

Restorative and Reentry Services, LLC

3734 Mount Blanc Circle

Anchorage, Alaska 99508

Email: cathleen@restorativeentryservices.com

monica@restorativeentryservices.com

(907) 342-5380

Emergency Cold Weather Shelter 3rd Party Oversight

Weekly Report for Week 3

Project Name: 3rd Party Emergency Shelter Oversight

Date: Reporting period December 4 - 10, 2023

Date Submitted: December 31, 2023

Submitted by: Cathleen McLaughlin, JD/MBA

Monica Gross MD, MPH

A. Background

As required under Contract #2023003145, fully executed on November 17, 2023, RRS submits its Weekly report for Week 3. This report is for the period December 4 - 10, 2023.

To ensure RRS is in compliance with the terms of the Contract, as discussed with AHD, RRS will submit a separate weekly report for weeks 2, 3, and 4 on December 31, 2023.

Week 1	11/18 – 11/26	(submitted)
Week 2	11/27 – 12/3	12/31/2023 (submitted)
Week 3	12/4 – 12/10	12/31/2023 (submitted)
Week 4	12/11 – 12/17	12/31/2023

Moving forward, weekly reports will be submitted, using the following schedule:

Week 5	12/18 – 12/24	Submit by 12/27/23
Week 6	12/25 – 12/31	Submit by 1/3/2023
Week 7	1/1 – 1/7/2024	Submit by 1/10/2024
Week 8	1/8 – 1/14/2024	Submit by 1/7/2024
Week 9	1/15 – 1/21/2024	Submit by 1/24/2024

B. Actions taken during this Reporting Period

1. RRS focused on the operations at the 3 Emergency Cold Weather Shelter sites – The Cold Weather Shelter (CWS) at 1111 E. 56th, The Alex Hotel, and The Aviator. RRS went to each facility at least once this week and did 7 random visits to ECWS locations during this reporting period.

2. RRS Townhalls were conducted at each site. The current Townhall schedule is:

- a. Alex – 2 p.m. Tuesdays (12 attended)
- b. CWS – 2 p.m. Thursdays (9 attended)
- c. Aviator – 2 p.m. Fridays (5 attended)

RRS is concerned that Townhalls are not being better attended. Townhalls are not mandatory. Nor should they be. RRS needs to work on making this more inviting to clients.

Good information was shared at the townhalls by clients. Information that was shared included:

- a. Alex Townhall - Concerns were raised by clients that they would be told to move out if they did not have alternate housing within the 90-day period discussed by the Anchorage Assembly, AHD and the Shelter Operators. It was represented to the clients by the Shelter staff that 90 days was the 'target' but that so long as individuals were working with housing specialists and moving toward a goal, that 90-days was not a hard deadline. Through individualized plans, client's needs would be considered. RRS stated at the Townhall that the focus of getting housing should be proactive by clients but should not be fueled by fear of losing a bed.
- b. CWS – Shelter staff informed RRS and the clients that housing specialist staff was on board and would be meeting with clients. Some clients expressed concerns that they were not being offered opportunities to move from CWS to one of the ECWS hotel sites. One client has a dog and was irritated he could not get a room because he had a pet. One client stated he lost his disability check in the bathroom. Securing of personal property is a big issue for clients. CWS staff explained the new process about property being stored up from in 'cubbies'. One client thought items he could not bring in (wrench, 2 torches, and a hatchet) were lost and it was determined those items had been stored for him. Protocol on what is taken upon entry and what is not was discussed. ECWS staff acknowledged there was some inconsistencies around this issue but assured RRS that

there was a 'leads' meeting later in the day and consistency of applying rules would be discussed.

- c. Aviator – ECWS staff has established a weekly calendar and it proactively trying to encourage clients to come to various events. Classes regarding Emotional Resilience are offered 4 times per week in-house. Other agencies such as the Disability law Center of Alaska, Clear Wireless, and Food Bank of Alaska also have set times to come to the Aviator. Clients that attended the townhall were very appreciative of having a bed at this location.

3. Attended the weekly Third-Party Oversight Meeting on Wednesday December 6, 2023. The weekly meeting includes Henning, Inc. CEO Shawn Hays, Community Liaison Rob Seay, Director of Operations, Crystal Abbott, site managers Cesar (CWS), Ana (Alex), Sarah (Aviator), AHD representative Alexis Johnson, Alaska Hotel Group representatives Sheldon Fischer, Christine Fischer, and RRS representatives Cathleen McLaughlin and Monica Gross.

4. Attended the bi-weekly meeting with AHD/Assembly/Administration representatives. RRS needs to begin a routine of submitting weekly reports. The challenge to date has been RRS trying to understand how to systematize the process of reporting, client concerns being submitted to the correct individuals in a timely manner, etc. These issues have not been fully resolved due to differences of opinion as to RRS's scope of work under the contract.

