

Restorative and Reentry Services, LLC

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Restorative and Reentry Services, LLC's Weekly Report #24

For the Period – 4/14/2025 – 4/20/2025 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 April 14 – April 20, 2025

Date Submitted: April 23, 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 24.

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 Catholic Social Services (Cold Weather Shelter - 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, reduced 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 through natural attrition, referral to other shelter sites, short-term housing, and voucher programs.
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 assessed as being highly-vulnerable at the Alex and Merrill locations are being 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).

B. Contract Compliance

	Non-Compliance	Pending/Progressing	Compliant	Comments
Catholic Social Services				
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.
Henning, Inc.				
Integration, collaboration, contract compliance			X	
Health, Safety, Client Concerns			X	
Transportation	X			Client transportation is not being provided per 3.7.1 contract language. Bus passes have not been available to clients.
Data Reporting			X	
Warming			X	
MASH				
Integration, collaboration, contract compliance			X	
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
 - 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):
 - Henning House – 1 housed, 1 received Medicaid, 1 approved for food stamps, 4 maintaining sobriety, 1 shopping for housing
 - Merrill – 9 attended Life Recovery, 9 attended AA, 5 attended Celebrate Recovery, 5 housed with self-pay, 6 received SNAP benefits
 - Alex – 15 completed Alaska Housing Finance Corporation (AHFC) applications, 3 gained employment, 2 approved for unemployment benefits, 1 getting housing
- CSS - CWS
 - Data was not received by the time of submission of this report

D. Client Feedback

RRS met with clients individually. Client feedback:

- Strong messaging continues to encourage clients to proactively work with ECWS team to exit shelter into stability with an emphasis in utilizing rental assistance funds that were approved by the Assembly on April 15, 2025.
- 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 – Increased incidents of drug overdoses and the administration of Narcan. Continuing need for Emergency Medical Services (EMS), Anchorage Police Department (APD), Mobile Intervention Team (MIT), Anchorage Fire Department (AFD), Mobile Crisis Team (MCT), and/or Anchorage Safety Patrol (ASP).
3. A client death occurred at a non-congregate site on April 15, 2025. Incident was appropriately managed by the non-congregate shelter operator.

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 54 - 66 unique individuals each day. A total of 4 clients were transferred from warming to CWS for the week. Due to a continuing high need, warming has been extended to May 30, 2025. A data report is expected to be finalized May 23, 2025 regarding the usage of warming. (Note: Warming has become a consistently, and highly-used resource for APD, AFD, ASP, and hospitals when shelter sites are full and community programs are closed).
2. RRS has been working closely with MASH to streamline decompression processes, identify highly vulnerable, and meeting with clients to prepare them for the transition from Alex 1.
3. 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 the Anchorage Coalition to End Homelessness (ACEH). RRS continues to attend the weekly outreach meeting with the Anchorage Coalition to End Homelessness in continued coordination between outreach teams and shelter. (on-going)
4. Over this reporting period, planning continued for the Rapid Rehousing Rental Assistance funds continued with coordination of the municipal Community and Safety Development team. Participating programs/organizations included: the Mayor's Office Special Assistants on Homelessness and Health, Community and Safety Development Department, Anchorage Health Department, United Way of Anchorage, NeighborWorks Alaska, Alaska Housing Finance Corporation, New Life Development, Covenant House, RuralCap, Henning, Inc., Choosing Our Roots, Anchorage Coalition to End Homelessness, and Restorative and Reentry Services, LLC. All parties are working together to develop an expedited, collaborative approach to making the rapid rental assistance available to approved applicants as quickly as possible. Release of the Rapid Rental Assistance application is anticipated to be April 28, 2025.

G. RRS's Recommendations, Conclusions and Summary

1. Cross-checking individuals using warming with individuals accessing shelter services needs to be completed in order to more-accurately assess the individuals using shelter

services and/or the unhoused. In addition, high-users of warming, need to be outreached in order to engage them into supportive services. (In process)

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

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