



# Saint Paul's Comprehensive Strategy to Support Our Unsheltered Neighbors

Saint Paul's multifaceted approach to supporting our unsheltered neighbors emphasizes collaboration and innovation, with **Heading Home Ramsey** leading a comprehensive effort alongside our specialized **Community-First Response** teams and community partners. Learn more about the strategic and compassionate measures in place to ensure safe, secure, and stable housing for all in Saint Paul and Ramsey County.

## Heading Home Ramsey: The Central Hub

Heading Home Ramsey, as the HUD-designated Continuum of Care for Ramsey County, coordinates the collective effort to end homelessness for our region. It unites over 100 partners from various sectors, including government agencies, nonprofit organizations, health care providers, and community groups, working toward a shared goal of providing effective support and housing solutions. The City of Saint Paul coordinates closely with this body to support our unsheltered neighbors.

## Key Community-First Responders in Saint Paul

Our dedicated Community-First Response teams play a pivotal role in supporting our unsheltered neighbors, each with a specific focus. Learn more at [stpaul.gov/community-first-response](http://stpaul.gov/community-first-response).

## Saint Paul Public Library

Saint Paul Public Library is committed to serving all residents of Saint Paul, including our unsheltered neighbors, through services and 13 spaces across our city and a Mobile Library.

All locations offer tools to support our mission of building a city that works for all, including mobile phone chargers, internet and Wi-Fi access, and public restrooms.

Residents without a permanent address can receive a welcome library card, which enables them to access library resources in person and online.

The library's social worker is available for drop-in and appointment access for all residents, regardless of their housing status.

## The Familiar Faces Initiative

Within Heading Home Ramsey's framework, the Familiar Faces working group ensures a targeted approach to assist individuals who frequently use shelters, emergency services, jails, and hospitals. This initiative, deeply integrated with city resources and efforts, focuses on:



**Providing personalized, intensive support and service connection to address the unique needs of each individual within the Familiar Faces group.**



**Ensuring access to stable housing as a foundation for improving overall well-being and reducing reliance on emergency services.**



**Mirroring national models to set goals for significant outcomes, such as maintaining housing stability, reducing jail time, and lowering the use of emergency rooms and inpatient psychiatric care.**

## COAST: Community Outreach and Stabilization Unit

This Police Department unit combines law enforcement with social services, offering immediate assistance to those facing mental health or substance abuse crises.

## CARES: Community Alternative Response Emergency Services

This Fire Department initiative delivers crisis intervention and non-emergency medical support, highlighting a shift toward a health-centered emergency response.

## HART: Homeless Assistance Response Team

This Department of Safety and Inspections team actively connects unsheltered individuals living in encampments with critical health and housing services, emphasizing personalized support to navigate the challenges of homelessness.

- ✓ **75:** Total number of unsheltered neighbors housed by the HART Team in 2023
- ✓ **115:** Average number of weekly unhoused neighbors identified in Saint Paul
- ✓ **5:** Number of unsheltered neighbors housed by HART team so far in January and February 2024

## CROP Drop-In Hours at the Library

**Tuesdays:** 10 a.m. - 12 p.m.  
Rondo Community Library,  
461 Dale Street North

**Thursdays:** 10 a.m. - 12 p.m.  
George Latimer Central Library,  
90 West 4th Street

Twice weekly at two locations, the library's Community Resource Outreach Program (CROP) hosts drop-in events with community, city, and county providers and connects unsheltered adults with service providers for assistance with housing, benefits, identification, health care, chemical dependency, and more.

## Social Worker Drop-In Hours at the Library

**Mondays and Wednesdays:** 2-6 p.m.  
Rondo Community Library,  
461 Dale Street North

**Tuesdays and Thursdays:** 1-5 p.m.  
George Latimer Central Library,  
90 West 4th Street



# Community Providers

A network of partners provides essential services ranging from emergency shelter access to comprehensive housing assessments and long-term support.

For individuals seeking immediate shelter or long-term housing solutions, the city and its partners offer centralized shelter bed reservations, coordinated entry points, and specialized services to ensure accessible support for those in need.

Find a comprehensive overview of community support at [headinghomeramsey.org/where-find-help](http://headinghomeramsey.org/where-find-help).

## **Catholic Charities - Higher Ground**

Overnight emergency shelter for men and women. Includes pay-for-stay overnight shelter and social services provided through collaboration with Ramsey County. Includes showers and light dinner. 172 beds for men, 60 beds for women.

- **Website:** [Higher Ground Saint Paul Shelter - Catholic Charities \(cctwincities.org\)](http://Higher Ground Saint Paul Shelter - Catholic Charities (cctwincities.org))
- **Contact:** 651-647-2330
- **Address:** 435 Dorothy Day Place, Saint Paul, MN 55102

## **Emma Norton Services**

Emma Norton Services is a trauma-informed organization that promotes healing and recovery, operating at a scale that brings a full array of resources to women, individuals, and families who have experienced homelessness. Housing and services are exemplary and are offered in collaboration with key community partners.

- **Website:** [Emma Norton Services | Strengthening, Nurturing, and Empowering \(emmanorton.org\)](http://Emma Norton Services | Strengthening, Nurturing, and Empowering (emmanorton.org))
- **Contact:** 651-224-1329
- **Address:** 670 North Robert Street, Saint Paul, MN 55101

## **Listening House**

The Listening House is a daytime shelter for people experiencing poverty, homelessness, and loneliness. Anyone who drops in can find safety, a hot cup of coffee, and a caring community to help or just listen.

- **Website:** [The Listening House \(listeninghouse.org\)](http://The Listening House (listeninghouse.org))
- **Contact:** 651-227-5911
- **Address:** 421 East 7th Street Saint Paul, MN 55101

## **MN One-Stop for Communities - Lighthouse Way Shelter**

Provides housing to single adults and families, along with emergency shelters to bring them from homelessness to housing.

- **Website:** [Lighthouse Way Emergency Shelter | Minnesota One Stop F \(mnonestop.org\)](http://Lighthouse Way Emergency Shelter | Minnesota One Stop F (mnonestop.org))
- **Contact:** 612-669-4036
- **Address:** 22277 Highway 35 West, Roseville, MN 55113

## **Model Cities - Safe Space Shelter**

Safe Space Shelter opened in November 2019 through a partnership with Model Cities and Ramsey County, and it expanded on its mission of creating pathways toward a better community by working to create a simple, effective emergency shelter for those in need.

- **Website:** [Safe Space Shelter - Model Cities \(modelcities.org\)](http://Safe Space Shelter - Model Cities (modelcities.org))
- **Contact:** 651-266-4483
- **Address:** 160 East Kellogg Boulevard, Saint Paul, MN 55101

## **Saint Paul Opportunity Center**

Integrated one-stop location connecting adult men and women to critical services to improve their health, income, housing stability and overall well-being.

- **Website:** [Saint Paul Opportunity Center - Catholic Charities of St. Paul and Minneapolis \(cctwincities.org\)](http://Saint Paul Opportunity Center - Catholic Charities of St. Paul and Minneapolis (cctwincities.org))
- **Contact:** 651-404-6407
- **Address:** 422 Dorothy Day Place, Saint Paul, MN 55102

## **Union Gospel Mission**

Union Gospel Mission's emergency shelter provides guests with food, shelter, and vital care—including mental health services across the Twin Cities.

- **Website:** [Union Gospel Mission Twin Cities \(ugmtc.org\)](http://Union Gospel Mission Twin Cities (ugmtc.org))
- **Contact:** 651-228-1800
- **Address:** 435 University Avenue East, Saint Paul, MN 55130 (Men's Campus)