

# Restorative and Reentry Services, LLC

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## Restorative and Reentry Services, LLC's Weekly Report #21

For the Period – 3/24/2025 – 3/30/2025 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 March 24 – March 30, 2025**

**Date Submitted: April 1, 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 21.

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		3.6 Contract language requires client intakes within 48 hours of entry by a housing specialist and a case manager.
Health, Safety, Client Concerns			X	
Transportation			X	3.7.1 Contract language requires daily bus passes for any client who requests a bus pass. (on-going)
Data Reporting		X		There is some delay in inputting data in AKHMIS
<b>Henning, Inc.</b>				
Integration, collaboration, contract compliance			X	
Health, Safety, Client Concerns			X	
Transportation			X	See Comment above re: 3.7.1 contract language
Data Reporting			X	
Warming			X	
<b>MASH</b>				
Integration, collaboration, contract compliance			X	
Health, Safety, Client Concerns			X	
Transportation			X	See Comment above re: 3.7.1 contract language
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
  - Connected 7 guests with employment
  - 4 new NeighborWorks Alaska (NWAK) Change Vouchers awarded to guests
    - 3 waiting on NWAK required unit inspections to move in
  - 9 new recipients linked to SNAP benefits, social security cards, and identification cards)
  - 2 guest obtained housing through Anchorage affordable Housing Land Trust (AAHLT) properties
  - 3 guests received Medicaid benefits
  - 21 guests participated in recovery groups
- Henning, Inc. (Alex, Merrill Field, Henning House):
  - Henning House -
    - 1 guest received SNAP benefits
    - 1 guest received birth certificate
    - 6 guests maintaining active recovery
    - 1 guest approved for Change Voucher through NWAK and is actively apartment hunting
  - Merrill –
    - 24 guests participated in recovery groups this week
    - 2 guests obtained housing
    - 9 guests received SNAP benefits
  - Alex –
    - 1 guest housed through Cook Inlet Housing
    - 1 guest linked to resource to return to his home village
    - 1 guest obtained full-time employment
- CSS - CWS
  - Data was not received by the time of submission of this report

### **D. Client Feedback**

Town Hall meetings, which included individual one-on-one conversations with shelter clients, were hosted at each shelter location. Client feedback:

- Clients that have proactively engaged in case management are feeling anxious about whether they will receive the paperwork that is in process such as social security cards, tribal cards, Medicaid paperwork, etc. before they leave shelter.
- A lack of availability of bus passes and/or transportation (on-going).

### **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 – Responses to overdoses (Narcan administered). Incidents involved of Emergency Medical Services (EMS), APD MIT, AFD MCT, and/or ASP.

#### **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 served 55 - 72 unique individuals each day. A total of 28 clients were transferred from warming to CWS for the week. Due to a continuing high need, warming has been extended to April 23, 2025. (Note: Warming has become a consistently, and highly-used resource for APD, AFD, ASC, and hospitals when shelter sites are full and community programs are closed)
2. RRS, Emergency Cold Weather Shelter (ECWS) operators, the Anchorage Coalition to End Homelessness (ACEH), the Anchorage Health Department (AHD), the APD HOPE Team, and the Mayor's office proactively discussed preparation of clients' expectations around decompression of ECWS.
3. RRS facilitated a resource sharing meeting between ECWS providers and the Alaska Housing Finance Corporation (AHFC provides a lottery system for a variety of housing vouchers).
4. Individuals living outdoors continue to transition into the shelter system, with coordination by and between shelter operators, the APD HOPE team, the Mayor's office, RRS and ACEH. (on-going)
5. Throughout the emergency cold weather season, medically fragile clients have been entering shelter. Shelter access is granted to all vulnerable individuals, even those who are not able to perform activities of daily living (ADL) independently (see Report #19). The number of clients who require ADL supportive services is increasing, which is putting an increased strain on shelter staff and their scope of work.
6. APD and ECWS shelter operators continue to schedule meetings and trainings to discuss and train around enhancing safety at and around shelter sites (on-going).

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

1. RRS continues to strongly recommend shelter operator case management teams link clients to existing community programs that offer non-housing supportive services, as well as, housing (on-going).
2. Best practices are to provide real-time response to a client's needs. RRS proactively encourages all shelter clients to connect with case managers, housing specialists, 3<sup>rd</sup> Avenue Navigation, family, and existing community resources. A service gap is community programs are often 'program-centered', not 'client-centered', which impacts real-time services. (on-going)
3. Provide for a warming center-type location that is open at times shelters are full and community programs are closed.
4. Real-time integration, timely decision-making, and partnership by and between community programs, including programs which are private or private/public partnerships. (on-going)

5. Real-time hospital discharge-to-shelter processes continue to improve. (on-going)
6. ECWS continues to be relied upon to shelter extremely medically-vulnerable individuals. RRS is currently working with the shelter operators to try to describe and quantify the number of medically fragile clients who are unable to perform their ADLs who are currently in ECWS sites. (See RRS Recommendation regarding this topic in Report #19).
7. Proactively invite community providers to come to shelter sites. (on-going)

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