



Webinar
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How to Open a Shelter, Conduct Operations, and Avoid Mistakes.



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Building a safe, secure
and resilient world

Introduction
&
Considerations when
Using Contract Migrant
Shelter Support

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Overview

- Introduction to IEM
- Why Use Contractors?
- Solicited vs Unsolicited Proposals
- Cost Estimates
- Pricing Considerations
- Contracting Considerations
- Summary



WORLD'S LARGEST WOMAN-OWNED FIRM

SPECIALIZING IN EMERGENCY MANAGEMENT

Delivering Emergency Management, Homeland Security, National Security, Law Enforcement, Public Health, and Digital Services Solutions

Certified *Woman-Owned Business* in the State of New York



\$250+ Billion

Managed in Federal Funds using IEM software and tools



Project Management

1,000+ Projects Managed



380 Billion AI-based Sims

COVID-19 Modeling Simulations Conducted in 2021



Customers at All Levels

HUD, FEMA, SBA, HHS, DOD, DHS, DOI, DOC, DOE, 50 States, 3 Territories, D.C., Tribal Nations, the Private Sector & International



38+ Years

Applying Technology to Disasters, Emergencies and Risk



1,200+

Employees



\$1+ Billion











In Revenue (2017-2022)

Federal	States	Cities/Counties	Transit/Ports	Commercial
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 DHS	
 FEMA	 MDA
 HHS	 CMA
 FHWA	 JPEO-CBD
 Commerce	 JPM-G
 CDC CENTERS FOR DISEASE CONTROL AND PREVENTION	 CSEPP
 NIH NATIONAL INSTITUTES OF HEALTH	 SPAWAR
 DTRA	 MANSCEN
 DARPA	 AFRL

 NC	 NJ
 CA	 GA
 FL	 LA
 NY	 OR
 WA	 AZ
 DC	
50 States/ Territories	

 Wake County, NC	 Cook County, IL
 Phoenix	 Atlanta
 Baltimore	 Buffalo
 Los Angeles	 New Orleans
 Boston	 New Haven
 Salt Lake City	

 North Carolina DOT	
 Metro WMATA	 District DOT
 Louisiana DOTD	
 NJ TRANSIT The Way To Go.	
New Jersey Transit Authority	
 METRO Going Places	
Houston Metro Transit	
 Port of Los Angeles	 Port of Lake Charles
 Port of Louisville	 Unified Port of San Diego

 TVA	 OXY
 Westinghouse	
 Westlake Chemical	
 Georgia Gulf	
 Exelon.	 TXU Energy
 SOUTHERN COMPANY Energy to Power Your World	
 Dominion It all starts here.	
 Progress Energy	
 CN North America's Railroad	

End-to-End Solutions for Saving Lives and Protecting Communities



Emergency Management: All phases of preparedness, response, recovery and mitigation



Digital Citizen Services: Delivery of economic and other assistance to disaster survivors



Disaster Recovery: Managing each phase of the recovery process, from services to technologies



Homeland Security: Enabling preparedness, prevention and response capabilities for evolving threats



National Security: Science and technology solutions for advanced security and performance



Public Health: Internationally recognized team supporting policy, planning, modeling, and response

Beyond Migrant Sheltering...

- Homelessness
- Natural Disasters
 - Preparedness
 - Response
 - Recovery
 - Mitigation
- Mass Care
- Disaster Sheltering Support
- EOC Augmentation



Homelessness Challenges...

- Many jurisdictions throughout the United States are having to issue contracts for everything from hoteling to catering to providing shelter staff.
- Types of Contracts and the Pricing methods vary and can either help or hinder your response.



Why Use Contractors?



- Government staff have other duties
- Staff augmentation
- Specialties not available within workforce
- Cost savings
- Resource conservation or efficiencies

Solicited vs Unsolicited Proposals

- Many jurisdictions are issuing Requests For Proposals (i.e., solicited)
- Many jurisdictions get unsolicited proposals
- Still must follow standard procurements
- Unsolicited can be used to give you ideas for technical approaches
- Great source for a cost estimate



Pricing Considerations

- Firm-Fixed Price vs. Time & Materials vs. Cost Plus
- Straight Time & Overtime Rates vs. Blended Rates
- Travel Reimbursable vs. Inclusive Travel Rates
- No Overtime vs. Overtime
- Two Shifts vs. Three Shifts
- Contacted Numbers vs. Positions (Staffing Factors)
- How to save you money!



