



**ACUITY**  
INTERNATIONAL

# Emergency & Disaster Response & Recovery

Enabling Community Resilience, Response, Stabilization, & Recovery



Resilience



Response



Stabilization



Recovery



**ACTIONS WITH PURPOSE, RESULTS THAT MATTER.**

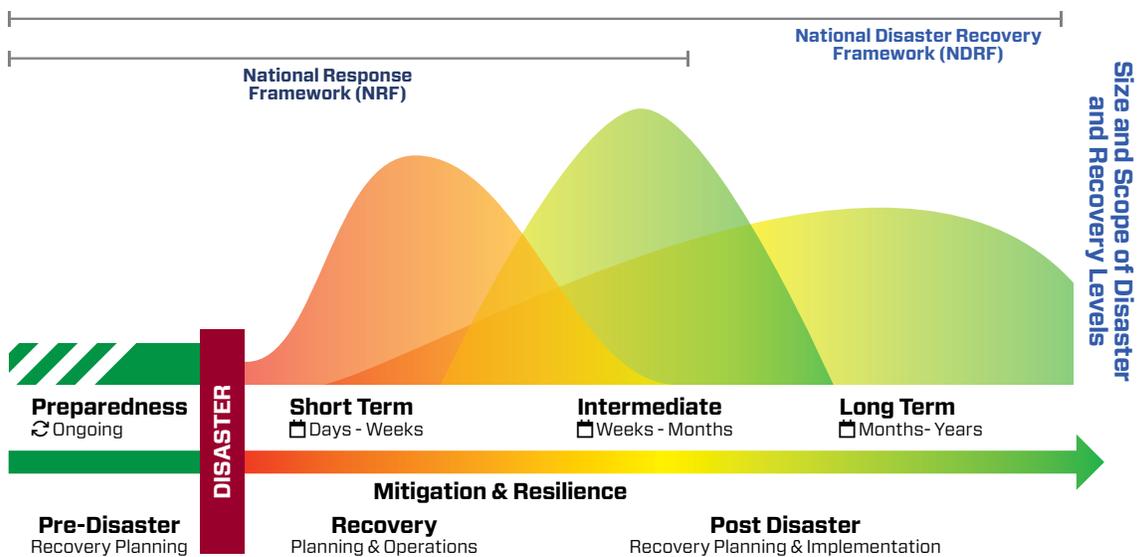


## Introduction

Acuity's Emergency & Disaster Response & Recovery Services save lives, alleviate human suffering, and provide long-term support so people in need can regain their self-reliance and put their lives back together. Our on-site healthcare services include primary care, specialized first aid, triage, resuscitation, sick calls, and treatment of minor injuries. In addition, we offer shelter, security, meals, water, sanitation, and logistics support to those who need them. Our experienced team also provides refugees entering the United States (U.S.) with case management and relocation assistance.

## The FEMA Recovery Continuum

Acuity's Emergency & Disaster Response & Recovery Services are aligned with the disaster recovery lifecycle and play a key role in the FEMA Recovery Continuum – a sequence of interdependent and often concurrent activities that progressively advance a community toward its planned recovery outcomes. We are there before a disaster occurs, have boots on the ground within hours after an incident strikes, work closely with impacted communities to help them recover in the days and weeks following a disaster, and work hands-on to restore the community to its pre-disaster state.



Here are the many ways Acuity positively impacts a community before, during, and after a disaster.



## Preparedness (before a disaster)

- Assist with pre-disaster planning at the state and local level
- Conduct disaster training and exercises
- Create disaster mitigation plans and explain how to implement them
- Provide technical assistance and training to local governments
- Establish a process for post-disaster assessments of recovery core capabilities
- Inform clients of incident impacts
- Review plans, agreements, and operational initiatives
- Assist with the development of communication strategies
- Assist and advise the post-disaster recovery authority



## Short-Term Response & Recovery (days to weeks)

- Assist with the restoration of critical infrastructure, including electricity, water, transportation, and healthcare facilities
- Provide emergency assistance and relief, including food, water, and shelter
- Coordinate with state and local authorities to revise disaster response and recovery plans as necessary
- Conduct state and local situational assessments of recovery core capabilities
- Assist with the implementation of public information and warning plans
- Document the disaster
- Assess and restore infrastructure systems
- Provide health and social services, including health care, public health, behavioral health, case management, and general supplies
- Provide temporary housing solutions, including shelters, hotels, and containers
- Assist with critical transportation
- Assist and support debris removal





