



## Emergency Migrant Services

### Who We Are

[Endeavors](#) is a national, nonprofit, social-service provider headquartered in San Antonio, Texas. The organization has provided essential services to marginalized populations for more than 50 years. Endeavors provides various programs and services supporting veterans, children, migrants, families, and people struggling to overcome mental illness, disabilities, disasters, or emergencies.



Through our [Migrant Services programs](#), we provide direct care, migrant wellness support, case management, home study and post-release services, staffing, and holistic programming for unaccompanied migrant children and families.

Endeavors has proven COVID-19 rapid-deployment capability and experience providing non-institutional non-congregate care to migrants who have fled violence, poverty, persecution, economic impoverishment, environmental disasters, and strife in their countries of origin.

### The Need

In January 2021, the Department of Homeland Security (DHS) observed an increase in irregular migrant flows to the Southwest Border, including greater numbers of family units. Because of this, DHS awarded a short-term contract to Endeavors to set up and facilitate Emergency Family Staging Centers (EFSC) to provide humane temporary shelter, meals, and medical attention and processing services for families being processed for immigration proceedings.

### U.S. Government Assistance

**U.S. Government requirements:** Emergency Family Staging Centers offer humane and holistic migrant processing for vulnerable families in a COVID-protective environment.

### ICE Emergency Family Staging Centers

Endeavors is operating Emergency Family Staging Centers in Arizona and Texas under guidelines established by DHS. On average, each staging site accommodates 200 individual family members. These sites operate 24/7 with an average length of stay of 2 days for families as they arrange to travel to their final destination. Our medical operations — inclusive of family, behavioral health, and emergency medicine — are guided by qualified experts working with Endeavors. In accordance with DHS guidelines, using procedures designed to mitigate or eliminate COVID-19 risk factors, Endeavors provides humanitarian EFSC services as **directed by the U.S. government** inclusive of the following:

- Lodging for migrant families, including three meals per person per day, and 24/7 access to snacks, fresh fruit and water.



- Activities for children and teens.
- Free access to local and long distance calls via in-room phones and cell phones provided by Endeavors.
- Electrostatic cleaning and hygiene kits.
- Access to Legal Services.
- Access to Religious Activities.
- A safe area within the hotel for families to recuperate, coordinate travel arrangements and education related to the asylum process and living in the US.
- Security provided 24/7 at all EFSCs.
- Ability for families to connect to sponsors and loved ones via phone in a private setting
- Intake services provided by staging center support staff. Legal/cultural orientations for all migrants.

### Medical and Mental Health Triage

Endeavors provides acute and emergent medical coverage 24/7 at each EFSCs in accordance with DHS requirements.

- All migrants are provided medical and behavioral health screenings, or assessments in the case of medical emergencies.
- Rapid COVID testing is provided to every migrant at entry to the staging center. Per CDC guidelines, individuals who test positive are quarantined for a minimum of 10 days in isolation rooms available at each staging center. COVID-19 protocols are in place, including mask mandates and social distancing.
- Wellness checks are performed on all migrants to ensure they are well enough to travel from the staging center to their final destinations.

### Transportation Services

Endeavors provides local transportation to and from DHS installations, as required by DHS, inclusive of ports of entry and U.S. Border Patrol stations, maintaining consistent flow to activated staging centers and ensuring an orderly and standardized migrant reception and limiting public contact/potential exposure.

- Endeavors provides multiple bus trips per day, per staging center, from U.S. Border Patrol stations directly to staging center facilities.
- All transportation adheres to federal COVID-19 protocols.
- Daily transportation to local and regional airports and bus stations is provided.
- Local shuttle travel for essential trips is provided as needed.
- Specially trained transportation escorts will ensure safety, security, and a family-centric approach.