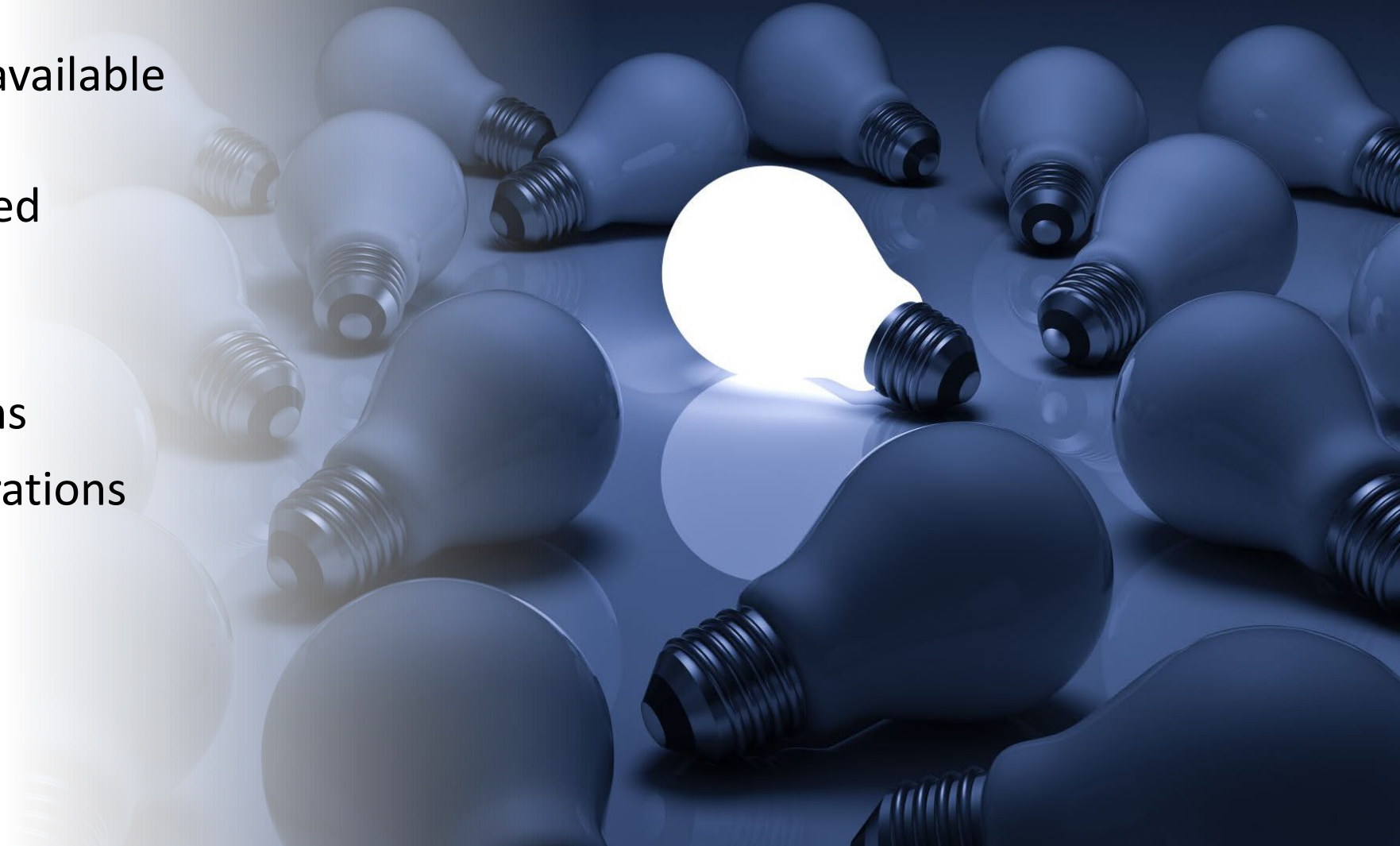
Contracting Considerations

- Emergency Contract
- Sole Source
- Single Award
- Multiple Award
- “Standby” Contract



Summary

- Contracts are a tool available to help you
- Solicited vs Unsolicited Proposals
- Cost Estimates
- Pricing Considerations
- Contracting Considerations



THANK YOU



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How to Select a Shelter Site and Avoid Mistakes

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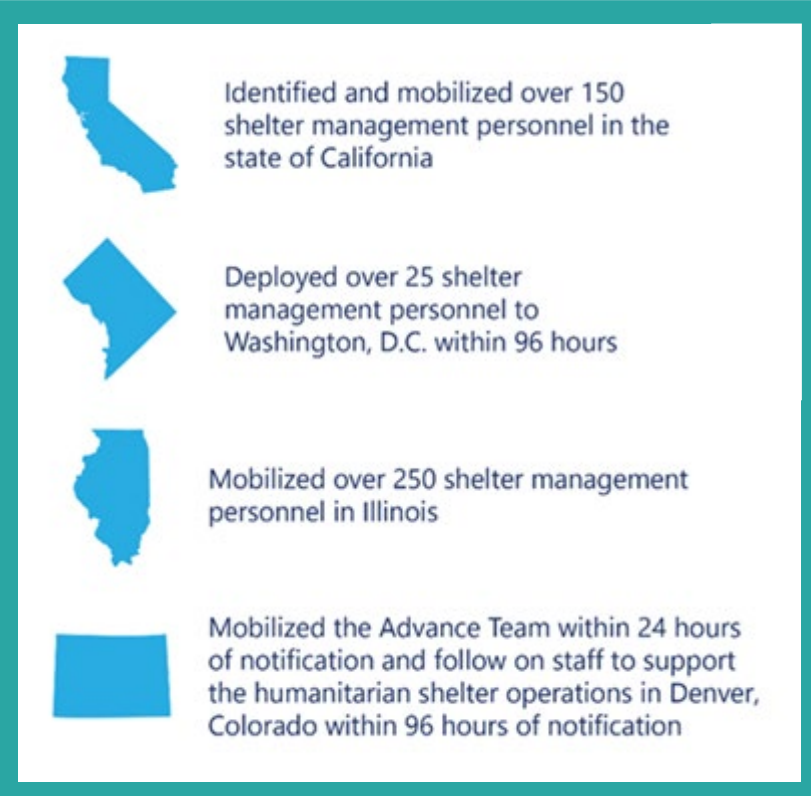
IEM's Experience

