

Restorative and Reentry Services, LLC

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

For the Period – 5/20/2026 – 6/2/2026 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 20 – June 2, 2026

Date Submitted: June 4, 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 20, 2026 – June 2, 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			Incident occurred that did not follow chain of custody procedures for client's medication, then IR not reported timely. See below for details.
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		Locks did not fit lockers. New set of locks ordered by AHD.
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. Substance use within and around shelter has been an ongoing discussion topic. Providing low-barrier shelter means that an individual in need can access shelter regardless of their level of substance use. Clients are screened at the door of all three municipally funded shelters with a pat-down and a metal detector wand upon entry, but clients are still able to hide substances on their person that go undetected. Client property can also be searched if there is a report of substance misuse at their bunk. When illicit substances enter the shelter, this creates a safety and security issue for that client, other clients, and the staff. RRS and shelter operators are in discussion about any additional protocols which may assist in creating a safer environment within the shelter that also acknowledges the presence of clients who have a substance misuse disorder.
3. Shelter operators have requested assistance with policies and practices to ensure all clients can feel respected and comfortable and are working collaboratively with the Municipality on this effort.
4. With year-long shelter, MASH and Henning, Inc. have had more stability to layer in additional client engagement opportunities. These activities provide many confirmatory interactions for the clients which affirm positive connections and community building. Some of the programming being provided within shelter include (but are not limited to):
 - a. E. 56th Ave. Shelter: In-house substance recovery groups, and Alcoholics Anonymous. Outdoor activities including basketball, cornhole, and badminton will also be provided in the next reporting period.
 - b. Linda's Place: Book clubs, and substance recovery groups.
 - c. Alex: Started weekly orientation meetings with all clients to survey they types of groups the clients are interested in. Some of the upcoming groups include basic life skills class, relapse prevention, anger management, and a co-occurring group.

D. Client Outcomes

1. 1 client was housed from Linda's Place over this reporting period.
2. 4 clients were housed from E. 56th Ave shelter over this reporting period.
3. 4 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.
 - i. A client at E. 56th Ave. Shelter reported that their medication was confiscated by shelter staff. When the client returned to the shelter staff with a prescription, the medication had already been disposed of by the shelter staff. The Incident Report submitted by Henning, Inc. did not include that staff disposed of the clients' medication. This incident did not follow chain of custody or incident reporting policies, and the Anchorage Health

Department is following up to ensure proper procedures are in place for client medication within shelter as well as timely and accurate incident reporting.

- 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 west side of the Downtown Park Strip. Participants of AMDOT will be providing in-person resources.
 - 2. True North has been proactively engaging with campers living in Anchorage to begin or continue various levels of treatment options. This proactive outreach strategy in partnership with the Anchorage Police Department has started engaging some of Anchorage's most chronic campers in treatment and behavioral health services.
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 less than a week of temporary transitional living for a vulnerable individual.
 - ii. Sponsored a family of 4 in transitional housing for just under a month.
 - iii. Bought a bus pass for an individual with an intellectual disability so that they could engage in supportive services independently.
 - iv. Partially paid for 4 separate individuals' first month's rent so that they could afford their security deposit when moving to independent housing.

- v. Paid for a highly vulnerable elder to stay in transitional housing for one month so they had a safe place to wait for permanent housing 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 or programs 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 or another entity that provides 24/7 phone support.
3. RRS incorporates, by reference, the recommendations made in prior reports.

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