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Emergency Cold Weather Shelter 3rd Party Oversight

Weekly Report for Week 13

Project Name: 3rd Party Emergency Shelter Oversight

Submitted to: Anchorage Assembly, Anchorage Mayor's Office, Anchorage Health Dept., and Shelter Operators (Henning, Inc. and The Alaska Hotel Group)

Date: Reporting period February 12 - 18, 2024

Date Submitted: February 21, 2024

Submitted by: Cathleen McLaughlin, JD/MBA

Monica Gross MD, MPH

A. Background

As required under Contract #2023003145, fully executed on November 17, 2023, RRS submits its Weekly report for Week 13. This report is for the period February 12 - 18, 2024.

B. Actions and Events During this Reporting Period

1. RRS focus is on operations at the 3 Emergency Cold Weather Shelter sites (CWS, The Alex Hotel, The Aviator).

2. Key topics:

A. Creation and commencement of using a uniform Client Questionnaire.

As agreed by AHD, RRS, and the shelter operators, a uniform Client Questionnaire will now be used to ensure consistency in receiving information from ECWS clients. At the report out to the Assembly and the Administration on February 14, 2024, Mia Costello, the representative for the Administration stated it would be of interest to the Administration to begin receiving client comments at the report out meetings.

To ensure that client comments are included more specifically in the bi-weekly report outs, RRS created a draft Client Questionnaire that is currently being reviewed by AHD.

Upon approval, RRS will be going to all 3 sites at agreed-upon times, to talk with clients, with shelter staff present.

B. **Commencement of review of exit data by RRS.** On February 14, 2024, AHD provided RRS with the monthly data regarding exits from shelter sites for the period October 2023 – January 2024. RRS will begin to review this data regularly in order to prepare it's final 360 Assessment, as required under the contract.

C. **Outreach by CWS** - RRS was informed by the CWS shelter manager that a representative of Catholic Social Services Complex Care program will be doing outreach at CWS once per week. This is a very beneficial outreach opportunity due CWS clients, particularly those with mobility issues.

D. **Client Call Log** – On February 20, 2024, AHD provided RRS with a 'workbook' with daily tabs. This Workbook will be used to record all client calls and contacts between RRS. RRS also submitted to AHD the Client call log it had created for the previous reporting period.

E. **Incidences** – No incidences were reported to RRS from any of the ECWS sites. This does not mean there were not any but simply, RRS was not made aware of any.

F. **Client concerns made to RRS** – All client concerns during this period were forwarded to the respective shelter managers. AHD has requested that RRS not opine that a client concern is 'level 1' (viewed as easily resolvable by notifying the shelter manager) but rather, receive the client concern and report.

H. **Shelter Operator's Brief Weekly Update** - None provided to RRS during this reporting period.

C. Shelter Operations

1. Alex – Non-congregate

Since beginning the 'Next Step' program at Alex Hotel, exits to housing (completed or in process) are occurring weekly. RRS has not been provided the exact number of clients who have exited to permanent supportive housing by the Alex shelter manager for this reporting period.

2. CWS – Congregate Shelter

RRS did not visit CWS during this reporting period. CWS has asked that RRS not schedule time at CWS until the Client Questionnaire is approved by AHD and processes and protocol is established that is satisfactory to CWS shelter management and staff. RRS passed on one client concern to the CWS shelter manager on February 12th.

3. **Aviator – Non-congregate.**

The Aviator management team lead the Townhall at the site on February 16 and reported out to RRS the same day. A brief synopsis of the report out by the Aviator management team follows:

- We had 5 in attendance the entire time and 2 stopped in, grabbed the chocolate M & M's and left.
- (Client) Gave feedback that help with job searches has been good.
- Several guests asked about housing opportunities, and we discussed the Golden Lion, the Barratt and other facilities. Reviewed some programs like Partners for Progress and Re- Entry program. Discussed the Web having good programs for those with mental health needs.
- Discussed the Aviator Rewards Program for guests who ask to help the community. This has been a success with strong involvement from 10 – 12 guests on a regular basis. Reviewed that 45 minutes of effort will earn your choice of the following: 1 day bus pass, hygiene bag (with full size toothpaste, toothbrush, floss, gum, and deodorant), or \$5 credit in our front desk “market” (ice cream, candy, food, treats).
- Disclosed that we are closer to providing in house transport from CWS to the Aviator once weekly as needed to ensure full status at the hotel. Van is on location, insured, just waiting on an oil change early next week. Susana coordinating the transport staffing and safety.
- The guests discussed the change of food contract from Spinz to ESS. A few showed excitement about the change, others stated it wasn't enough food for 24 hours. We discussed stopping by the Soup Kitchen and/ or Henry House for hot meals to supplement.
 - Client relayed concerns stating, “my doctor said I need a high protein, low salt diet. This stuff is full of salt, is there any way to request a special heart diet?”
- Spent 20 minutes talking about motivation and hope. Staff member shared her story. It was quite touching and moving for all. Encouraged all guests to take action today to move forward on housing goals. If you wait until late April, it's too late!

RRS strongly supports and encourages these types of Townhall meetings.

F. Recommendations, Conclusions and Summary

RRS continues to recommend that ECWS stakeholders build positive momentum around shelter services.

Any questions, please contact RRS through phone, text, or email at any time.

Respectfully Submitted, Cathleen N. McLaughlin, J.D./M.B.A. Monica Gross MD, MPH