

Evergreen Helps Establish a 24/7 Facility to Care for Unaccompanied Children at U.S. Border



ABOUT THE CLIENT

Our client provides consulting and professional services support to its civilian and defense agency partners.

They offer a tailored management approach for complex government programs and disciplines, including emergency and humanitarian response operations, mission support, facility and infrastructure engineering, facilities management and planning, construction support, and more.

Challenge

Our client needed to stand up a 24/7 site and quickly onboard hundreds of skilled staff to care for unaccompanied children at the U.S.-Mexico border.

Support Needed for Minors at the U.S. Border

In 2021, our client was tapped by the federal government to respond to the influx of unaccompanied minors crossing the U.S.-Mexico border.

A facility was opened in Pomona, CA to house the children while they transitioned to more permanent care. Each child's case needed to be reviewed during their stay so case managers could identify and contact their family in the U.S.

To meet this challenge, our client needed a partner to recruit and manage high-quality staff—and fast.

Solution

Evergreen helped identify gaps in the recruiting and management processes, ultimately creating the staffing and operational blueprint used at all subsequent refugee facilities run by this client.

Speed Without Sacrificing Quality

Evergreen recruited and onboarded nearly 600 youth care workers, case managers, and scheduling managers while maintaining our client's high standards.

Comprehensive, Continuous Care

Because it was a 24/7 facility, schedule management was an integral part of our solution. Working closely with our client, Evergreen guaranteed the required supervisor-to-child ratio.

Our approach upheld seamless operations and ensured around-the-clock care for the children waiting for their families.

598

Placements Made

78.5%

Attendance from the Team

9%

Attrition of Team Members