

# **Restorative and Reentry Services, LLC**

**Anchorage, Alaska**

**Email: [cathleen@restorativeentryservices.com](mailto:cathleen@restorativeentryservices.com)**

**[emily@restorativeentryservices.com](mailto:emily@restorativeentryservices.com)**

**(907) 342-5380**

## **Restorative and Reentry Services, LLC's Weekly Report #6**

**For the Period – 12/9/2024 – 12/15/2024 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 Bembem, (Special Assistants to the Mayor), Becky Windt Pearson (Municipal Manager), Anchorage Assembly, Anchorage Health Dept., and Shelter Operators (Catholic Social Services and Henning, Inc.)**

**Date: Reporting period December 9 – December 15, 2024**

**Date Submitted: December 17, 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 6.

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

1. Throughout this reporting period, service providers noticed that there is a higher need for male beds than female beds. Outside, there are typically around 60% males, and 40% females. Inside shelter locations, there is also a higher male to female ratio. CWS is beginning to transition some female clients to non-congregate locations so that their bunks can be turned into male beds to address this need. ECWS is also serving Covenant House referrals of transitional youth (age 18-25). 15 non-congregate beds are being used at one location for this population. Covenant House has reached out to RRS requesting more involvement and outreach by their team to this group to enhance stability.
2. RRS has requested rosters from December 10<sup>th</sup> from all shelter locations to take a snapshot of a site's population. As ECWS services move from being stood up to stabilization, each site will have its own processes and cadences, based on client needs. RRS received this data from CSS and MASH. Henning has promised the data but has not been received.

3. Shoring up services at each location. RRS has been auditing processes at each site in order to identify and ultimately 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. Shelter access has improved at the non-congregate sites. CWS continues to struggle with manning a shelter phone. CSS expects the installation of a landline will improve response times. CSS has reported the phone line should be functional by the end of this week. This will hopefully be confirmed in RRS's Week 7 report.
  - b. Addressing the timeliness of the response to bed bugs, lice, etc. CSS has ordered the heat treatment tents that went into use December 17, 2024. CSS has coordinated a weekly medical collaboration with Anchorage Neighborhood Health and has an on-site medic who is aware of the issue. Use of lice kits and on-site hygiene management need to improve.
  - c. Transportation. Shelter operators are beginning to report client transportation to RRS. This assists RRS in understanding the weekly need. For this reporting period, Henning reported it provided 40 day passes, 10 Lyft rides, and 35 client transports with in-house vehicle. The purposes of the transports included moving individuals between shelter sites, medical appointments, getting to work, going to methadone clinic, job interviews, obtaining food, getting services from Social Security Administration and government offices, etc. Messaging around transportation at all sites is not consistent but improving.
  - d. Housing specialists and case management teams are a contract requirement for all shelter providers and crucial in creating flow to, within, and out of the ECWS system. Henning, Inc. has operationalized housing specialists and peer support teams at all 3 sites. CSS and MASH have begun to operationalize this staff. Case managers and behavioral health clinicians have begun to spend time on-site this week at the CWS. MASH has hired 2 to intake and be housing specialists. MASH continues to searching for a qualified social worker/case manager. On-boarding this staff should improve linkage of clients to community services and providers.
  - e. Referrals and Discharge processes
    - i. There has been a challenge with differentiating between Alex 1 (MASH) and Alex 2 (Henning) on several occasions this week. RRS is aware of this challenge and is developing a plan with ACEH and other shelter providers to address this challenge. In part this is being solved with weekly townhalls, daily communication of bed availability and referrals, and refining discharge processes.
    - ii. Over this reporting period, there were some miscommunications between the shelter service providers and APD regarding drop-offs and referrals. A meeting was conducted on Monday, December 16, between all shelter sites and Lieutenant Fuchs of APD to open up communications and processes between the various programs.

### **C. RRS Reporting**

1. **Integration, collaboration, contract compliance and operations at and with each shelter site and shelter operator** – Collaboration between shelter sites has continued to improve. been improving every week and continues to progress with the addition of the new provider, MASH. With one camp abatement (Russian Jack) nearing completion, campers were prioritized with some entering shelter. RRS is collaborating with each site, program provider and emergency responders to further streamline this process. Hospitals have been able to consistently discharge clients to a non-congregate location and APD has primarily worked with CWS on drop-offs. The goal at all sites is to accept these drop-offs and to fold the individuals into the shelter system when beds become available. There continues to be a high need for collaboration between shelter sites and behavioral health support providers. Most behavioral incidents are caused by mental health and substance misuse that is not being treated.
2. **Health, safety, and concerns of clients** – CWS continues to have bedbugs and body lice. CSS installed heat tents, is cleaning throughout the night shift to keep the floor as clean as possible, and encouraging improved hygiene to address this concern. As camps are being abated, outreach teams have shared concerns about potential unmet or increased medical needs. No clear understanding of this exists and will be further explored by RRS, shelter operators, and outreach workers.
3. **Food services** – Portion size for male adults has been noted as insufficient so often 2nds are requested when available.
4. **Transportation to and from shelter sites and transportation needs of clients** – Transportation remains a challenge that will need continuous improvement. Client transportation needs exceed the transportation that is available.
5. **Data reporting by RRS, the shelter operators, and ACEH** – Most discharges from all shelter sites were for abandonment of room or excessive missed curfews. ACEH has provided data regarding the overall usage of the shelter systems but, data input from MASH for AKMIS/CE data has not started. RRS's Week 7 report will discuss this further.

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

Anchorage shelter locations are at or near capacity every night. The daily turnover of the 532 beds generally consists of around 10-20 beds per day due to abandonment of bed, rule violations, etc. With current and upcoming camp abatements, the need for shelter space is going to exceed capacity. It is imperative that warming sites become available as soon as possible for individuals, emergency providers, shelter operators, and the community at large.

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