

USE CASE

Shelter Operations & Migrant Case Management

Long Beach, CA

Acuity Addresses Urgent Sheltering Needs at Long Beach Emergency Intake Site

Background

In response to a surge in unaccompanied children (UC) at the U.S.-Mexico border, a government agency needed a rapidly deployable emergency intake site at the Long Beach Convention and Entertainment Center (LBCC) to accommodate up to 1,000 UCs. To meet this need, the organization responsible for establishing the site partnered with Acuity International to provide comprehensive staff, equipment, supplies, direct care, and case management services to UCs.

Challenge

Key operational and process challenges included:

- **Rapidly establishing an emergency intake site for up to 1,000 UCs**, including male and female minors, some as young as four years old.
- **Managing staffing and operations:** Ensuring expert bilingual staff, logistics, and administrative personnel necessary for the site's operation.
- **Creating a child-friendly environment:** A safe, welcoming space for children.
- **Educating subcontractors, staff, and stakeholders:** To ensure alignment with agency requirements, including medical, laundry, and facility operations, and policy and procedures.

Solution

Acuity International provided staffing, operations, case management, and child welfare services at the center, ensuring rapid deployment and compliance with government policies. By leveraging our expertise in shelter management, compliance, and case management, Acuity enhanced safety, improved reunification processes, and created a nurturing environment for UCs. Our solution included:

- **Rapid site setup and staffing:** Deployed bilingual staff and logistics teams quickly, ensuring all personnel were trained in trauma-informed care and sheltering protocols.
- **Program adaptation for younger children:** Adjusted programming to support both boys and girls, formed a Crisis Response Team for urgent needs, and launched "Estrellitas," an early education program for younger kids.
- **Operational support and compliance:** Helped set up and run the intake site with FEMA and partners, managed discharge planning and data collection, formed a student council, and ensured full compliance with medical and facility standards.
- **Enhanced case management:** Improved tracking and planning for UC reunifications through collaboration with federal partners, focusing on data accuracy and reporting.
- **Child-centered enrichment activities:** Created inclusive cultural fairs and special events, adapting activities for children in medical isolation in coordination with food and facilities teams.
- **Enhanced security and protection for minors:** Uncovered a suspected child trafficking ring in Pennsylvania, leading to the creation of a procedural training presentation for oversight agencies.

1,698 UCs

Supported Through Shelter Operations
(between April and August 2021)

1,528

Reunifications and 162 Transfers Case
Managed by Acuity

16-26 days

Average Length of Stay

**703.261.1110**

Call now and learn more.

