

Restorative and Reentry Services, LLC

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Restorative and Reentry Services, LLC's Weekly Report #1

For the Period – 10/31/2024 – 11/10/2024 Under

3rd Party Oversight Contract

Project Name: 3rd Party Emergency Cold Weather Shelter Oversight

Submitted to: Farina Brown, Thea Bembem, (Special Assistants to the Mayor), Becky Wendt-Pearson (Municipal Manager), Anchorage Assembly, Anchorage Health Dept., and Shelter Operators (Catholic Social Services and Henning, Inc.)

Date: Reporting period October 31 – November 10, 2024

Date Submitted: November 12 2024

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, RRS submits its Weekly Report for Week 1. RRS will be submitting a weekly report for the reporting period Monday – Sunday, by Tuesday at 5 p.m. The goal is to provide timely facts, observations, challenges and recommendations concerning contract compliance, services provided, client concerns, and other relevant information regarding Emergency Cold Weather Sites.

On October 13, 2024 Catholic Social Services began operating the congregate shelter at 1111 E. 56th (now called 56th or CWS) (200 beds). Starting October 29, 2024, Henning, Inc. opened 3 non-congregate sites: Henning House at 425 E. 4th, (42 beds), The Merrill Field Inn at 420 Sitka Ave. (58 beds), and The Alex at 4615 Spenard Road (100 beds). Total capacity at this time is 400.

B. Actions and Events During this Reporting Period

1. Upon execution of the 3rd Party Oversight contract, RRS:

- a. Visited all 4 ECWS sites at various times and dates to see cadence of activity,
- b. Coordinated emergency shelter services by and between the 4 shelter sites and outreach teams, by hosting a daily coordination meeting with shelter operators, ACEH, and Anchorage Health Dept. (AHD), collaborating with the APD HOPE unit, and others to refer the most vulnerable into shelter beds,
- c. Posted information for clients at all sites on how to contact RRS, and spoke with multiple shelter clients about their opinions and concerns, and,
- d. Began defining and creating a communication and reporting plan with the Mayor's Special Assistants and the Municipal Manager, which will include an initial assessment, on-going operations reports and contact logs.

2. As reported by ACEH, the efforts to open 200 non-congregate beds, coordinate movement out of CWS, and move individuals into shelter from the street, resulted in the following outcomes as of this reporting:

- a. 274 total individuals moved into non-congregate beds since opening,
- b. 249 came from a homeless situation,
- c. 180 came from living somewhere that is not meant for human habitation,
- d. 6 came from another institutional setting (5 from hospital, 1 from Dept. of Corrections)
- e. 19 came from temporary housing (3 from transitional, 2 from hotel/motel, 10 couch-surfing, 4 staying with family)
- f. 69 came from other emergency shelter (ie. CWS to free up cots, Hope Center, etc.)

As expressed by ACEH, if the goal was to get the most vulnerable experiencing homeless access to shelter beds, this was accomplished.

3. Congregate beds at CWS - CWS is maintaining a census near the maximum capacity of 200.

C. RRS Reporting

RRS intends to use this weekly report as an efficient way of providing timely information on key topics regarding the ECWS. RRS will be reporting out on the following at each site:

1. Integration, collaboration, contract compliance and operations at and with each shelter site and shelter operator,
2. Health, safety, and concerns of clients,
3. Food services,

4. Transportation to and from shelter sites and transportation needs of clients, and
5. Data reporting by RRS, the shelter operators, and ACEH.

RRS is open to amending and enhancing its weekly reporting as needed. The overarching goal of this 3rd Party Oversight Contract is to: a. have accountability and integrity around ECWS services, and b. provide transparent, timely, and relevant information to all policy makers, stakeholders and community members.

D. RRS's Initial Recommendations, Conclusions and Summary

With CWS operating at or near capacity each night, there was urgency to get the 200 non-congregate beds on line. Coordination and collaboration between CSS, Henning Inc, ACEH, and AHD was successful, as the numbers reported above reflect. Real-time communication between this group was heavily relied upon and resulted in serving a high volume of highly vulnerable. Having said that, there are also challenges that need to be acknowledged and addressed such as:

1. Improving the daily processes to transfer individuals from CWS to non-congregate beds who are prioritized on the Coordinated Entry List.
2. Improving real-time phone access to shelter staff at all 4 emergency sites 24/7.
3. Acknowledging on-going transportation needs of clients at all 4 emergency shelter sites.
4. On-boarding case managers and having case management services at CWS.
5. Consistent messaging about how and when clients can access non-congregate beds.
6. Giving emergency service providers and hospitals access to shelter beds 24/7 when they are required to discharge or release individuals who are unhoused and vulnerable.

All of these identified challenges can be addressed as the shelter operators shore-up the services they offer at their respective sites.

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

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