IEM leads emergency response planning and preparedness projects throughout the nation. Our experience spans

- All 50 states
- Five U.S. territories
- FEMA's 10 regional offices and HQ

IEM has provided emergency management services for a variety of clients, including:

- Atlanta
- Boston
- **California**
- **Chicago**
- Dallas
- **Denver**
- Houston
- Los Angeles
- New York
- New York City
- Philadelphia
- Phoenix
- Salt Lake
- **San Diego**
- Seattle
- **Washington, D.C.**



Identified and mobilized over 150 shelter management personnel in the state of California

Deployed over 25 shelter management personnel to Washington, D.C. within 96 hours

Mobilized over 250 shelter management personnel in Illinois

Mobilized the Advance Team within 24 hours of notification and follow on staff to support the humanitarian shelter operations in Denver, Colorado within 96 hours of notification

Shelter Management Operations

IEM can provide all-inclusive, wrap-around services:

Medical, mental, physical, and emotional wellness services; freshly prepared meal; personal care items; clean living space; case management; shelter support services; and onward travel services.

Subject Matter Experts

Advise on newly developed initiatives. Assist with big-picture, long-term planning.



General Sheltering Considerations

Typical considerations for mass-care and sheltering:

- Designated sleeping space for men/women/families
- Designated eating areas
- Recreation Areas
- Services for those with Access and Functional Needs





Sheltering Considerations

Additional Sheltering Considerations Include:

- **Physical Location** of Shelter
- **Language Access** including Interpretation and Signage
- Private Space for **Resource Navigators** and **Private Meeting**



Considerations Continued

- **Services:** Meals and Donations
- **Trauma-Informed Care**
- **Guest-Centered Services**
- **Travel Coordination:** Daily Transportation and Long-Term Relocation
- **Resources Needed for Operations**

THANK YOU



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Lessons Learned & Best Practices for Sheltering Operations



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Overview

- Protocols and Policies
- Operations: Staffing / Float Pool
- Safe Spaces for Guests and Staff
- Staff Training and Deployment Preparation
- Specialty Roles to Consider
- The IEM Way: A People-Centered Approach
- Remaining Flexible



Protocols and Policies

- Emergency Action Plan
- Standard Operating Procedures
- Infection Control Plan
- De-escalation Protocols





Shelter Operations: Staffing Considerations

- Flexible Staffing Plan
- “Volunteer” Overtime Opportunities
- Address Operational Gaps
- Prepare for Surge Needs

Safe Spaces for Guests and Staff

Example: Calming Room for Conflict Resolution

- It's expected that some of the population in a shelter will be dealing with recent traumas:
 - Losing their home
 - Displaced to a new country and culture
 - Witnessing or experiencing injuries or violence
 - Grieving losses
 - Victims of trafficking or violence





Staff Training and Deployment Preparation

Appropriate & Timely Training

- General Orientation
- Pre-Deployment Training
- Shelter-Operations Specific Training
- Ongoing and Optional Training Events

Staff Training and Deployment Preparation (cont'd)

Examples of Shelter-Specific Training:

- Anti-discrimination
- Data Security, PII, PHI
- Incident Command Structure
- Cultural Competency, Human Trafficking, Trauma Informed Care
- De-escalation Techniques, Crisis Communications
- Applied Suicide Interventions (ASIST)



Specialty Roles to Consider

- Public Information Officer (PIO) for media management
- Safety Officer(s)
- Transportation Liaisons
- Resource Navigators





Focus on People

IEM's People-Centered Approach:

- Trauma-informed, survivor-centric, culturally competent solutions

Delivering Effective Services:

- Transition and acclimation support for asylum seekers

Scalability and Flexibility

- Staffing and Associated Services
- Facilities and Wrap Around Services
- Staffing Augmentation Support
- Rapid Mobilization of Teams and Management
- Data Capture and Reporting - Dashboarding
- Contracts Management and Change Management
- Public Assistance and Grants Management
- Data Capture and Metrics Reporting

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