

Restorative and Reentry Services, LLC

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Restorative and Reentry Services, LLC's Weekly Report #9

For the Period – 12/30/2024 – 1/5/2025 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 30 – January 5, 2025

Date Submitted: January 7, 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 9.

B. Contract Compliance

	Non-Compliance	Pending/Progressing	Compliant	Comments
Catholic Social Services				
Integration, collaboration, contract compliance			X	
Health, Safety, Client Concerns	X			3.3.2 (12) Laundry Services Client belongings are not being returned after washing. 3.5.2(3b) Inconsistent temporary discharge for client behavior management
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	
Health, Safety, Client Concerns			X	
Transportation		X		
Data Reporting		X		AKHMIS inputting has been delayed.
ESS				
Quality	X			Food quality, portions, daily caloric intake baseline not met
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 discussed a desire for a warming area on-site because getting to CWS is very difficult and when they arrived and there was no more capacity, they were stranded without transportation in the cold.
- Clients expressed frustration and concern regarding disciplinary actions at CWS. They said that for various behaviors and infractions, they are required to have a “time out” outside that can last from minutes to hours and that the “punishment” is different depending on which staff is issuing the consequence and how close that staff is to a particular client.
- Food quantity is lacking and there are no options for supplementation nearby, especially for clients with mobility issues.
- Safety concerns. Some feel the aggressive incidents have been escalating and that staff is unable to manage when fights occur.
- Stealing by clients from clients. Many who received a cell phone or other services have them stolen while sleeping within one 24 hour period. Feeling stuck ie. unable to prevent stealing but also limited transportation keeps them from being able to replace stolen items.

Henning, Inc.

-Alex 2

- Clients shared some challenges regarding roommates such as:
 - Snoring. One client recommended having earplugs available.
 - One client shared his discomfort with being paired with someone who has a sexual offence charge. When his roommate is behaving inappropriately, he is conflicted on reporting because he does not want his roommate to be kicked out when it is so cold but does not want to be a victim either.
- Almost half of the clients attending this town hall had housing vouchers they were waiting on.
- Shared the desire for a landlord “job fair” for rental spaces available to find available housing.

-Henning House

- Suggestion to building community on-site with a game or puzzle room.

-Merrill Field

- Food portions reported too small. Clients are using food stamps to go across the street and buy food at Circle K to supplement. Everyone has been asking for seconds.
- Clients frustrated by lack of available housing and vouchers, not sure how to move forward.

MASH - Alex 1

- Food portions are much too small. Clients are hungry and asking for seconds every day.
- Clients shared that it is difficult to be sober in this environment. Wished for a “dry” or “sober-only” location for clients who are wanting to stay clean.
- Clients reported that some of the staff doing room checks are not being respectful.

D. Actions and Events During this Reporting Period

1. Warming was opened officially 1/3/25. Warming was heavily used over the three nights that it was open during this reporting period. Night 1 served 62 unique individuals, night 2 served 53, and night 3 served 49. Total capacity to utilize warming at any given time was 49.
2. Hospital discharges into emergency shelter locations continues. Henning, Inc. has started documenting the level of acute medical needs for hospital discharge clients. This information will be used when meeting with the Alaska Hospital Association while discussing the policies and procedures of hospital discharges.
3. Town Hall meetings were conducted at each shelter location.
4. RRS investigated and provided evidence with the Anchorage Health Department regarding ESS and lack of contract compliance. The portion sizes, daily caloric intake baseline, and quality of food serving requirements were not being followed. The Anchorage Health Department has met with ESS to ensure this is promptly addressed. RRS is following-up with shelter sites to ensure this begins to improve.
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 CWS phone line has not yet been installed at the time of this report.
 - b. RRS discussed the inconsistency of client disciplinary consequences. CSS is aware of the practice and is taking active steps to standardize behavior responses of staff to be more trauma-informed.
 - c. Transportation continues to be a challenge at all emergency shelter locations.
 - i. Clients at non-congregate sites are not utilizing the bus passes available. RRS has mentioned bus pass availability at every town hall meeting.
 - ii. Congregate shelter runs out of bus passes on a daily basis and clients struggle to get to the bus stop, and clients with mobility issues are not able to access the bus stop at all.
 - iii. The conversation regarding transportation from warming has started. Henning, Inc. is responsible for the transportation of clients in warming. However, with all emergency shelter services operating at capacity, there is limited or no availability for clients in warming to be referred to shelter. This is an issue which will need further attention.
 - d. Laundry services provided by Quantum Laundry are continuing to be tracked. Clients reported the same issues with laundry this last reporting period.
 - e. Warming at Henning House opened 1/3/26. A few clients reported to RRS that warming has not had sufficient supervision on-site and viewed this as a safety concern. RRS will be following up.
 - f. Incident reports continue to reflect a high number of emergency responder calls throughout the shelter system for a variety of reasons (assault, acute medical and behavioral needs, client management when refusing to discharge, etc.). RRS

continues to track the emergency responder volume at each shelter location and creating plans to address the reoccurring incidents (such as linking behavioral health supports to providers, discussing de-escalation techniques, conversations with hospital social workers and APD).

E. RRS's Recommendations, Conclusions and Summary

Warming has been open for three nights of this reporting period. Emergency shelter providers continue to operate at full capacity every night. RRS and the shelter operation team is beginning to connect clients with additional program providers in the municipality based on individual client needs in order to propel clients into the supports needed for sustainable progress.

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