

# Restorative and Reentry Services, LLC

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

### For the Period – 8/13/2025 – 8/26/2025 Under

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

**Project Name:** 3<sup>rd</sup> Party Emergency 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 August 13 – August 26, 2025

**Date Submitted:** August 27, 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 August 13 – August 26, 2025. The Year-Round Shelter System has been decompressed to 200 congregate beds at the E. 56<sup>th</sup> 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. 56<sup>th</sup> are expected to decompress to 100 beds at E. 56<sup>th</sup> (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
<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 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	
<b>MASH</b>				
Integration, collaboration, contract compliance			X	
Health, Safety, Client Concerns			X	
Transportation			X	
Data Reporting			X	
Food (contracted through Beans Café)			X	
<b>ESS</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). All incidents were reported to RRS by shelter operators.
2. RRS participated in outreach around the Chelsea Inn following the law enforcement actions on 8/22/25 and coordinated services with MCT, APD, and substance use treatment specialists.
3. RRS presented the 3<sup>rd</sup> Party Oversight Contract Findings for the 2024-2025 season to the Anchorage Assembly 8/20/25. The full presentation can be accessed on the Anchorage Municipal YouTube channel for the Housing and Homelessness Committee.
4. MASH is adjusting the discharge guidelines regarding missed bed counts. Previously, clients who missed 3 head counts in a row were discharged. Based on this expectation, a client could use their bed only once every three days and still be allowed to stay in shelter. As of 8/26/25, the policy is that if a shelter client misses 2 bed counts concurrently, they are immediately discharged on day 3. Also, a client is discharged if they have a total of 3 missed bed counts in a month. This is to ensure that non-congregate beds are being used to their maximum efficiency. Discharged clients are then offered congregate shelter upon discharge.

### **D. Client Outcomes**

1. Several chronically homeless campers have opted into shelter services, transitioned inside, and are participating in shelter requirements and programming including families.
2. Following the federal seizure of the Chelsea Inn, RRS and collaborating partners such as True North Recovery, Mobile Crisis Team, and the APD HOPE Team, there has been an increase of individuals opting into detox services.

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

1. RRS responds 24/7 to 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. Male clients at E. 56<sup>th</sup> shared frustration about the broken sink in the men's restroom. Men have to go outside any time they need to wash hands.
    - ii. RRS has been surveying male clients at E. 56<sup>th</sup> shelter to ask who would like to transfer to Linda's Place at the end of August. A list of over 30 volunteers to transfer has been created.
  - b. Communicated with shelter programs regarding coordination and integration of operations:
    - i. Planning and preparing with operators for the upcoming transition of E. 56<sup>th</sup> from Catholic Social Services to Henning, Inc.
    - ii. Supporting opening of Linda's Place; planning and coordination for client transfers from E. 56<sup>th</sup> with operators and the Anchorage Health Department.
  - c. Coordinated with hospital staff discharges to shelter.
  - d. Coordinated emergency placement of families:
    - i. Supported the successful transition inside of a family of 12.
    - ii. Ongoing collaboration with the Christian Health Associates to coordinate emergency placement of families into hotel rooms for the month of September starting 8/29/25.
  - 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, many of which are couples.

- f. Daily coordination with APD and AFD.

#### F. Community Funds

1. RRS is granted access to community fund donations which are available to pay for a variety of needs that are not covered by an existing program or entity. These funds are specifically dedicated to fill immediate gaps in shelter services for those in need. The following are examples of how the community funds were used during this past reporting period:
  - a. Paid for a security deposit so that a couple staying at non-congregate shelter could move into housing right away.
  - b. Secured a birth certificate for a child so that the family could move into shelter.
  - c. Allocated funding for both hotel rooms and short-term rentals for multiple families and individuals to stay in for the next month.

#### **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**