4. Interviewed 14 clients at the various locations to gain input on the client services offered at each ECWS location. Have on-going conversations with clients at the various sites is assisting RRS in understanding the level of services being offered and in identifying gaps in the ECWS operations.

5. Received 6 concerns from clients that were directly relayed to shelter staff. A formal complaint process is being discussed at the weekly 3rd Party Oversight Meeting but has not been fully solidified. RRS agreed to create an excel spreadsheet that would list client concerns. RRS will also begin using a formal complaint form provided to it by AHD. What rises to the level of a 'complaint' still needs to be more-fully understood by RRS. RRS did relay 5 concerns immediately to ECWS staff that were addressed fully, in real-time. 1 was at Alex (roommate difficulty where roommate had threatened to 'meet the roommate in the parking lot to fight that was immediately addressed by shelter staff), 3 at CWS (1 regarding client's laundry coming back wet, 1 client claiming his mail was lost, and 1 client not getting timely services to get ticket to Montana through 3rd Ave. Navigation), 2 at Aviator (trouble with roommates – resolved).

6. Accepted 10 calls from shelter clients that did not rise to client complaints. Examples of these calls are:

- a. Client at CWS insisting that RRS 'give him a room' with his ladyfriend at the Aviator. RRS instructed him to talk with CWS staff and his housing specialist. (Note: this particular client contacted RRS 5 times in a day and, received the same response each time.)

b. Client at Aviator got snow-shoveling job at a church and could not find telephone number to call ECWS staff at Aviator. He did not know how long the snow-shoveling would take and did not want to miss curfew. RRS was able to contact staff on his behalf and give ECWS staff his phone number. (Note: During this process, RRS and Aviator staff learned the phone number published to call was not operational.)

c. Clients wanting an opportunity to move from CWS to the Alex or the Aviator. (Note: This is becoming a regular conversation with clients at CWS). RRS continues to message to these clients to speak with ECWS staff, and the housing specialists.

7. There continues to be confusion between the 3rd Party Oversight contractor (RRS), the shelter operators, and AHD with respect to the scope of RRS's work. As noted in last week's report, the confusion and perceived frustration can be stated in greater detail but will not be outlined here. The overarching goal is to create a system of communication and process moving forward so that some confusion and frustration can be allayed.

C. Action Item Report, Process and Plan (What has been Accomplished)

1. RRS is discovering that there is a disconnect, and inconsistency within the 3rd Party Oversight Group, that is causing frustration for all concerned. As defined under the contract, RRS is to oversee, report, and make recommendations to enhance shelter operations throughout the ECWS system. RRS is also required to "Assessing timeline and services with community partners around the transition of clients from shelter services to permanent housing." This provision of the 3rd Party Oversight Contract has caused a lot of conversations, opinions, frustration, and animosity. RRS is not clear how this will be resolved. The benefit of this week of work is, this area of uncertainty has now been identified and addressed.

2. From a client's perspective, RRS is seeing and hearing a lot of gratitude by clients who are being able to sleep indoors and are establishing a consistent place to stay. Despite some concerns being raised, overall, RRS is of the opinion that the status of the ECWS is that it is stable, needs some improvement, particularly with respect to real-time communication and transparency, but otherwise healthy.

D. Action Items for the Report Week of December 11 - 17, 2023 - Report, Process and Plan (What Will Be Accomplished)

1. Continue to build a working relationship between RRS, AHD and the ECWS operators.

2. Better message about the weekly townhalls at each site so that clients can appreciate they have a voice in making each ECWS site a better version of itself. (Same as Week 2 report).

3. Determine what data RRS needs to have, and make the requests accordingly, in order to comply with the terms of the 3rd Party Oversight Contract. (Same as Week 2 report)

4. RRS will put more time at each ECWS location to ensure that it is more aware of activities at each site at various times of the day.

E. Recommendations, Conclusions and Summary

RRS's overall opinion is that the ECWS system in place at this time is stable.

RRS is hopeful that communication between AHD, Shelter Operators and RRS will improve.

RRS is committed to conduct work under this 3rd Party Oversight Contract with the goal of providing open channels of communication, a willingness to openly address challenges and opportunities, and to work with all individuals involved in Cold Weather Shelter Services. RRS is also open to, and encourages, constructive comments and criticism so it can perform as best as possible under this Contract.

Any questions, please contact RRS through phone, text, or email at any time.

Respectfully,
Cathleen N. McLaughlin, J.D./M.B.A.
Monica Gross M.D./M.P.H.
Restorative & Reentry Services, LLC
907-342-5380 (Cathleen cell)
909-957-0542 (Monica cell)
cathleen@restorativeentryservices.com