

# ***Restorative and Reentry Services, LLC***

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## **Restorative and Reentry Services, LLC's Weekly Report #23**

### **For the Period – 4/7/2025 – 4/13/2025 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 April 7 – April 13, 2025**

**Date Submitted: April 15, 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 23.

The Emergency Cold Weather Shelter (ECWS) system operated at capacity during this reporting period. With the ECWS season winding down, a 'de-compression' plan is in place.

The congregate shelter operated by CSS (CWS) will remain open with a capacity of 200 beds. Beginning Monday, April 14, 2025, ECWS began de-compressing the 332 non-congregate beds, using the following process:

1. Alex 1, operated by MASH, will reduce from 132 to 100 beds during the week of April 14, 2025. From April 18 – April 30, 2025, Alex 1 will de-compress to 0.
2. Alex 2 and Merrill Field, operated by Henning, Inc., will reduce from 158 to 0 by May 14, 2025. The 42 beds at Henning House are not scheduled for de-compression at this time.
3. Shelter clients who have been assessed as being highly-vulnerable at the Alex and Merrill locations will be given preference to transfer to open beds in the ECWS system or transferred to other shelter sites such as Complex Care (when beds become available).
4. Reduction in ECWS beds is closing rooms through natural attrition (clients have abandoned a bed or been discharged), moving clients into alternative housing through the use of vouchers and rental assistance, or continuing to refer clients to existing community programs.

## **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	Compliant based on data system process discussed in meeting between CSS & RRS conducted on 4/10/25.
<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
  - Data provided is that decompression of Alex 1 has begun as of April 14, 2025 with the focus now on transfers and discharges of clients to alternate shelter sites, Complex Care, and into housing.
- Henning, Inc. (Alex, Merrill Field, Henning House):
  - HH – 1 client is 72 days sober and working, 1 client received license, 1 housed
  - Merrill – 9 attended AA, 10 attended Life Recovery, 6 attended Celebrate Recovery, 4 housed, 5 received SNAP benefits
  - Alex – 1 gained employment, 3 housed
- 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:

- Strong messaging is being done to encourage clients to proactively work with ECWS team to exit shelter into stability.
- Consistent and available transportation is still a challenge (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. 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 8:00 pm-8:00 am daily throughout this reporting period. Warming served 39 - 68 unique individuals each day. A total of 8 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) (NOTE: As of the submittal of this report, there are discussions about warming being extended)
2. RRS met with CSS to discuss and understand case management and data input and output processes and challenges. (NOTE: RRS will make recommendations in its Final 360 Report regarding these topics.)
3. RRS, Emergency Cold Weather Shelter (ECWS) operators, the Anchorage Coalition to End Homelessness (ACEH), the Anchorage Health Department (AHD), and the Mayor's office continue to proactively prepare the shelter system in the event of a volcanic event.
4. RRS facilitated a resource sharing meeting between ECWS providers and Anonymous Health (Anonymous Health is a new, free, virtual resource that provides a range of supports for individuals with complex behavioral needs).
5. Some 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)
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. Real-time data that is accurate and easily accessible to all service providers is imperative to fully integrate ECWS processes. Currently, service providers only have access to AKHMIS data for individuals currently in their specific program. This limits service providers. (Note: this will be fully addressed in RRS's Final 360 Report)

2. 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).
3. 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. (on-going)
4. Provide for a warming center-type location that is open at times shelters are full and community programs are closed.
5. RRS incorporates, by reference, the recommendations made in prior reports.

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