## Intermediate Response & Recovery (weeks to months)

- Repair and reconstruct public facilities and infrastructure
- Restore economic and social activities
- Address outstanding environmental issues
- Develop recovery plans and strategies
- Coordinate necessary resources and funding
- Engage with the community and key stakeholders
- Continue to provide temporary housing and financial support to displaced residents
- Continue to provide health and social services as needed
- Continue to assist and support debris removal



## Long-Term Response & Recovery (months to years)

- Provide behavioral health and case management services to reduce stress-related illnesses and excessive financial burdens
- Assist with the rebuild and assessment of damaged structures, facilities, and infrastructure
- Develop a permanent housing plan, including modular homes
- Continue to provide health and social services as needed
- Provide assistance needed to restore the community to pre-disaster conditions or better
- Enhance resilience and sustainability
- Work with state and local representatives to reduce vulnerability to future disasters

## Our Services

### Emergency & Disaster Response & Recovery

Acuity provides emergency & disaster response services for a wide range of environments and situations. Our rapid response services are designed to ensure our clients receive high-quality, cost-effective care tailored to their exact requirements.

Our emergency & disaster response services include safe and secure emergency influx shelters, field hospitals, and state-licensed permanent shelters that provide a full spectrum of life support services.

### Case Management

During times of need or crisis, case management services connect impacted individuals, groups, and organizations to resources and services that improve their health and well-being, including counseling, medical care, crisis intervention, advocacy, and continuity of care.

Our one-stop case management services are responsive, flexible, scalable, and customized to the needs of each client.

### Occupational Health

Acuity delivers responsive, flexible, and scalable one-stop occupational health services tailored to the unique needs and risks of each organization and employee population – whenever and wherever those services are needed.

Our diverse occupational health services include pre-placement, medical, return-to-work, fit-for-duty, and wellness exams, as well as drug and alcohol testing, respirator fit testing, injury prevention services, COVID testing, vaccinations, and more – delivered via mobile and onsite options.

### Global Health

Acuity delivers comprehensive expeditionary medicine, often to areas challenged by conflict, geography, and geopolitics. We employ advanced medical technology and Western standards of care to help clients maintain healthy workforces, expeditiously save lives, and return employees to duty.

Our services include managing and staffing on-site health clinics and hospitals. These facilities are customized to meet the unique needs of U.S. government and military personnel, contractors, third-country nationals, local civilians, and coalition forces.

### Program & Construction Management

For more than four decades Acuity has provided government and commercial clients with high-quality program and construction management solutions. We use sustainable business practices, proven project management techniques, and effective cost analysis and engineering principles to help our clients manage costs, risks, and schedules.

### Base & Critical Facilities Management

Acuity's base & critical facilities management services are vital to providing life support and establishing, securing, and sustaining infrastructure. Our professional team is recognized for its skill at working in fragile states, high-threat locations, and complex environments, and is proficient at mobilizing thousands of personnel and logistical assets in support of critical government, military, intelligence, and commercial facilities.

### Global Security

Acuity's global security services help protect people, assets, resources, and commodities against threats of all types. Whether it's securing critical infrastructure like military bases and government and commercial facilities or providing personal protection for diplomatic and government officials overseas, we are a trusted partner for complex security needs.

## Our Work

### Emergency & Disaster Response

#### NYC H+H COVID Response

Acuity provided emergency medical staffing to enhance existing hospital capabilities and set up temporary COVID-19 medical facilities in New York City (NYC). The NYC Office of Emergency Management (OEM), in collaboration with NYC Health and Hospitals (NYC H&H), integrated health care system Acuity to supply medical staff, medical supplies, and equipment for a 100-bed medical facility located at the USTA Billie Jean King National Tennis Center in Flushing, New York. This facility offers an intermediate level of medical care for individuals who tested positive for COVID-19, requiring observation and intermediate care up to acute care and ventilator support. Acuity delivered temporary medical staffing, including nurses, physicians, respiratory therapists, and ancillary services like laboratory, pharmacy, radiology, and bio-medical maintenance.

Acuity also managed a comprehensive medical logistical effort, covering supplies (including Personal Protective Equipment (PPE)) and equipment such as hospital beds, ventilators, and an innovative unique oxygen delivery system. Additionally, Acuity provided wellness checks for released COVID-19 patients at hotels in New York City and established guidance, protocols, policies, and procedures related to the treatment of COVID-19 patients. Acuity continued to support NYC H+H in monitoring and controlling COVID by deploying mobile units with temporary tent setups and staffing across the five boroughs of NYC for test and trace services.



