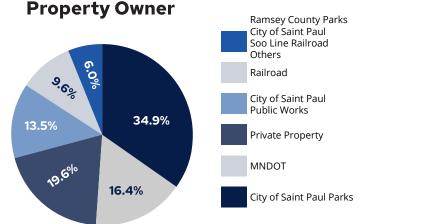
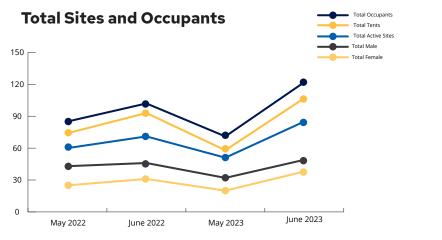
## HART Weekly Update Homeless Assistance Response Team

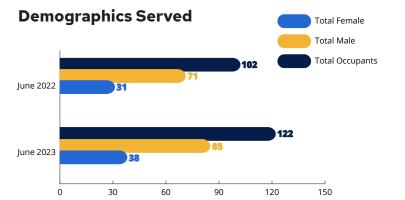
June 13, 2023



## **City Data Summary**









#### HART Contact Information

Andrea Hinderaker, HART Program Coordinator Brian Ganzel, DSI Inspector II, HART Sam Stoltz, Outreach Worker andrea.hinderaker@ci.stpaul.mn.us brian.ganzel@ci.stpaul.mn.us sam.stoltz@ci.stpaul.mn.us

# HART Weekly Update

### The Importance of Showing Up

Officers Goulet and Arntzen offer reassurance and assistance to an individual who remains on-site at time of closure. Officer Arntzen has been building rapport with the individual over the past 6 months, building the foundation that leads to the trust needed to eventually consider an offered housing opportunity. Over the winter several police and fire calls were sent to this location. Often the basic welfare of the individual onsite was a concern, however despite best efforts there was no room for trust and this meant no possibility of change. Until the day Officer Arntzen called HART and said "she is ready to go inside."

SPPD and SPFD CARES EMS took the time to sit with the individual reminding her of her value and importance of taking care of herself. Trauma, mental illness and addiction have paralyzed her ability to move any direction. The CARES team Coordinator, Dwayne Gibbs, along with Officer Arntzen, responded immediately during a brief moment of readiness this winter that resulted in a two week hotel stay for her. During that time HART coordinated with Ramsey County and a housing assessment was completed. However, at the end of the hotel stay, she was still not ready to accept further assistance and returned to her site.

Brandon Sanford, Program Manager, Kimball Court & American House came out to meet her. His patience, authenticity and outreach skillset were the final missing piece. She willingly accompanied Brandon and HART outreach worker, Sam Stoltz, to tour a place that had a spot waiting for her for several weeks.

What will we remember from all of this? When this individual looked at HART Outreach Worker, Sam, and said "Thank you for not giving up on me."









#### **HART Contact Information**

Andrea Hinderaker, HART Program Coordinator Brian Ganzel, DSI Inspector II, HART Sam Stoltz, Outreach Worker andrea.hinderaker@ci.stpaul.mn.us brian.ganzel@ci.stpaul.mn.us sam.stoltz@ci.stpaul.mn.us