

USE CASE

Shelter Operations & Case Management Services

Dallas, TX

Acuity Shelter Management Services Provide Essential Care for COVID-Positive Unaccompanied Minors

Background

During the COVID-19 pandemic, immigrant minors who arrived at the U.S. border were tested for the virus, often immediately upon entry or while being processed at Customs and Border Protection (CBP) facilities. To prevent outbreaks, minors diagnosed with COVID-19 were urgently separated from others.

A government agency responsible for the care of unaccompanied minors oversaw that these children received medical care and shelter.

To address this need, the agency partnered with Acuity International to provide comprehensive shelter management, medical services, logistics, case management, and wrap-around services at a COVID-specific emergency influx shelter in Dallas, Texas.

Challenge

Key operational and process challenges included:

- **Emergency shelter staffing:** Quickly staffing the facility with medical and case management personnel to care for unaccompanied minors aged 13-17.
- **Medical care for COVID-positive minors:** Managing varying levels of illness, from asymptomatic to moderate cases, while preventing outbreaks.
- **Case management and reunification:** Coordinating remote case management and discharge processes to improve efficiency.

Solution

Acuity provides comprehensive support for temporary and permanent facilities in various environments – from set-up to long-term maintenance with a focus on safety, security, sustainability, and efficiency.

Our approach meets a wide range of needs, including physical, emotional, and social. It combines case management, individualized support, health and mental health services, education, life skills, and other wraparound services. We also integrate trauma-informed care into our service delivery. We help vulnerable populations recover in a manner that prioritizes their emotional and psychological well-being while fostering resilience and long-term healing.

Summary

With Acuity International's shelter management, medical, and case management services, COVID-positive unaccompanied minors received medical care and child-focused programs with a focus on a wide range of needs, including physical, emotional, and social.

Industry

Government

Challenges

Urgent need for an operational emergency intake site to accommodate and care for up to 500 COVID-positive unaccompanied minors.

Solution

Acuity International provided comprehensive shelter management, staffing, medical services, wraparound services, and case management support to address urgent sheltering and medical needs.

- **Mental and emotional well-being:** Providing recreation, cultural activities, and religious services to support minors during isolation.
- **Infection control and staff safety:** Implementing strict PPE protocols, vaccinations, and weekly testing to mitigate staff exposure risks.

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On receiving a Notice to Proceed, Acuity immediately sent trained bilingual medical and case management personnel to establish a medical COVID facility. Through rapid deployment and expertise in shelter management, Acuity ensured a safe, structured, and supportive environment for up to 500 COVID-positive unaccompanied minors.

Our solutions included:

- **Medical management and case coordination:** Provided healthcare for COVID-positive minors with varying illness severity, facilitated remote case management, and ensured timely reunification for each minor.
- **Emergency shelter operations:** Developed standard operating procedures for infectious disease response and managed logistics, transportation, and facility services, including laundry and housekeeping.
- **Mental and emotional support:** Created recreational programs, cultural activities, and non-denominational religious services to enhance minors' well-being.
- **Infection control and staff safety:** Implemented strict personal protective equipment (PPE) protocols, vaccinations, and weekly COVID testing to protect staff and prevent virus spread.
- **Case management support:** Provided case management expertise to partnering agencies and a humanitarian operations contractor to enhance discharge procedures and improve the length of care.

Key Performance Metrics

329 UACs

Served Between March and June 2021

240 beds

Available to COVID-Positive Minors



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