

Restorative and Reentry Services, LLC

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

For the Period – 7/30/2025 – 8/12/2025 Under

3rd Party Oversight Contract

Project Name: 3rd Party Emergency Cold Weather Shelter Oversight

Submitted to: Thea Agnew Bembien, (Special Assistant 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 30 – August 12, 2025

Date Submitted: August 14, 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 30 – August 12, 2025. The Year-Round Shelter System has been decompressed to 200 congregate beds at the E. 56th Avenue Shelter (operated by Catholic Social Services) and 100 beds at the Alex Hotel Annex (operated by MASH) for a total of 300 beds. Beginning September 1, 2025, the 200 beds currently at E. 56th are expected to decompress to 100 beds at E. 56th (operated by Henning, Inc.), and 100 beds will be opened at the new congregate location site, Linda's Place (operated by MASH).

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	(Note: Plumbing at E. 56th has been a continual challenge with intermittent closing of the showers and operable handwashing sink in the men's bathroom.) On-going presence of bedbugs is continuing to be addressed but not solved.
Transportation		X		3.7.1 Contract language requires daily bus passes for any client who requests a bus pass. Intermittent compliance.
Data Reporting			X	
MASH				
Integration, collaboration, contract compliance			X	
Health, Safety, Client Concerns			X	
Transportation			X	
Data Reporting			X	
ESS				
Quality			X	
Quantity			X	
Beans Café				
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). All incidents were reported to RRS by shelter operators.
2. RRS has been auditing the in-flow and out-flow of clients in the shelter system. Throughout this auditing process, shelter operators and RRS have identified some clients who have been long-time users of the shelter system. There is now a targeted intervention plan to intensively work with these clients to expeditiously support them through the process of exiting homelessness into living situations outside of shelter.
3. In preparation for the relocation of 100 clients from E. 56th to Linda's Place on 9/1/25, RRS has been interviewing clients at E. 56th about what location they prefer and/or best suits their needs. The clients interested in staying at E. 56th location are clients who have been working with the CSS case management team on site. These clients are being prioritized to relocate to other CSS shelter sites.
4. The abatement of Chester Creek occurred 8/12/2025. Targeted outreach efforts were conducted in the area by the Anchorage Coalition to End Homelessness (ACEH), APD HOPE Team, True North Recovery, Anchorage Recovery Center, Mobile Crisis Team (MCT), SALA Medic, Anchorage Health Department Mobile Clinic, Henning, Inc., Covenant House, and RRS. In preparation, the Alex Hotel non-congregate shelter, (operated by MASH), reserved beds that became available through natural attrition for four days leading up to the day of abatement. The abatement was carried out with the coordinated presence of APD, AFD, APD HOPE 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, twelve individuals were transported and entered shelter. The abatement 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. All campers wanting shelter beds received a bed. 18 contacted RRS after the abatement wanting to move to as a group to another campsite. Of the 18, couples in this group are continuing to contacting RRS to be folded into non-congregate shelter beds.

D. Client Outcomes

1. 6 clients were asked to leave the Alex and go to E. 56th due to missed bed counts and lack of case management engagement. RRS spoke with these clients and invited the clients to return to congregate shelter to re-set. Fluidity between shelter sites is key to serving clients at the level they are able to manage. (Note: The Alex non-congregate beds are designed for individuals who are willing to engage with case management and/or have special needs that cannot be addressed in a congregate setting).
2. MASH submitted the following client outcomes for this reporting period:
 - a. 3 clients secured employment
 - b. Submitted 7 housing applications
 - c. 2 clients received housing vouchers
 - d. Secured SNAP benefits for 2 clients
 - e. Successfully assisted a client to getting back into treatment.
 - f. Coordinated transportation (with community fund assistance) and ensured a client attended a critical medical appointment in Eagle River.
 - g. Coordinated the delivery of State IDs for 2 clients
 - h. Secured replacement Medicaid cards for 2 clients

E. RRS's Contacts with Shelter Clients and the Unhoused

1. RRS makes its 2 phones available to contact 24/7 for shelter clients, the unhoused, emergency providers, and shelter operators. These 2 mobile phones are used to provide real-time access to address real-time needs. To reference specific number of touchpoints, refer to report 7/15/25-7/29/25.
2. During this 2-week period, some of the leading touchpoints with each listed entity included:
 - a. Shelter clients:
 - i. Primary correspondence included discussions about E. 56th decompression, how clients are currently using shelter, and what would be required to successfully exit shelter.
 - ii. RRS was contacted by a client who was not satisfied with their discharge from shelter. RRS looked into this matter and deemed the discharge appropriate.
 - b. Communicated with shelter programs regarding coordination and integration of operations:
 - i. Planning, preparation, and execution of Chester Creek abatement.
 - ii. Identifying and fast-tracking long-time shelter users.
 - c. Coordinated with hospital staff discharges to shelter.
 - d. Coordinated emergency placement of families:
 - i. Families from the Chester Creek abatement have been in contact with ACEH and RRS. ACEH successfully referred one family into McKinnell House on the day of abatement.
 - ii. RRS continues to support the remaining families through resource referral and short-term stabilization with donated community funds.
 - e. Phone calls of individuals unsheltered seeking services. RRS receives 2-3 contacts per day of the unhoused needing linkage to services which RRS refers to existing community programs for services. Multiple unsheltered couples have been in contact with RRS during this reporting period. 3 couples entered shelter and went through intake for separate rooms while they wait for a couple room to become available.
 - f. Daily coordination with APD and AFD.

F. 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. This has been done informally through the last cold weather shelter season but more systematized coordination is needed.
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