

Restorative and Reentry Services, LLC

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Restorative and Reentry Services, LLC's Weekly Report #8

For the Period – 12/23/2024 – 12/29/2024 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 and Henning, Inc.)

Date: Reporting period December 23 – December 29, 2024

Date Submitted: December 31, 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 8.

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. Case managers have started meeting with clients.
Health, Safety, Client Concerns	X			3.3.2 (12) Laundry Services Client belongings are not being returned after washing and/or not properly washed 3.4.2 (5) Clean environment Condition of laundry caused very unwelcoming aroma on site.
Transportation	X			3.7.1 Bus passes. Not enough available for clients.
Data Reporting			X	
Henning, Inc.				
Integration, collaboration, contract compliance			X	
Health, Safety, Client Concerns			X	
Transportation		X		
Data Reporting			X	
MASH				
Integration, collaboration, contract compliance		X		3.6.2 (4) Social Worker: MASH hired case manager starting on 12/30/24.
Health, Safety, Client Concerns			X	
Transportation		X		
Data Reporting			X	
ESS				
Quality		X		
Quantity	X			Food portions continue to be too low.

C. Client Feedback

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

Catholic Social Services - Emergency Cold Weather Shelter

- Clients with jobs are frustrated about transportation. Day bus passes are available in the morning, but once they have been given out on a first-come-first-serve basis, there are none left until at least the next day. If a client does not get the bus pass before they run out, then there is no transportation to go to work.
- Clients continue to be upset about laundry. Clients who do get clothing back are receiving them still soiled, or they are not getting their clothes back at all.
- Clients are unsure about next steps for themselves in regards to housing. Some clients expressed concern regarding how they are able to move out of shelter and that it is a long wait to talk to case manager/housing specialist on-site.
- Clients discussed the smell of the facility and that cleaning and hygiene has been a constant challenge.

Henning, Inc.

-Alex 2

- Food portions are not adequate. Breakfast and lunch are combined in one bag and dinner is very small, (for example, lunch was a bag of chips and a hot dog).
- Clients shared the hope that other transportation options to supplement the bus passes be provided such as taxi vouchers provided by ANMC and Medicaid for medical appointments.
- Clients were told of the IOBY Tiny Homes and several requested applications.

-Henning House

- A client mentioned that the facility runs cold and would like it to be warmer inside.
- Clients mentioned that food portions are too low.
- Clients over 50 were interested in applying for Tiny Homes Village.

-Merrill Field

- Clients are very pleased to have working internet and phones in their rooms.
- There are more activities and programs available to clients now such as 3rd Avenue Navigation Center shuttle bus every Friday, AA is on-site weekly, and transportation is provided for Celebrate Recovery every Wednesday.
- Guests requested a community room on-site where they can play board games and create community.
- Received applications for Tiny Homes Village.

MASH - Alex 1

- Clients requested lamps or reading lights. If client is awake when their roommate is asleep, they have to be in the dark.
- Some clients feel that they are unable to report unlawful behavior of their roommate due to safety. If their roommate is someone associated with a gang or a street family, there is a fear of physical retaliation for anyone who reports unlawful behavior once they exit the facility. This prevents clients from reporting.

- Clients requested a community area for board games and/or puzzles. Many clients are trying to stay clean from drugs and having something safe to do helps keep them on positive track to recovery.

D. Actions and Events During this Reporting Period

1. Incident report: a death was reported at a non-congregate site during this reporting period. Preliminary investigations show the death was of natural causes. The client was a reported hospital discharge and medically fragile. RRS is reviewing the policies and procedures regarding hospital discharges of individuals who are medically fragile and unhoused as a result.
2. Town Hall meetings were conducted at each shelter location.
3. This last reporting period held several holidays. To be in contract compliance, program providers had limited ability to provide additional food for holiday celebrations. It has been suggested that holiday celebration expectations be included in the contracts for the next shelter season.
4. 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 CWS landline had not yet been installed at the time of this report.
 - b. Transportation continues to be a challenge. Day bus passes are provided on a first-come-first-serve basis at CWS. Once the passes run out, staff on the floor report to CSS administration that more passes are needed, then they are not refilled for another 24 hours. RRS has received reports that working clients who do not get a bus day-pass before they run out are then left without transportation for that 24-hour period and miss work as a result.
 - c. Laundry services provided by Quantum Laundry are continuing to be a challenge at CWS location. CSS has addressed this issue with Quantum Laundry and has begun an action plan to internally improve these services.
 - d. Housing vouchers are extremely limited. Some client are still eligible for specialized housing vouchers, (such as individuals experiencing domestic violence, veterans, individuals who have exited the foster care system, etc.). However, Section 8 vouchers will not be available until at least after April, 2025. This creates limited outflow of the emergency cold weather shelter system.

E. RRS's Recommendations, Conclusions and Summary

As of this reporting period, a warming site has not been opened yet. Shelter sites continue to be operating at full capacity with additional individuals waiting to come inside. With very little outflow into permanent housing, and no more capacity at congregate or non-congregate sites, the system is at a standstill in regards to creating space for more than 10 - 13 individuals per day (due to natural attrition).

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