

Restorative and Reentry Services, LLC

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

For the Period – 5/6/2026 – 5/19/2026 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 May 6 – May 19, 2026

Date Submitted: May 20, 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 May 6, 2026 – May 19, 2026. All surge beds have closed through positive housing exits and natural attrition. System capacity is at 300 total beds: 100 at the E. 56th Avenue Shelter (operated by Henning, Inc.), 100 beds at Linda's Place Shelter (operated by MASH), and 100 non-congregate beds at the Alex Hotel Annex (operated by MASH).

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 and lockers are available to clients and are currently being used.
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		Clients will be able to access lockers over the next reporting period.
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. 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. Anchorage Neighborhood Health resumed services at Linda's Place and the E. 56th Avenue Shelter during this reporting period. In order to provide services in a municipally run shelter, all medical providers are required to complete a Memorandum of Agreement (MOA) with the Municipality. Completing this process has restored access to both congregate sites. This restored access helps connect clients to primary care providers, many of whom have gone without regular care for an extended period. Improved access to proactive and preventive health care may also help reduce later reliance on emergency services.
3. Overall, municipally run shelters have been running smoothly over this reporting period. Having year-long shelter has allowed for behavioral health and case management supports to continue without interruption which has been extremely beneficial for clients to have the stability needed to move forward in their journey to exit homelessness. Integration and communication with and between shelters has and continues to improve, and the behavioral and substance use supports within shelter have become more robust to work on addressing the deeper reasons for clients' homelessness. Some of the challenges that continue within shelter include having enough shelter capacity for those in need when they need it, and transportation to, from, and between the shelters, especially for those living outdoors. Capacity challenges are being discussed presently, and the Anchorage Health Department is working on an RFP to address the challenges with transportation.

D. Client Outcomes

1. 2 clients were housed from Linda's Place over this reporting period.
2. 3 clients were housed from E. 56th Ave shelter over this reporting period.
3. 8 clients were housed from the Alex shelter 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.
 - 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. With congregate census now at 100 per site, the system wide case management team has been proactively engaging with clients who have been less willing to engage with services in the past. This has been an opportunity to learn more about who remains in shelter and what they need to move forward to independent housing.
 - 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 8-10 contacts per day of the unhoused needing linkage to services which RRS refers to existing community programs for services. RRS is working with shelter operators and staff to provide more consistent and proactive shelter navigation support for individuals seeking 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. The Community Care event is scheduled for Wednesday, June 10, 2026, from 1:00 pm-3:00 pm at the Park Strip. Participants of AMDOT will be providing in-person resources.
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. Paid for the prorated rent for an individual who has lived in shelter for a year. They paid for their security deposit portion and moved into their apartment over this reporting period.
 - ii. An individual needed behavioral health medication but could not afford the copay, so community funds paid for them and the individual has since stabilized.
 - iii. Community funds paid for a family of 4 with 3 animals to stay in 2 hotel rooms initially, then for a month of lodging in transitional housing so they could all stay together while they work out next steps for housing.
 - iv. An individual on dialysis lost their housing of 18 years and had nowhere to go. Good Neighbor Funds paid for a month of transitional housing so that they can live close to their medical services while they wait for their other long term housing application to process.

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. With limited shelter bed availability, individuals seeking shelter by phone or in person often require additional navigation support to identify safe and appropriate options that meet their unique needs. To address this gap, RRS has provided seven-day-a-week telephonic navigation support. Now that shelters have stabilized operations with 24-hour staffing and active phone coverage, RRS recommends transitioning this navigation support function to front-line shelter staff.
3. RRS incorporates, by reference, the recommendations made in prior reports.

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