

USE CASE

Shelter Operations & Migrant Case Management

Acuity Provides Facilities, Staff, and Services in Support of Thousands of Young Migrants

Background

A national program was established to assist young adults in navigating the immigration process during a critical phase of their lives. The initiative aimed to ensure the health and welfare of all noncitizens in custody, providing them with access to necessary resources and support.

The program focused on young adults, ages 18 to 19, who posed a low flight risk after aging out of care facilities and being released from immigration custody. The mission was to monitor these individuals, support them through the immigration process, and connect them to community services.

Acuity International was selected to provide staff, facilities, and services supporting an estimated 16,000 participants annually.

Challenge

Key operational and process challenges included:

- **Scope of service complexity:** Managing a nationwide program across 16 locations, including identifying sites and site managers, was a significant burden on government resources. A trusted partner was needed to manage referrals and cases while ensuring culturally and age-appropriate services.
- **Develop a case management system:** A secure, compliant case management data system was needed to handle caseloads and track participants efficiently.
- **Scaling operations efficiently:** The program had to quickly expand and adapt to changes, including adding new participant types and expanding capacity in high-demand areas.
- **Regulatory and compliance hurdles:** Compliance with reporting and legal obligations was crucial.
- **Risk and cost management:** Balancing operational costs with fluctuating referral volumes.

Summary

Acuity International deployed its expert border security operations, case management, and wraparound services, opening and sustaining 16 sites nationwide while ensuring appropriate care and community resources to program participants.

Industry

Government

Challenges

Key challenges included managing and staffing 16 site locations, developing a FedRAMP-compliant case management system, scaling operations efficiently, ensuring regulatory compliance, and balancing costs amid fluctuating referrals.

Solution

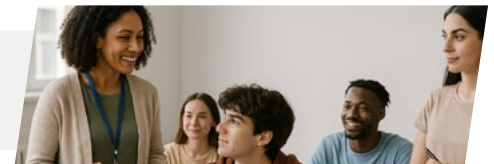
Acuity provided comprehensive site and shelter operations and case management, including monitoring services for young adults ages 18 to 19 within a framework that promoted compliance with immigration obligations including:

- Standardized enrollment and case management processes delivered at multiple different sites across the country.
- A network of age-appropriate and culturally sensitive community resources and referrals.
- Court date confirmation and tracking.
- Electronic case management system.



703.261.1110

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Solution

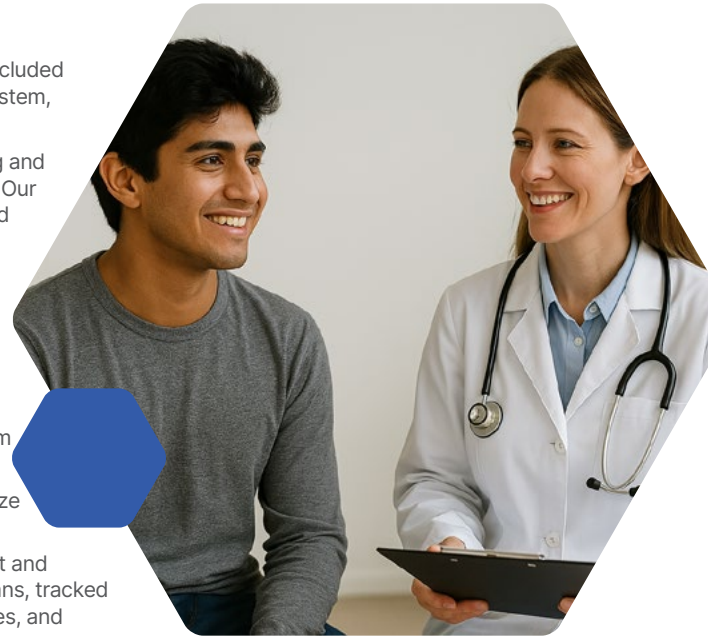
Acuity International was assigned to manage and oversee the program in 2022. This included planning, recruiting, screening, training, developing an electronic case management system, locating 16 sites and site managers, and managing referrals and cases.

Acuity's comprehensive site operations services aligned with the mission of processing and safely housing program participants while reducing friction in the immigration process. Our integrated approach ensured safe, efficient, and compassionate case management and care while maintaining the highest operational standards.

Acuity ensured compliance with the release conditions of participants, including any necessary reporting and attendance at immigration court hearings. This allowed participants to remain in the community and maintain access to essential services throughout the immigration process.

Our solution delivered:

- **Operational support and staffing:** Recruited, screened, and trained staff for program operations, and managed over 650 staff background investigations.
- **Flexible surge support:** Adjusted staffing levels based on referral volumes to optimize costs. Our scalable services quickly expanded capacity in high-demand areas.
- **Case management and compliance support:** Established a standardized enrollment and case management process across 16 locations. Created tailored participant case plans, tracked and confirmed immigration court dates, verified and maintained participant addresses, and ensured compliance with program reporting and legal obligations.
- **Developed electronic case management system:** Collaborated with technology partners to develop a case management system for tracking case referrals and participants while enhancing workflows and automation. Acuity achieved FedRAMP and ATO approval within 120 days of the award and continuously and rapidly implemented system changes, including adding new participant types.
- **Community resource and referral services:** Developed and maintained a network of age-appropriate, culturally sensitive community resources. Acuity also referred participants to legal providers, social services, and other resources.
- **Compliance:** Empowered site managers to conduct regular audits of case managers, supported by Acuity's Program Internal Audit team and a full ISO 9001 audit process to ensure data integrity and program efficiency.
- **Collaborated with ICE Regional Joint Command (RJC):** Worked closely with regional offices to validate and correct referral data and conduct visits for participant enrollment.



20,691

Leads Received from ICE, Resulting in
8,965 YACMP Enrollments

66,900

Case Plan Development
Appointments Completed

99.4%

Participants Received Tailored Case Plans

99.5%

Mailing Addresses Verified and
Updated Monthly

100%

Court Dates Successfully Verified

Very Good

CPARS Ratings for Quality,
Schedule & Management

"The Contractor met all the deliverables of the contract with very few issues. Recruitment, staff training, submission of reports, and required services were provided on time and as directed by the government. The Contractor was able to adapt to last-minute changes and requests..."

The Contractor was very effective in providing the management and oversight of the YACMP to include planning, recruiting, screening, training, development of the case management data system, managing sixteen sites and Site Managers, and managing referrals and cases. The program manager and other corporate leadership were responsive to any government concerns and worked in partnership with the government to make the program successful."

CPAR Official Comments



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