

# Disaster Survivor Services

When disaster strikes, states need a proven partner who shows up ready and focused on making a difference. **IEM delivers comprehensive disaster survivor services**, combining deep expertise with scalable operations to ensure life safety, stabilize communities, and drive a lasting recovery. Whether the need is immediate or long-term, IEM brings the right people, processes, and capacity to meet the challenges wherever they are. Our solutions include:

## MASS CARE AND SHELTER

- **Online/In-Person Application for Assistance:** Implement and maintain a software platform to accept disaster survivor applications for a myriad of assistance offerings.
- **Emergency Shelters:** Deploy shelter management teams, open shelters, and operate logistical support, including equipment, feeding, and sanitation systems.
- **Functional and Access Needs Support:** Provide medical staff, durable medical equipment, interpreters, and dietary accommodations.
- **Feeding Operations:** Operate mobile kitchens and meal distribution.
- **State-Managed Hotelling (Non-Congregate Shelter Model):** Manage lodging database, hotel contracts, eligibility systems, and call center support.
- **Wrap-Around Shelter Services:** Staff case managers, childcare, pet sheltering, behavioral health, and transportation liaisons.

## INDIVIDUAL AND HOUSEHOLD ASSISTANCE

- **Disaster Recovery Centers:** Establish and staff disaster resource centers to help individuals with applications and resources to support their recovery journey.
- **Housing Solutions:** Deploy rapid repair crews, issue host family stipends, or secure other alternatives to quickly house displaced survivors.
- **Financial Aid:** Administer cash grants, debit card distribution, electronic transfers, and insurance gap support.
- **Case Management:** Operate survivor intake via a portal, call center hotline, and in person. Assign case workers for needs assessments and follow-up.

## BEHAVIORAL HEALTH

- **Crisis Counseling:** Deploy trained counselors in shelters and housing programs.
- **Telehealth Capacity:** Secure telehealth platform and partnerships.
- **Community Healing and Resilience:** Facilitate group counseling, resilience workshops, and school-based recovery programs.

## VULNERABLE POPULATIONS

- **Children and Youth:** Create and operate child-safe spaces with trauma-informed staff and support for return to education.
- **Seniors:** Coordinate transportation, caregiver support, and wellness checks.
- **Medically Fragile Individuals:** Conduct medical shelter management, arrange generator access and oxygen/dialysis support.
- **Unhoused Populations:** Develop dedicated shelter strategies, deploy outreach teams, and provide connections to rehousing.

## YOUR DEDICATED PARTNERS



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