

# Restorative and Reentry Services, LLC

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## Restorative and Reentry Services, LLC's Weekly Report #10

For the Period – 1/6/2024 – 1/12/2025 Under

### 3<sup>rd</sup> Party Oversight Contract

**Project Name: 3<sup>rd</sup> Party Emergency Cold Weather Shelter Oversight**  
**Submitted to: Farina Brown, Thea Bemben, (Special Assistants to the Mayor), Becky Windt Pearson (Municipal Manager), Anchorage Assembly, Anchorage Health Dept., and Shelter Operators (Catholic Social Services, Henning, Inc. and MASH)**

**Date: Reporting period January 6 – January 12, 2025**

**Date Submitted: January 14, 2025**

**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 10.

ECWS beds and warming are at or near capacity every night. 532 beds. 45 warming site.

#### B. Contract Compliance

	Non-Compliance	Pending/Progressing	Compliant	Comments
<b>Catholic Social Services</b>				
Integration, collaboration, contract compliance		X		Not fully staffed regarding case management team.
Health, Safety, Client Concerns	X			3.3.2 (12) Laundry Services Client belongings are not being returned after washing.
Transportation	X			3.7.1 Bus passes. Not enough available for clients.
Data Reporting			X	
<b>Henning, Inc.</b>				
Integration, collaboration, contract compliance		X		Contract requires one hot meal delivered daily by ESS which would mandate food warmers & shelter staff having food handlers cards. Henning provided 2-week extension by AHD to meet contract requirement (to 1/27/25)
Health, Safety, Client Concerns			X	
Transportation		X		On-going issue
Data Reporting			X	
<b>MASH</b>				
Integration, collaboration, contract compliance		X		Contract requires one hot meal delivered daily by ESS which would mandate food warmers & shelter staff having food handlers cards. Henning provided 2-week extension by AHD to meet contract requirement (to 1/27/25). Not fully staffed regarding case management team. MASH remains at lower day rate until the Social Work position is filled.
Health, Safety, Client Concerns			X	
Transportation			X	
Data Reporting		X		Inputting into AKHMIS is now in real-time. 50% of backlog needs to be input.

ESS				
Quality		X		<i>Food quality, portions, daily caloric intake baseline not met</i>
Quantity	X			<i>Food portions continue to be too low.</i>

### **C. Client Feedback**

Town Hall meetings were hosted at each shelter location. The feedback was reported as follows:

- All locations reported food portions continue to be too low.
- Daytime resources were shared with clients at all locations including AK Behavioral Health Peer Lounge, The Web, and the Mountain View Job Center. Clients continue to look for resource programs and activities.
- Clients at non-congregate locations reported that when they are paired with a roommate that is a drug user, has high behavioral health needs, is aggressive, or even has a differing work or sleep schedule, that it is extremely difficult to create positive progress in their own life. Clients requesting input on roommates.
- High drug activity (primarily meth) at CWS and Alex locations. Clients interested in areas in shelters for those sober or seeking sobriety and related supports.
- Clients shared out various food bank programs they access out of need to supplement.

### **D. Incident Report/Discharge Data**

Incident report and discharge data is provided to the Anchorage Health Department and RRS each week. The top three reasons for discharge in the last reporting period include:

1. Missed curfew/count or abandonment of room
2. Aggressive behavior/damaging of property
3. Drug or alcohol use/paraphernalia

### **E. Actions and Events During this Reporting Period**

1. Warming was open for the entire reporting period. The number of clients who used warming are as follows:
  - 1/6/25: 54 unique individuals utilized warming, 34 left at 8 am, 9 transfers to CWS
  - 1/7/25: 54 unique individuals utilized warming, 34 left at 8 am, 11 transfers to CWS. Capacity reached.
  - 1/8/25: 52 unique individuals utilized warming, 34 left at 8 am, 8 transfers to CWS. Capacity reached, turned clients away.
  - 1/9/25: 54 unique individuals utilized warming, 34 left at 8 am, 0 transfers to CWS. Capacity reached, turned clients away.
  - 1/10/25: 69 unique individuals utilized warming, 32 left at 8 am, 13 transfers to CWS. Capacity reached, turned clients away.
  - 1/11/25: 60 unique individuals utilized warming, 32 left at 8 am, 10 transfers to CWS
  - 1/12/25: 52 unique individuals utilized warming, 31 left at 8 am, 1 transfer to CWS. Capacity reached, turned clients away.

2. RRS facilitated coordination between Covenant House staff and APD HOPE Team staff during weekly meeting to collaborate services for overlapping clients. Outreach teams are back online after winter break.
3. Town Hall meetings conducted at each shelter location.
4. The Anchorage Health Department has implemented the contractual requirement for all emergency shelter providers are giving one hot meal to each client per day. Non-congregate shelter sites have requested a two-week extension in order to be able meet this contractual requirement.
5. Shoring up services at each location. RRS audits processes at each site in order to identify and recommend potential improvements. Areas that need more attention by the shelter operators and RRS are:
  - a. 24/7 shelter phone access for emergency service providers and hospitals to improve the process of discharge and/or transportation to shelter sites. See prior RRS reports.
  - b. High number of incidents regarding aggressive behavior, property damage, and drug activity at or near Alex. (RRS has made recommendations to shelter operators)
  - c. Transportation continues to be a challenge:
    - i. Individuals who arrive to E. 56<sup>th</sup> seeking shelter when CWS is at full capacity are then stranded far away from resources without transportation. These individuals are not under the scope of any emergency cold weather provider's contract. This is a gap in our system that needs attention.
    - ii. At warming, transportation is provided by Henning, Inc. to clients when referred to shelter services. When there is no further capacity at ECWS sites, no transportation is provided and clients leave at 8:00 am on foot in the downtown area.
  - d. Laundry services provided by Quantum Laundry are continuing to be tracked. Clients report no change in laundry. Still an issue.
  - e. Community outreach teams are back online after the holidays. With limited beds, allocation of these beds remains challenging. RRS and the shelter providers are systematizing the bed availability to improve this process for outreach teams.

#### **F. RRS's Recommendations, Conclusions and Summary**

Now that ECWS is at or near capacity, the next step is to stabilize. RRS recommends:

1. Each non-congregate site more systematically pair roommates who are compatible through a best-practices model (currently being discussed),
2. Recognize and address the increased use of meth at or near shelter sites,
3. Further integrate ECWS with emergency responders and medical providers,
4. Proactively engage existing community providers to come to shelter sites in compliance with AHD protocols, and
5. Adopt a process approach to utilize shelter beds optimally and in concert with Coordinated Entry, walk-in, and inter-shelter needs (currently being discussed).

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