

Restorative and Reentry Services, LLC

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Restorative and Reentry Services, LLC's Weekly Report #32

For the Period – 6/9/2025 – 6/15/2025 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 June 9 – June 15, 2025

Date Submitted: July 8, 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 32. As noted in report 31, the Emergency Cold Weather Shelter (ECWS) System has been decompressed to 200 non-congregate beds (94 at Henning House (operated by Henning, Inc.) and 106 at the Alex Hotel Annex (operated by MASH)) and 200 congregate beds at the Solid Waste Station at E. 56th Avenue (operated by CSS). The warming site remains open until June 30, 2025.

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. This intake process by CSS housing specialists or case managers does not occur. CSS does have guest service staff ask clients upon initial entry if they want case management.
Health, Safety, Client Concerns			X	
Transportation		X		3.7.1 Contract language requires daily bus passes for any client who requests a bus pass. CWS Director has been notified and is addressing this requirement (on-going)
Data Reporting			X	
Henning, Inc.				
Integration, collaboration, contract compliance			X	
Health, Safety, Client Concerns		X		On-going concern regarding need for pest control
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 2 (Data not received)
- Henning, Inc. (Henning House): (Data not received)
- CSS – CWS (Data not received)

D. Client Feedback

RRS met with clients individually. Client feedback:

- Transportation continues to be a challenge for shelter clients. Bus passes are not consistently available at congregate and some non-congregate shelter (on-going).
- RRS spoke with shelter clients and individuals currently living in and around Davis Park. A targeted effort is being made to engage with individuals who are at Davis Park, Lois and other sites to encourage campers to enter the shelter system. Key reasons individuals gave for not wanting to enter shelter is (1) the search of property upon entry, (2) curfews at the non-congregate sites, (3) unwillingness to leave camps without all their property.

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 – 1 death at non-congregate site which was preliminarily deemed from natural causes. Response to this event by the shelter manager was appropriate. 2 primary categories of incidents were acute medical needs that required emergency responders and client on client altercations.

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 43 - 58 unique individuals each day.
2. This was the last full week available to outreach with campers at Davis Park before the abatement on Tuesday, 6/17/25. Daily outreach was conducted at Davis Park where campers were offered shelter, transportation, medical services, and various other supports

as needed as preparation for abatement day. Over 20 campers did accept services and were moved into shelter before abatement day. Outreach was conducted by (but not limited to) the Mayor's Office, the Anchorage Coalition to End Homelessness (ACEH), Covenant House, the Department of Veterans Affairs (VA), Alaska SPCA (for free pet vaccinations, and other services related to pet health), True North Recovery, Mountain View Urgent Care, Anchorage Recovery Center, Anchorage Fire Department Mobile Crisis Team, SALA Medic, Restorative and Reentry Services (RRS), APD HOPE Team, and the Anchorage Health Department. Campers have been notified and reminded about the upcoming abatement daily.

3. During the Anchorage Assembly Meeting held on 6/10/25, MASH was approved to provide extended non-congregate services which will now be available year-round. The new contract period will begin 7/1/25.
4. RRS hosted several behavioral health community partners in the weekly Emergency Cold Weather Shelter meeting to create stronger connections between behavioral health programming and shelter providers for real-time linkage. Behavioral Health partners who were invited to join included: APD HOPE Team, Covenant House, SALA Medic, True North Recovery, Mat-Su Mobile Crisis Team, Volunteers of America Rapid Response Team, and the Anchorage Recovery Center.
5. Over this reporting period, the Rapid Rehousing Rental Assistance funds have been used to house shelter clients, with additional applications and clients being approved to move to housing on a daily basis.
6. Henning, Inc. actively connected with and completed ERA2 applications for warming clients.

G. RRS's Recommendations, Conclusions and Summary

1. During this ECWS season, RRS, shelter operators, AHD, ACEH, the Mayor's Office and community providers have developed a collaborative communication system that is real-time, client-centered, and pro-active. This type of collaborative and integrated approach has been a positive sea change in how shelter services have been delivered in the municipality. RRS recommends the municipality continue supporting the systemization of the processes that have been created.
2. RRS incorporates, by reference, the recommendations made in prior reports.

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