

Restorative and Reentry Services, LLC

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

For the Period – 4/8/2026 – 4/21/2026 Under

3rd Party Oversight Contract

Project Name: 3rd Party Emergency Shelter Oversight

Submitted to: Thea Agnew Bembem, (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 April 8 – April 21, 2026

Date Submitted: April 24, 2026

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 April 8, 2026 – April 21, 2026. Surge beds are closing through positive housing exits and natural attrition. System capacity has gone from 450 to 419 beds over this reporting period as surge beds are closing (200 to 182 at the E. 56th Avenue Shelter (operated by Henning, Inc.), and 150 to 137 beds at Linda’s Place Shelter (operated by MASH), and 100 non-congregate beds at the Alex Hotel Annex (operated by MASH) (no surge beds were ever at the Alex Shelter).

B. Contract Compliance

	Non-Compliance	Pending/Progressing	Compliant	Comments
Henning, Inc. E. 56th Shelter				
Integration, collaboration, contract compliance			X	
Health, Safety, Client Concerns		X		Locks for lockers have been ordered by AHD and Henning will be picking them up in the next reporting period.
Transportation			X	
Data Reporting			X	
Food (prepared and provided by Henning, Inc.)			X	
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		Installed client lockers to secure belongings on-site
Transportation			X	
Data Reporting			X	

Food (contracted through Beans Café)			X	
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C. RRS Highlights & Events

1. Number of major/critical incidents in the shelter system from this reporting period: 0. All other incidents managed internally by shelter operators without significant RRS involvement, (included client medical emergencies and management of client behavioral issues). (Note: RRS is reviewing the need for ongoing staff training at all sites to enhance positive staff/client interactions. All incidents were reported to RRS by shelter operators).
2. The Mayor’s Office, AHD, RRS, and the shelter operators have been coordinating a plan to close the surge beds at the congregate locations. E. 56th Avenue Shelter started at 200 beds (100 surge beds) and Linda’s Place had 150 (50 surge beds). At the end of this reporting period, E. 56th had 182 beds and Linda’s Place had 137 beds. Surge beds will continue to close through natural attrition or positive housing exits until they return to 100 beds at each location by 4/30/26 with a total of 300 beds system wide to remain throughout the summer.
3. Systemwide, there are at least 15 clients who have General Relief approved and are waiting for availability at an assisted living home (ALH) that is both wheelchair accessible and takes General Relief funds. The AHD, the Mayor’s Office, the ADRC, RRS, shelter operators and case managers are continuing to search for and identify ALH’s that fit this category so that clients can positively exit the shelter system into supportive housing. The ability to have care supports while in shelter is also being explored (for example: having a Personal Care Attendant).
4. The Anchorage Police Department facilitated a meeting with the Mayor’s Office, AHD, shelter operators, and partnering agencies on 4/8/26. APD shared the updated Title 8 procedures and Private Person’s Arrest Form and discussed internal shelter protocols which could be impacted by these updates.
5. Over this reporting period, a highly vulnerable individual in a unique living situation required a multifaceted and integrated approach to address the complexity of their case. The integration of the various systems was demonstrated while serving this unique situation. Some of the programs collaborating on an integrated response in this specific case include (but not limited to): the Mayor’s Office, AHD, APD, MCT, RRS, the shelter system, Animal Control, Land Use, Code Enforcement, Zoning, Anchorage Neighborhood Health, AMDOT, and Adult Protective Services.

D. Client Outcomes

1. Flew two Alaska Native elders using shelter home to Iliamna.
2. Transitioned a vulnerable client into an assisted living.*
3. E. 56th Shelter housed 14 individuals, (9 to Henning House, 5 to other independent housing).*
4. Linda’s Place has housed 4 individuals over this reporting period.
5. Alex Shelter has housed 5 individuals over this reporting period.

* These numbers indicate only the instances that RRS is aware of. This does *not* include all instances of housing/treatment/flights home.

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. RRS has received feedback that transportation is not consistently available at some of the shelter sites. AHD, the Mayor’s Office, and RRS are exploring alternative transportation options that can be more consistently available for shelter clients. The AHD is currently

working on an RFP for Public Services Shelter Transportation using federal Housing and Urban Development funding.

- b. Communicated with shelter programs regarding coordination and integration of operations:
 - i. Continued coordination with congregate curfew and bunk flip timing, discharge policies, and case management expectations for system consistency (ongoing).
 - ii. Integrated client transfer system between all three shelter sites as well as the Anchorage Safety Center (ASC).
 - iii. Auditing congregate shelter clients to identify and expedite those who can positively exit the shelter system to housing so that surge beds can close.
 - c. Coordinated with hospital staff discharges to shelter.
 - d. Coordinated emergency placement of families.
 - e. Phone calls of individuals unsheltered seeking services. Over this reporting period RRS received 10-15 contacts per day of the unhoused needing linkage to services which RRS refers to existing community programs for services.
 - f. Daily coordination with APD, AFD, ASP, and the AHD Clinic.
 - g. AMDOT: Anchorage Multidisciplinary Outreach Team
 - i. RRS participates in AMDOT. This team is facilitated by the APD HOPE Team which coordinates outreach efforts between many agencies that meet each morning Monday-Friday at 9:00 am. Some of the participating parties include (but are not limited to): APD, AFD, True North Recovery, AHD, the Mayor's Office, RRS, ACEH, the VA, Covenant House, AWAIC, VOA Rapid Response Team, SCF, NeighborWorks, MASH, CSS, healthcare workers, and others. Some of the items addressed by this team over this reporting period are:
 - 1. AMDOT is creating a monthly community care event which will begin in June. This will be an event similar to a resource fair that will be available to all in the community who are interested in learning about supportive services, shelter, housing, SNAP benefits, etc. The location will change every month to bring the event to more community members throughout Anchorage.
 - 2. The AMDOT Team has been working to expedite housing relocation for individuals or families residing in derelict houses so that the properties can be addressed by partnering municipal agencies. This has been a coordinated effort with APD HOPE Team, Neighborworks, CIT Housing, RRS, and others.
 - 3. AMDOT is looking into how to measure and track determinations of success. A tracking system is being piloted which will be implemented in the next reporting period.
3. Good Neighbor Community Funds
- a. RRS is granted access to Good Neighbor 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 homeless response services for those in need. The following are examples of how the community funds were used during this past reporting period:
 - i. Sponsored a highly vulnerable individual with a hotel stay for two weeks until they are able to access their own home.
 - ii. Paid for three days of a hotel room for an individual who had lived outside for 8 years to help transition them to living inside.
 - iii. Flew a young adult back home to Pilot Station.

F. RRS's Recommendations, Conclusions and Summary

1. 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.
2. RRS incorporates, by reference, the recommendations made in prior reports.

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