

Restorative and Reentry Services, LLC

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Restorative and Reentry Services, LLC's Weekly Report #7

For the Period – 12/16/2024 – 12/22/2024 Under

3rd Party Oversight Contract

Project Name: 3rd 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 December 16 – December 22, 2024

Date Submitted: December 24, 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 7.

To stream-line reporting, RRS has changed its weekly report to include a “Contract Compliance” section. Some of the contract requirements under review are: on-site client services, activities and case management, staff to client ratio at all sites, and reporting transparency.

B. Contract Compliance

| | Non-Compliance | Pending/Progressing | Compliant | Comments |
|---|----------------|---------------------|-----------|--|
| Catholic Social Services | | | | |
| Integration, collaboration, contract compliance | | X | | 3.3.1 (3) Working towards permanent housing. Client to staff ratios and Case manager interaction w/ clients to provide referrals for outside services is shoring up but under review |
| Health, Safety, Client Concerns | | X | | 3.3.2 (12) Laundry Services Client belongings are either not being returned or not clean. Issue has been addressed directly with CSS. |
| Transportation | | X | | |
| Data Reporting | | | X | |
| Henning, Inc. | | | | |
| Integration, collaboration, contract compliance | | | X | |
| Health, Safety, Client Concerns | | | X | Narcan was used to address an overdose. Room checks are proving vital for safety of clients |
| Transportation | | X | | |
| Data Reporting | | | X | |
| MASH | | | | |
| Integration, collaboration, contract compliance | | X | | 3.6.2 (4) Social Worker. MASH is in the process of interviewing candidates. |
| Health, Safety, Client Concerns | | | X | |
| Transportation | | X | | |
| Data Reporting | | | X | |

| | | | | |
|----------|--|---|--|--|
| ESS | | | | |
| Quality | | X | | |
| Quantity | | X | | <p><i>As noted in the contract, each meal served in the Program must contain, at a minimum, one serving of the indicated food components: fluid milk, vegetables, fruits, grains, meat and meat alternatives.</i></p> <p>Breakfast and lunch have been served together and are not including the minimum serving of each component for each meal. AHD has been made aware of these concerns.</p> |

C. Client Feedback

Town Hall meetings were hosted at each shelter location for the first time this past reporting period. RRS received feedback that the town hall meetings were helpful in positively building community. The feedback at each location was reported as follows:

Catholic Social Services - Emergency Cold Weather Shelter

- Clients are pleased with the amount of time and energy dedicated to cleaning at the facility by CSS Staff.
- Not satisfied with the portions of the food. Breakfast and lunch are delivered together in one bag then one hot meal in the evening. Due to a variety of factors including the location of CWS, clients struggle to get their own food to supplement.
- Clients are very frustrated with the laundry services (Quantum Laundry). Some expressed laundry had been lost/not returned so many times that they do not send clothes out. After their clothing is not returned, donation clothes have not been sufficient. This concern was expressed by clients both living on-site, and by clients who have transitioned to non-congregate living. Clients at non-congregate sites said that they never got their clothes back while at CWS. This is a systemic challenge.
- Transportation. For individuals with mobility issues, getting to the closest bus stop is very difficult and prevents them from being able to use their bus pass.

Henning, Inc.

-Alex 2

- 25 clients attended. Applications were collected for the Tiny Home project from this location.
- There was frustration with the lack of housing programs available that could be applied for. This is causing clients to be frustrated and finding the application processes disappointing. One concern was the cost to submit an application to landlords.

-Merrill Field

- Clients are pleased with being able to have roommates that they know and are comfortable with.
- Not satisfied with food quality or quantity. It is not enough food and due to location, getting to a store to buy their own food is very difficult.
- It was announced that there are very limited housing vouchers available. This prevents outflow of clients to permanent housing options.

-Henning House

- High amount of client engagement at this site. Received some Tiny Home project applications from this location.

MASH - Alex 1

- Need to build attendance at this location.

D. Actions and Events During this Reporting Period

1. During this reporting period, shelter operators and RRS have been collaborating on creating a consistent entry and discharge plan between sites. RRS has committed to creating a discharge plan template to use at all sites to have consistency of messaging, rules, and expectations throughout all emergency shelter locations.
2. Emergency Shelter Sites have been operating at full capacity for the past five days and there are 18-20 people every night going to Henning House to enter and use an area to wait in an effort to get into shelter. Emergency providers and hospitals have been holding clients as long as possible and then dropping individuals off to wait for an open bed. The need for a bed is higher than capacity. Upcoming warming center at Henning House will have a capacity of 50 clients. RRS is hopeful that the warming center will be operational so RRS can report on it in its Week 8 Report.
3. Emergency shelter operators, AHD, and RRS met with Covenant House to collaborate on overlapping clients. Some of the collaboration includes MOA's for Covenant House so that outreach staff can regularly meet with their clients to provide supportive services on-site at the respective shelter locations.
4. Town Hall meetings were conducted at each shelter location.
5. 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 to improve the process of discharge and/or transportation to shelter sites. The phone line has not yet been installed.
 - b. Transportation continues to be a challenge, especially for clients who are in a shelter location that is not walking distance from other services. RRS has received feedback from clients at every shelter location that even with bus passes, transportation is a huge barrier.
 - c. Laundry services provided by Quantum Laundry has been a consistent challenge at CWS location. RRS and shelter providers began troubleshooting and creating a plan to address this.
 - d. Housing vouchers are extremely limited and RRS was notified that more vouchers may not be available until the spring. The outflow of clients into permanent housing will be much more challenging.

E. RRS's Recommendations, Conclusions and Summary

All Anchorage shelter locations are at or near capacity every night. With limited outflow due to lack of housing voucher availability, there is a buildup of clients remaining in shelter. (Note: Data is needed on this issue). RRS is hopeful that the warming center at Henning House will open to serve those unable to get a shelter bed.

RRS recommends that the Municipality/AHD review its policies regarding prepared food from commercial kitchens being allowed at shelter sites. Last year, festive Thanksgiving and Christmas meals were shared at each site, with the Mayor joining. These type of events build community. This year, these events have not been allowed.

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