

Restorative and Reentry Services, LLC

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Restorative and Reentry Services, LLC's Weekly Report #16

For the Period – 2/17/2025 – 2/23/2025 Under

3rd Party Oversight Contract

Project Name: 3rd 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 17 – February 23, 2025

Date Submitted: February 25, 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 16.

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

B. Contract Compliance

	Non-Compliance	Pending/ Progressing	Compliant	Comments
Catholic Social Services				
Integration, collaboration, contract compliance			X	
Health, Safety, Client Concerns			X	Client Laundry return process has improved at CWS
Transportation			X	
Data Reporting			X	
Henning, Inc.				
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. (on-going)
Data Reporting			X	
Warming			X	
MASH				
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	
ESS				
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
 - 4 clients approved for the change program. Several have applied.
 - Case managers have met with every client at least once. Staff is building a catalog of companies currently hiring along with job applications.
 - More clients engaging in sober event nights and regularly connecting with staff about sobriety.
 - Staff has continued to have positive experiences with clients and the trust in staff shows with each positive interaction.
- Henning, Inc. (Alex, Merrill Field, Henning House):
 - 3 clients housed, 2 applied for Assisted Living and/or Pioneer Home, 11 found employment, 1 entered treatment, 10 attended AA, 11 attended Celebrate Recovery, 8 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:

- Several clients who received Change 2 vouchers (which provide short-term rental assistance) voiced the challenges around finding suitable housing.
- Case managers and/or housing navigators are actively engaging with clients at all sites.
- Providing choice at the non-congregate sites regarding roommates has been well-received and giving clients a way to self-advocate and enhance their sense of safety for themselves and their belongings.
- CWS clients were appreciative of valentine cards provided by elementary school.
- Having GCI offer lifeline phones at the shelter sites has been very beneficial and appreciated.
- A lack of availability of bus passes remains a client concern at some shelter sites.

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 and unsafe or aggressive behavior.
2. Incidents – Continued reports of emergency medical support interventions, for physical and/or mental health issues that require Emergency Medical Services (EMS)
3. 2 overdoses occurred during this reporting week. Narcan administered.

F. Actions and Events During this Reporting Period

1. Warming was open from 6:00 pm-8:00 am daily throughout this reporting period. Warming had a range of 61- 71 unique individuals each day. This is a small decrease in warming shelter usage from the past 4 reporting periods. 18 warming clients were transferred to shelter beds.
2. A Medical Vulnerability Checklist was provided by ACEH as one tool in assessing the appropriateness of hospital discharges at each ECWS site.
3. RRS facilitated a resource sharing meeting between ECWS providers and the Anchorage Reentry Coalition Coordinator, Christina Shadura. Many shelter clients are justice-involved and are eligible for reentry services such as getting IDs through Department of Corrections, placement in verifiable transitional housing, etc.
4. The Professional Services Agreement (PSA) for external programs/providers to complete in order to provide on-site services with the emergency cold weather shelter programs is being distributed. One organization has submitted its application to AHD.
5. CWS has received warming boxes in order to serve hot meals on-site. One hot meal per day will be served to CWS clients starting February 26, 2025.
6. Clients are continuing to transition from living outside into the shelter system, with coordination by and between shelter operators, the APD HOPE team, the Mayor's office, RRS and ACEH.
7. Health Fairs hosted by AHD are being scheduled at all non-congregate sites in the next 2 weeks.

G. RRS's Recommendations, Conclusions and Summary

1. Real-time integration, timely decision-making, and partnership by and between CSS, MASH, Henning, Inc., ACEH, RRS, APD Hope Unit, SALA Medical, AFD Mobile Crisis Team, APD Mobile Intervention Team, hospital discharge planners, AHD, and the Mayor's Office, has allowed the Emergency Cold Weather Shelter system to create a positive synergy. This level of collaboration is necessary to build upon as Anchorage moves into the shoulder season.
2. All shelters are engaging with clients to discuss and encourage creative ways to support discharges. With a low inventory of available, affordable, traditional housing, creative solutions must be explored with ECWS clients (ie. co-living, modular structures, transitional, etc.)
3. Challenges that continue to need attention is streamlining hospital discharge-to-shelter processes. This can be done by using the Medical Vulnerability Checklist (discussed above) and to proactively engage with the hospitals to shore-up discharge processes.
4. To improve client continuity of care, RRS continues to monitor and recommend shelter protocol regarding placement, intake, discharge, and client property procedures (ongoing).
5. Proactively invite and encourage existing community providers to come to shelter sites (on-going).

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