

Restorative and Reentry Services, LLC

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

For the Period – 9/10/2025 – 9/23/2025 Under

3rd Party Oversight Contract

Project Name: 3rd Party Emergency Shelter Oversight

Submitted to: Thea Agnew Bemben, (Special Assistant to the Mayor), Becky Windt Pearson (Municipal Manager), Anchorage Assembly, Anchorage Health Dept., and Shelter Operators (Henning, Inc., and MASH)

Date: Reporting period September 10 – September 23, 2025

Date Submitted: September 24, 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 to December 31, 2026 by an amendment approved by the Anchorage Assembly on August 26, 2025, RRS submits its Report for the period September 10, 2025 – September 23, 2025. The Year-Round Shelter System has been decompressed to 200 congregate beds, 100 at the E. 56th Avenue Shelter (operated by Henning, Inc.), and 100 beds at Linda's Place Shelter (operated by MASH), and 100 non-congregate beds at the Alex Hotel Annex (operated by MASH) for a total of 300 beds.

B. Contract Compliance

	Non-Compliance	Pending/Progressing	Compliant	Comments
Henning, Inc. E. 56th Shelter			X	
Integration, collaboration, contract compliance			X	
Health, Safety, Client Concerns			X	Note: Plumbing at E. 56th has been a continual challenge. On-going presence of bedbugs is continuing to be addressed but not solved.
Transportation			X	
Data Reporting			X	
Food (prepared and provided by Henning, Inc.)			X	Contract states a minimum of 2 meals provided/day
MASH (Alex & Linda's Place)				
Alex Non-Congregate Shelter				
Integration, collaboration, contract compliance			X	
Health, Safety, Client Concerns			X	
Transportation			X	
Data Reporting			X	
Food (contracted through Beans Café)			X	
Linda's Place				
Integration, collaboration, contract compliance			X	
Health, Safety, Client Concerns			X	
Transportation			X	
Data Reporting			X	
Food (contracted through Beans Café)			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. The Veterans Affairs Stand Down Event occurred 9/19/25. Veterans were provided resources on-site. One unsheltered Veteran opted into entering shelter and was brought in that day.
3. The Anchorage Coalition to End Homelessness Project Homeless Connect event occurred 9/23/25. Almost 1,000 individuals attended the event and all 500 sets of cold weather gear were distributed.
4. Highly vulnerable individuals who cannot conduct their activities of daily living independently continue to be in shelter. This population is not medically vulnerable enough to be in the hospital, and some are applying for, or waiting on Medicaid approval to live in an assisted living facility (a process that takes 6-9 months to complete). While in shelter, these clients require a level of assistance that is not within the scope of shelter operations. The Anchorage Health Department, Municipality, RRS, and Shelter Operators have started a multi-layered approach to address this challenge and give the clients more targeted support in activities of daily living.
5. The E. 56th Shelter had several updates to improve the building for shelter uses including:
 - a. Replaced a standard porta potty with one that is ADA accessible.
 - b. The sink in the men's bathroom has been repaired.
 - c. Bed bug extermination has been scheduled for 9/30, 10/1, and 10/15.
6. All shelter locations have been at capacity throughout this reporting period. Turn-aways from shelter were tracked and de-duplicated. The most recent data reflects over 80 turn aways, which is an increase from previous reporting periods. After reviewing the data, the planning to add 100 surge beds started within the municipality. Updates regarding surge capacity, timeline status, and bed distribution will be included in future reports.

D. Client Outcomes

1. Client who had been homeless in Anchorage for several years was reunited with father and successfully moved to Kenai to live with him.
2. Five individuals at the Alex hotel are moving into Alaska Land Trust properties by the end of September.
3. A chronic camper chose to engage in sobriety services, and was linked to Anchorage Recovery Center for treatment.

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

1. RRS responds 24/7 to shelter clients, the unhoused, emergency providers, hospitals, community members, and shelter operators. The goal is to provide real-time access to address real-time needs.
2. During this 2-week period, some of the leading touchpoints with each listed entity included:
 - a. Shelter clients:
 - i. Bed bugs at E. 56th Ave continue to be a challenge for clients (bed bug extermination is scheduled at that location during the next reporting period).
 - ii. Clients shared appreciation for medical services on site through SALA Mobile Clinic, AHD Mobile Clinic, and on-site EMTs provided by Team One.
 - b. Communicated with shelter programs regarding coordination and integration of operations:
 - i. Coordinated congregate curfew and bunk flip timing, discharge policies, and case management expectations for system consistency.

- ii. Integrated client transfer system between all three shelter sites.
- iii. Increasing coordination with community partners to troubleshoot client placement when shelter reaches max capacity.
- iv. Program operators are working towards synchronizing client entries and exits from the system to provide more precise HMIS data.
- c. Coordinated with hospital staff discharges to shelter.
- d. Coordinated emergency placement of families:
 - i. 28 families have been referred to the Christian Health Associates Emergency Cold Weather Family Shelter housing navigator. There have been 5 hotel rooms available since 8/30, and they have been full every night.
 - e. Phone calls of individuals unsheltered seeking services. Over this reporting period RRS received 15-20 contacts per day of the unhoused needing linkage to services which RRS refers to existing community programs for services. RRS was notified that their contact information is being shared as a resource to unhoused individuals from the United Way 211 line.
 - f. Daily coordination with APD, AFD, and ASP.

3. Community Funds

- a. 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:
 - i. Paid for emergency placement of a family at a local hotel for two weeks.
 - ii. Paid for part of a monthly rent charge for an individual who just started work and could not cover it on their own.

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 emergency 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