#### Long Beach Emergency Influx Shelter

Acuity International, under the Administration for Children and Families, Office of Refugee Resettlement (ORR), addressed the urgent need for an Emergency Intake Site at the Long Beach Convention Center in Long Beach, CA, due to a significant increase in Unaccompanied Children (UC) volume transferred from the Department of Homeland Security. Acuity provided comprehensive services at the designated ORR Shelter, managing program operations, cadre personnel, and delivering direct care services such as case management, logistics, legal referrals, counseling, education, medical operations, security, food, housekeeping, and laundry.

Utilizing secure, cloud-based data management tools, Acuity ensured flexible reporting, single-source data analysis, and compliance with privacy regulations. Over the course of the project, Acuity and its team averaged 900 full-time equivalents, supporting a total of 1,698 UC. The company facilitated sponsor and transportation services, successfully reuniting 1,527 UC with sponsors and transferring the remaining to other ORR shelters. Acuity demonstrated the flexibility to meet changing operational requirements, adhering to federal regulations and providing all necessary resources for the mission tasks, including recruitment, screening, training, and data tracking systems.



#### Homestead Temporary Shelter Operations

Acuity furnished all personnel, materials, services, and facilities required to establish a shelter with a capacity ranging from 500 to 2,700 beds, ensuring the care and safety of unaccompanied children (UC) in accordance with ORR policies, procedures, and regulations. Acuity's services included mobilizing hundreds of qualified staff within 30-45 days and swiftly scaling up staffing and services to increase bed capacity within 30 days.

The contract involved coordinating efforts among multiple state and federal stakeholders and other influx shelter service providers. Acuity provided wrap-around services, including child/youth counseling and medical services delivered by trained, licensed, credentialed, and experienced staff for all UC in care.



## Case Management Services

### ORR Shelter Programs

Acuity provided all site management and operations personnel, including medical and mental health services, at HHS temporary Emergency Shelter Operations (ESO) locations. The HHS program offers state-licensed shelters across the United States for unaccompanied children (UC) entering the country without their parent or legal guardian, or those who have been separated for various reasons and require reunification.

Acuity successfully delivered wrap-around services at all sites. The support began in the Rio Grande Valley (RGV) area of Texas, with Acuity providing licensed general residential operations and shelter care beds for UC at three locations. The initial combined capacity of 582 beds expanded to 1,286 in 2019 with the addition of a fourth program, and in 2020, it further increased to a projected final capacity of 1,536 for five RGV programs and a sixth program in El Paso County, licensed to care for UC aged 0 to 17. The Loma Alta shelter was designated as a mother/baby care facility. Acuity ensured high-quality performance through detailed policies and procedures, achieving a remarkable reduction in the average length of stay of UC by over 200 days. Exceeding HHS' goal of a 20% monthly reunification rate, Acuity achieved an average monthly rate of 24%, reaching a high of 30% in December 2018.

The implementation of an "Age Out" team onsite further increased the monthly reunification rate of UC turning 18 in the shelter to 84%, minimizing the burden on the government and taxpayers by reuniting them with their families rather than transferring them to Immigration and Customs Enforcement custody.



### ICE Young Adult Case Management

U.S. Immigration and Customs Enforcement (ICE) Enforcement and Removal Operations (ERO) initiated the Young Adult Case Management Program (YACMP) to monitor non-dangerous, low flight-risk young adults (ages 18-19) and ensure compliance with immigration obligations until their cases are resolved.

Acuity is responsible for delivering community-based services tailored to individual participant needs, serving as a central monitoring entity to encourage compliance with immigration obligations. Acuity's services focus on promoting adherence to release conditions, including reporting to ICE ERO, attending immigration court hearings, and following final orders of removal.

By facilitating access to community services and offering support throughout the immigration process, Acuity helps these young adults navigate legal requirements and stay engaged in the system. Recognizing their vulnerability to trafficking without continued verification of safety, Acuity aims to provide the necessary compassion and assistance for this population.





# Who We Are

**We enable mission continuity and stability for government and enterprise organizations, tackling some of the toughest projects on Earth.**

The Acuity Emergency & Disaster Response & Recovery Team provides swift, compassionate emergency response, contingency operations, and recovery planning services that ensure high-quality, cost-effective care before, during, and after disasters.

Delivering a full spectrum of on-demand life support services, we provide safe and secure emergency influx shelters, field hospitals, and state-licensed permanent shelters. Our end-to-end infrastructure and support solutions drive stability, wellness, and the transition to self-reliance and positively impacting communities.

For more information on how Acuity can assist you, please contact us.

[acuityinternational.com](https://www.acuityinternational.com)

**Actions with purpose,  
results that matter.**