public and Indian Housing (PIH) Office of Field Operations (OFO)/PHA Emergencies

Need: HUD's Office of Field Operations tasked IEM with creating clear, actionable tools to help PHAs nationwide sustain operations during emergencies. The goal was to deliver practical guidance, proven strategies, and solutions that could be quickly implemented when it mattered most.

Outcomes: IEM produced five targeted product sets—fact sheets, case studies, and solution guides—each focused on a critical emergency management challenge. These resources equipped PHAs with timely best practices, real-world examples, and actionable recommendations to strengthen preparedness, maintain continuity, and support the communities they serve. The topics covered included:

- Best Practices to Maximize Voucher Administration, Maintain Communication, and Use of Technology During an Emergency
- Managing Occupancy and Continued Maintenance Delivery (routine maintenance) During an Emergency
- Understanding the Changing HUD Technological Environment and Keeping Up with the Rising Costs of Disaster Preparation
- Strategies to Maintain Oversight and Fiduciary Responsibilities for Public Housing Units disposed under Asset Repositioning Efforts.
- Getting Resources to Residents Quickly During and After an Emergency

Connect with Us



Marion McFadden
Vice President,
Disaster Recovery
Marion.McFadden@iem.com



Debra Smith, PhD
Director,
Affordable Housing & HUD TA
Debra.Smith@iem.com



Kera Package
Director,
Disaster Recovery
Kera.Package@iem.com



Dora Pleasant, CPA
Program Director
UI Claims, Fraud, and Risk Management Investigations
Dora.Pleasant@iem.com