

# Restorative and Reentry Services, LLC

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## Restorative and Reentry Services, LLC's Bi-Weekly Report

For the Period – 7/15/2025 – 7/29/2025 Under

### 3<sup>rd</sup> Party Oversight Contract

**Project Name:** 3<sup>rd</sup> Party Emergency Cold Weather Shelter Oversight

**Submitted to:** Thea Agnew Bembien, (Special Assistants to the Mayor), Becky Windt Pearson (Municipal Manager), Anchorage Assembly, Anchorage Health Dept., and Shelter Operators (Catholic Social Services, and MASH)

**Date:** Reporting period July 15 – July 29, 2025

**Date Submitted:** July 30, 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, and extended by amendment in May, 2025, RRS submits its Report for the period July 15 – July 29, 2025. The Year-Round Shelter System has been decompressed to 200 congregate beds at CWS on 56<sup>th</sup> Avenue (operated by Catholic Social Services) and 100 beds at the Alex Hotel Annex (operated by MASH) for a total of 300 beds.

### 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	(Note: Plumbing at CWS has been a continual challenge with intermittent closing of the showers and client bathrooms.) Uptick in presence of bedbugs which are being addressed.
Transportation		X		3.7.1 Contract language requires daily bus passes for any client who requests a bus pass.
Data Reporting		X		3.9.2 Contractor is responsible for submitting accurate aggregate HMIS data to Anchorage Health Department. RRS was working with a client and found their HMIS data not to be accurate regarding length of stay.
<b>MASH</b>				
Integration, collaboration, contract compliance			X	
Health, Safety, Client Concerns			X	
Transportation			X	
Data Reporting			X	
<b>ESS</b>				
Quality			X	
Quantity			X	
<b>Beans Café</b>				
Quality			X	
Quantity			X	

### **C. RRS Highlights & Events**

1. Number of major/critical incidents in the shelter system from this reporting period: 0 (incidents managed internally by shelter operators without significant RRS involvement included client medical emergencies, and instances requiring behavior management).
2. SALA Mobile Clinic provided mobile medical services at the Alex Hotel and Henning House. This mobile medical service is provided weekly. In the past week, the SALA Mobile Clinic provided 44 services for 26 individuals which included connecting clients with medications, being a patient advocate, and supporting clients while navigating the health care system. SALA is currently providing these services pro bono.
3. The reporting period commenced with an encampment abatement at Russian Jack Park. In advance of the operation, targeted outreach efforts were conducted to engage individuals residing in the area. The abatement was carried out with the coordinated presence of the Anchorage Police Department (APD), Anchorage Fire Department (AFD), Animal Care and Control, the APD HOPE Team, Mobile Crisis Team (MCT), and RRS. Individuals residing in the encampment were offered access to shelter, supportive services, transportation, and referrals to substance use treatment programs. As a result, ten individuals were transported and entered shelter, either to the Alex Hotel or the Cold Weather Shelter, based on specific needs. The abatement at Russian Jack Park was considered a constructive intervention, as the site had become increasingly unsafe due to escalating incidents of drug overdoses, predatorial behavior, and aggressive and violent behavior.
4. Consistent outreach has been conducted at the next camp scheduled for abatement 8/5/25, next to West High School and the encampment on Chester Creek trail. Outreach partners include the Anchorage Coalition to End Homelessness (ACEH), APD HOPE Team, True North Recovery, Anchorage Recovery Center, Mobile Crisis Team, SALA Medic, Anchorage Health Department Mobile Clinic, Henning, Inc., Covenant House, and RRS.
5. During the current reporting period, there has been a notable increase in the number of unhoused families with young children. Outreach teams from the ACEH, the APD HOPE Team, MCT, and RRS have consistently encountered families in need of immediate shelter accommodations while living unsheltered. Traditional family shelter resources, including McKinnell House and Clare House, have remained at full capacity throughout the period. Additionally, a significant number of these families are accompanied by pets they are unwilling to part with, which are not permitted in existing family shelter facilities, further limiting available shelter options. In order to address this growing need, The Golden Lion, (managed by Henning, Inc.), is transitioning rooms that become available through natural attrition into units that can be utilized as low-income family housing units. RRS worked with the above agencies to house, on an emergency basis, 4 families with community funds.
6. Two clients were successfully transported home to the lower 48's this week solely because of the coordination, communication, and integration of the shelter system. Due to the communication between programs such as Catholic Social Services, the Ombudsman's Office, and RRS, the clients who were stranded in Anchorage obtained tickets to fly home.
7. The new ordinance which prohibits camping in specific locations in the Municipality went into effect during this reporting period. The Anchorage Police Department is working

closely with the Municipality to create and operationalize the new plan which details the scope of enforcement of this ordinance, including proactively connecting with individuals outside with MCT, APD, and RRS teams.

**D. RRS's Contacts with Shelter Clients and the Unhoused**

1. RRS is available by phone 24/7 for shelter clients, the unhoused, emergency providers, and shelter operators to provide real-time access to address real-time needs. RRS tracks 'touches' with shelter clients, hospital staff, shelter staff, emergency responders, outreach staff, and housing programs.
2. During this 2-week period RRS connected with:
  - a. Shelter clients (examples of contacts include clients looking for case management, concerns about health and safety issues at shelter sites, access to phones, transportation, etc.): 5-15 touchpoints/day.
  - b. Communicated with shelter programs regarding coordination and integration of operations: 7-25+ touchpoints/day.
  - c. Coordinated with hospital staff discharges to shelter: 0-4 touchpoints/day.
  - d. Coordinated emergency placement of families: 1-10 touchpoints/day.
  - e. Phone calls of individuals unsheltered seeking services: 3-9 touchpoints/day.
  - f. Daily coordination with APD and AFD: this ranges from 2-8 touchpoints/day.

**E. RRS's Recommendations, Conclusions and Summary**

1. With the decompression of shelter bed availability, RRS recommends moving towards the coordination of all shelter services within the municipality, not only the coordination of fully municipally funded sites. Increasing coordination between all available shelter resources ensures efficiency and effectiveness throughout all levels of shelter provided in the Anchorage Municipality.
2. RRS has been auditing the inflow/outflow of the shelter system. Part of this audit specifically is differentiating what clients at non-congregate shelter are truly in need of shelter, and what shelter is being used for. Findings and recommendations following this audit will be shared in upcoming reports.
3. RRS incorporates, by reference, the recommendations made in prior reports.

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