

### **About Familiar Faces Program**

A partnership with the City of Saint Paul, Ramsey County, and Heading Home Ramsey

**Purpose:** Support unhoused individuals in Downtown and nearby areas who frequently interact with emergency services—including law enforcement, hospitals, and homeless service providers.

### Key Goals:

- Provide personalized, intensive support tailored to individual needs.
- Offer access to a 24-hour facility as a stable base for care and recovery.
- Reduce reliance on emergency services through proven national models—aiming to:
  - Increase housing stability
  - Decrease jail time
  - Lower emergency room and psychiatric visits



### **Familiar Faces**

# Coordinated Care Through Cross-Sector Partnership

The approach facilitates direct, sustained, and persistent engagement with a small number of group-involved individuals through partnership of:











### Community leaders

(Heading Home Ramsey)

## **Community First Response Teams**

(Ramsey County AR, Metro Transit HAT, HART, CARES) Social
Service/Homeless
Service providers
And
City Departments

#### **Systems of Care**

Medical, Behavioral Health, Criminal Justice System

#### Traditional Emergency Response

(SPPD, Metro Transit, RCSO)

### **Familiar Faces**

### Focused Attention on the Highest Risk Individuals/Groups



Identify in real time small numbers of the highest risk people by creating a By Name List.

2

Open lines of direct and respectful communication through Relentless Engagement

3

Effectively assess historical touch points with systems of care. **Drive** 

Accountability

by reconnecting to services when possible and identify if additional supports are needed.

4

Offer meaningful support through Person
Centered Goal Plans which will assist people to stabilize with needed supports and work towards permeant housing

5

Reserve
Strategic
Consequences

as a last resort
for if/when
individuals
refuse to
engage with
services and/or
systems of care