

# Restorative and Reentry Services, LLC

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## Restorative and Reentry Services, LLC's Weekly Report #15

For the Period – 2/10/2025 – 2/16/2025 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 February 10 – February 16, 2025**

**Date Submitted: February 18, 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 15.

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		Client Laundry return process has improved but inconsistencies in returning client laundry to client are needing attention.
Transportation			X	CSS has added a shuttle to its program which has enhanced client transportation options.
Data Reporting			X	
<b>Henning, Inc.</b>				
Integration, collaboration, contract compliance			X	
Health, Safety, Client Concerns			X	
Transportation		X		3.7.1 Bus passes. Henning, Inc. is working on building a consistent process for client bus pass allocation.
Data Reporting			X	
Warming			X	
<b>MASH</b>				
Integration, collaboration, contract compliance			X	MASH remains at lower day rate as noted in prior reports
Health, Safety, Client Concerns			X	
Transportation			X	
Data Reporting			X	
<b>ESS</b>				
Quality			X	
Quantity			X	

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

The following information has been voluntarily shared by program operators. The information below does *not* account for *all* program data.

- MASH - Alex 1
  - 18 clients submitted housing applications
  - 3 clients exited shelter to permanent housing
- Henning, Inc. (Alex, Merrill Field, Henning House):
  - 10 clients into housing, 3 clients transferred to complex care, 2 moved to tiny homes, 6 clients found employment, 10 attended AA, 16 attended Celebrate Recovery, 15 attended Life Recovery, 5 received IDs, 3 received Birth Certificates
- CSS - CWS
  - Data was not received by the time of the report.

### **D. Client Feedback**

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

- Clients appreciate the addition of the van to support more transportation availability at CWS.
- Clients are taking the opportunity to engage in case management at all sites.
- Clients remain concerned about stealing between clients at congregate site, a lack of availability of bus passes at some sites, and loss of personal items when transferring from one shelter site to another. (Note: Shelter sites are fine-tuning current program systems to address these client concerns at an operational level).

### **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 and violation of rules.
2. Incidents – Continued reports of emergency medical support interventions.
3. No overdoses during this reporting week.

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

1. Warming was open from 6:00 pm-8:00 am throughout this reporting period. Warming had a range of 68-89 unique individual clients who using warming each day. With a 45-person capacity, rotations were utilized to ensure all clients had a warming opportunity. Clients were provided transportation directly from warming to CWS and non-congregate sites as capacity allowed. On average 1 – 3 hospital discharges arrive at warming each day.
2. At all emergency shelter locations, there is an elevated ratio of clients with high medical needs and vulnerability. Clients are being discharged from hospitals into shelter on a daily

basis which has created a more medically fragile population. All emergency shelter locations have been exemplary in providing accommodations to support these clients and their unique medical needs and are providing data about client vulnerability to RRS.

3. RRS facilitated a resource sharing meeting between ECWS providers and the Mountain View Job Training Center. This program provides free job training courses and apprenticeships for jobs in construction.
4. AHD finalized and completed the Professional Service Agreement for external programs/providers to be able to provide on-site services with the emergency cold weather shelter programs. Shelter operators will now be able to host supportive program organizations on-site after the organizations complete the application process with AHD.
5. CWS has added a van to provide additional non-emergency transportation support for clients.
6. Clients are continuing to transition from living outside into the shelter system. With the support and collaboration of AHD, shelter operators, the APD HOPE team, the Mayor's office, and RRS, some particularly hard-to-reach campers have been transitioned inside. With the uniquely challenging circumstances of these clients, the shelter team was able to create accommodations which allowed for the clients to successfully access shelter.

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

1. All shelter sites are being well-managed. Challenges that need to be addressed include transfer of client property between shelter sites, more pro-actively addressing options for individuals turned away from shelter, and streamlining hospital discharge-to-shelter processes.
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 (on-going).
4. Supporting the engagement of clients through the housing/rehousing process has been a national challenge. To navigate the challenges of our unique population and circumstances in Anchorage, best practices are to provide integrated, client-centered, on-demand supports by case management teams that are locally available. This program integration process has been successful by and between the shelter operators and some community providers but needs to be more robust.
5. RRS recommends that language be incorporated in future shelter contracts that allows more flexibility for program operators to be able to provide necessary accommodations to clients who need a higher level of support to transition into shelter.

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