

Restorative and Reentry Services, LLC

**3734 Mount Blanc Circle
Anchorage, Alaska 99508**

**Email: cathleen@restorativeentryservices.com
monica@restorativeentryservices.com
(907) 342-5380**

Emergency Cold Weather Shelter 3rd Party Oversight

Weekly Report for Week 2

Project Name: 3rd Party Emergency Shelter Oversight

Date: Reporting period November 27 – December 3, 2023

Date Submitted: December 31, 2023

Submitted by: Cathleen McLaughlin, JD/MBA

Monica Gross MD, MPH

A. Background

As required under Contract #2023003145, fully executed on November 17, 2023, RRS submits its Weekly report for Week 2. This report is for the period November 27 – December 3, 2023.

To ensure RRS is in compliance with the terms of the Contract, as discussed with AHD, RRS will submit a separate weekly report for weeks 2, 3 & 4, rather than an aggregate report for this period.

| | | |
|--------|---------------|------------------------|
| Week 1 | 11/18 – 11/26 | (submitted) |
| Week 2 | 11/27 – 12/3 | 12/31/2023 (submitted) |
| Week 3 | 12/4 – 12/10 | 12/31/2023 |
| Week 4 | 12/11 – 12/17 | 12/31/2023 |

Moving forward, weekly reports will be submitted, using the following schedule:

| | | |
|--------|------------------|---------------------|
| Week 5 | 12/18 – 12/24 | Submit by 12/27/23 |
| Week 6 | 12/25 – 12/31 | Submit by 1/3/2023 |
| Week 7 | 1/1 – 1/7/2024 | Submit by 1/10/2024 |
| Week 8 | 1/8 – 1/14/2024 | Submit by 1/7/2024 |
| Week 9 | 1/15 – 1/21/2024 | Submit by 1/24/2024 |

B. Actions taken during this Reporting Period

1. RRS focused on the operations at the 3 Emergency Cold Weather Shelter sites – The Cold Weather Shelter (CWS) at 1111 E. 56th, The Alex Hotel, and The Aviator. RRS went to each facility at least once this week and did 5 random visits to ECWS locations during this reporting period.

2. RRS, with approval from the Shelter operators, scheduled a Townhall at each site. The Townhalls were conducted at each site. The current Townhall schedule is:

- a. Alex – 2 p.m. Tuesdays (8 attended)
- b. CWS – 2 p.m. Thursdays (5 attended)
- c. Aviator – 2 p.m. Fridays (6 attended)

This Townhall schedule is subject to change if other dates and times would provide shelter clients more access to RRS.

3. Attended the weekly Third-Party Oversight Meeting on Wednesday.

4. Met with 15 clients to learn from them about their concerns and suggestions.

6. Prepared and submitted 6 client concerns to on-site Shelter Operator staff. These 6 concerns were addressed in real-time. Moving forward, it is expected there will be a more formalized client concern process.

7. Accepted 6 calls from shelter clients that did not rise to client complaints. Examples of these calls are:

a. Requesting transportation to CWS – RRS informed the clients they could access CWS by using the Shuttle service from the 3rd Avenue Navigation Center to CWS and reminded them that a shuttle also brings individuals from CWS to 3rd Avenue Navigation.

b. Concerns about new curfew at Alex beginning December 1, 2023. Clients were encouraged to adhere to curfew because it does enhance the safety and security around the Alex Hotel.

c. Clients wanting an opportunity to move from CWS to the Alex or the Aviator. Some clients state they were expecting this type of transition based on a “First come, first serve” basis. RRS messaged to these clients to speak with ECWS staff. (Note: CWS housing specialists are currently entering or in training at this time). RRS expects the housing specialists will be on-board soon and able to work with clients.

d. Difficulty with roommate or wanting a different roommate. These concerns were passed along to the Shelter Operator site-supervisors at Aviator and Alex.

C. Action Item Report, Process and Plan (What has been Accomplished)

1. RRS has focused on meeting with stakeholders in the ECWS system, attempting to gain a routine in creating a positive energy around its commitment to be the 3rd Party Oversight.
2. RRS has attempted to outline projects that need to be created with respect to its oversight of the shelter operations and to perform the work associated with “Assessing timeline and services with community partners around the transition of clients from shelter services to permanent housing.” There is some confusion around this component of the 3rd Party Oversight Contract.

D. Action Items for the Report Week of December 4 - 11, 2023 - Report, Process and Plan (What Will Be Accomplished)

1. RRS will be focusing on learning more about the rhythm, processes, and protocol at each site, from a client’s perspective. This helps inform on how RRS will make recommendations to the shelter operators, AHD, Assembly and Administration as this 3rd Party Oversight Contract moves forward.
2. Attempt to build an open and healthy communication policy between RRS, AHD and the ECWS operators.
3. RRS will put more time at each ECWS location to ensure that it is more aware of activities at each site at various times of the day.

E. Recommendations, Conclusions and Summary

RRS’s work under the Contract will be done with the goal of providing open channels of communication, a willingness to openly address challenges and opportunities, and to work with all individuals involved in Cold Weather Shelter Services. RRS is also open to and encourages constructive comments and criticism so it can perform as best as possible under this Contract.

Any questions, please contact RRS through phone, text, or email at any time.

Respectfully,
Cathleen N. McLaughlin, J.D./M.B.A.
Monica Gross M.D./M.P.H.
Restorative & Reentry Services, LLC
907-342-5380 (Cathleen cell)
909-957-0542 (Monica cell)
cathleen@restorativeentryservices.com