



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.

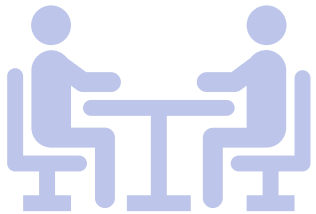
Key Goals:

- 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



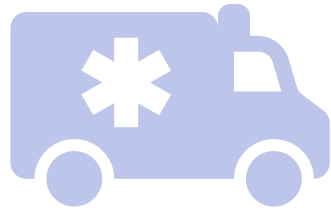
Coordinated Care Through Cross-Sector Partnership

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)



Focused Attention on the Highest Risk Individuals/Groups

1

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