

# Restorative and Reentry Services, LLC

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## Restorative and Reentry Services, LLC's Weekly Report #13

For the Period – 1/27/2024 – 2/2/2025 Under

### 3<sup>rd</sup> Party Oversight Contract

**Project Name: 3<sup>rd</sup> Party Emergency Cold Weather Shelter Oversight**  
**Submitted to: Farina Brown, Thea Bemben, (Special Assistants to the Mayor), Becky Windt Pearson (Municipal Manager), Anchorage Assembly, Anchorage Health Dept., and Shelter Operators (Catholic Social Services, MASH, and Henning, Inc.)**

**Date: Reporting period January 27 – February 2, 2025**

**Date Submitted: February 4, 2025**

**Submitted by: Cathleen McLaughlin and Emily Robinson**

#### A. Background

As required under the Contract For Professional Services with Restorative & Reentry Services, LLC (RRS), fully executed on October 31, 2024, RRS submits its Weekly Report for Week 13.

The Emergency Cold Weather Shelter system operated at capacity during this reporting period.

#### B. Contract Compliance

	Non-Compliance	Pending/Progressing	Compliant	Comments
<b>Catholic Social Services</b>				
Integration, collaboration, contract compliance			X	
Health, Safety, Client Concerns			X	
Transportation			X	3.7.1 Bus passes. All shelter operators are seeking clarification from AHD around bus pass distribution protocol
Data Reporting			X	
<b>Henning, Inc.</b>				
Integration, collaboration, contract compliance			X	
Health, Safety, Client Concerns			X	
Transportation			X	All shelter operators are seeking clarification from AHD around bus pass distribution protocol
Data Reporting			X	
Warming			X	
<b>MASH</b>				
Integration, collaboration, contract compliance			X	MASH remains at lower day rate until the Social Work position is filled.
Health, Safety, Client Concerns			X	
Transportation			X	All shelter operators are seeking clarification from AHD around bus pass distribution protocol
Data Reporting			X	
<b>ESS</b>				
Quality			X	
Quantity			X	

### **C. Shelter Operator Highlights**

The following information has been voluntarily shared by program operators as a snapshot representation but does *not* account for *all* program data.

- MASH
  - 5 clients linked to Lutheran Social Services for ID replacement
  - 20 clients linked to and received new Lifeline phones through GCI
  - 53 unique individuals received case management contact
- Henning, Inc.
  - Henry House:
    - 9 clients have requested and been linked to sober living to address their addiction issues.
    - Case management supported 25 clients who completed the following: housing program applications, SSDI, SNAP;
  - Merrill Field:
    - 2 clients housed,
    - 7 clients obtained employment,
    - 21 clients attended recovery programming.
  - Alex 2:
    - Data was not received by the time of the report.
  - Warming at Henning House: 21 clients referred and transferred from warming to CWS for shelter (as CWS capacity allowed) within this reporting period.
- CSS
  - Data was not received by the time of the report.
- ACEH
  - Since beginning of ECWS –
    - Non-congregate individuals served - 913
    - Non-congregate exits to housing – 27
    - Temporary/transitional housing - 7
    - Institutional settings - 9

### **D. Client Feedback**

Town Hall meetings were hosted at each shelter location. Client feedback:

- Clients seeking sobriety request a sober-supportive section at each non-congregate site,
- Client safety – Clients recognize and appreciate moving from congregate to non-congregate settings, because of the enhanced sense of stability and safety.
- Clients asked RRS about how to engage in services to plan for when non-congregate shelter closes. RRS encouraged clients to self-advocate and meet with on-site case management staff to address. RRS anecdotally learned, there was an increase in clients taking initiative to engage in case management services this past reporting period.
- CWS clients reported enhanced services.

### **E. Incident Report/Discharge Data**

Incident report data provided to the Anchorage Health Department and RRS reflects the top reasons for discharge/incidents continue to be:

1. Discharges - Missed curfew, violation of rules. Handled by ECWS operators appropriately.
2. Critical incident at CWS 2/1/25. The Anchorage Health Department and RRS have followed-up regarding the critical incident and verified that the policies and procedures were appropriately followed.

### **F. Actions and Events During this Reporting Period**

1. Warming was open. Unique individuals seeking warming services ranged from 70-90. To reduce/eliminate turn aways, 5-10 clients were rotated in and out of warming to give more clients warming. A gap in availability for warming between the hours between 4:00 pm-8:00 pm every day was recognized. Daytime sheltering options are closed and warming does not open until 8:00 pm. When all congregate and non-congregate shelter sites are at capacity, this means that between the hours of 4:00 pm-8:00 pm, hospitals, MCT, MIT, CAP, ASP and all other partnering programs do not have a safe location to drop off clients in need. As a result, warming hours were expanded to start two hours earlier at 6:00 pm beginning on Monday, 2/3/25.
2. RRS facilitated a resource sharing meeting between ECWS providers and Southcentral Foundation Wellness Warriors, a community partner, that facilitates healing circles and wellness support groups.
3. MASH has instituted a confidential client reporting system which allows clients to safely request a different roommate or report issues of concern. This has enhanced site stability is reflected in the reduced calls for service by the Anchorage Police Department.
4. AHD is in the process of creating a Professional Service Agreement for external programs/providers to be able to provide on-site services with the emergency cold weather shelter programs. Once this PSA is complete, shelter operators will be able to host more wrap around supportive programming for clients on-site (in-progress).
5. ACEH conducted the Point-In-Time (PIT) Count. during this reporting period.
6. Ongoing trainings have continued to be provided to all congregate and non-congregate staff including but not limited to: food handlers cards, MAT de-escalation trainings, peer-support training certifications, CPR & First Aid, Crisis Prevention Intervention (CPI) training, and APD illicit drug handling training.

### **G. RRS's Recommendations, Conclusions and Summary**

1. Each non-congregate site continues to pair roommates who are compatible through a best practice model (providing client choice and self-advocacy) (ongoing);
2. To improve client continuity of care, RRS continues to monitor shelter protocol regarding placement, intake, and discharge procedures (ongoing);

3. Given the challenges around client transportation, proactively engage existing community providers to come to shelter sites in compliance with Anchorage Health Department protocols;

**Respectfully Submitted, Cathleen N. McLaughlin, J.D./M.B.A., Emily Robinson, MS**