



Familiar Faces



November 2025

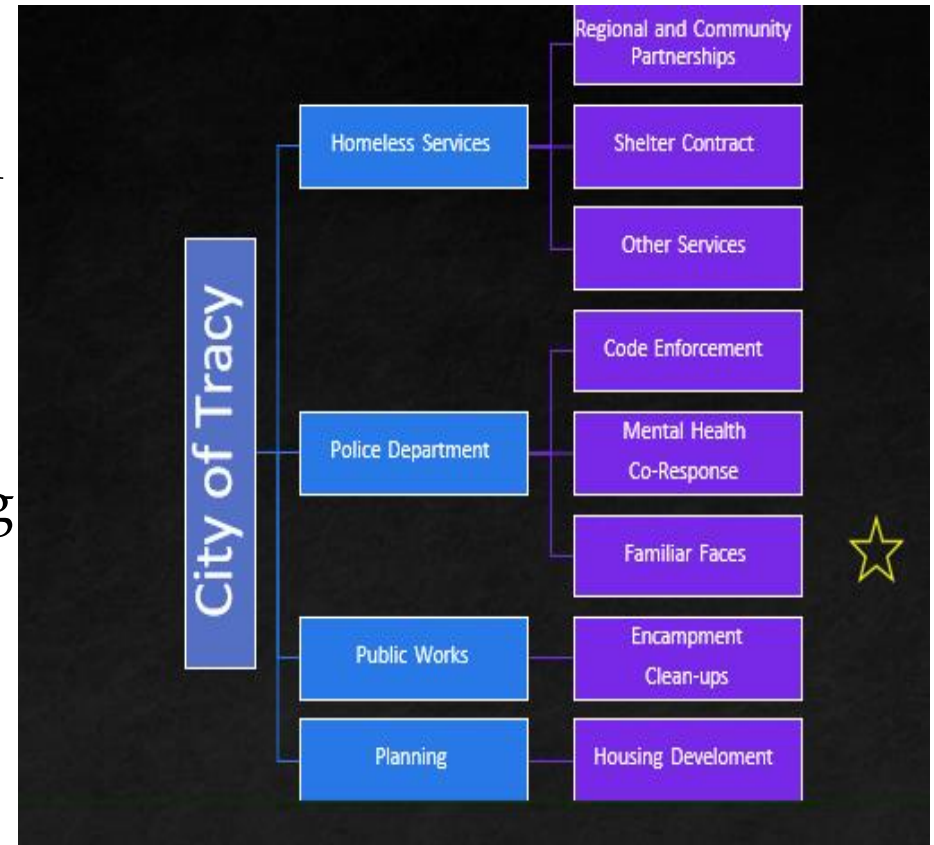
City of Tracy: Homeless Response

GOALS AND OBJECTIVES

Ensure that public parks, recreation areas, and other community and civic centers remain accessible and usable for all members of the community.

Work to prevent incidents involving homeless individuals from escalating to emergency or crisis response services.

Minimize the time that uniformed police officers spend responding to non-criminal situations related to homeless individuals.



Think Inside the Triangle™

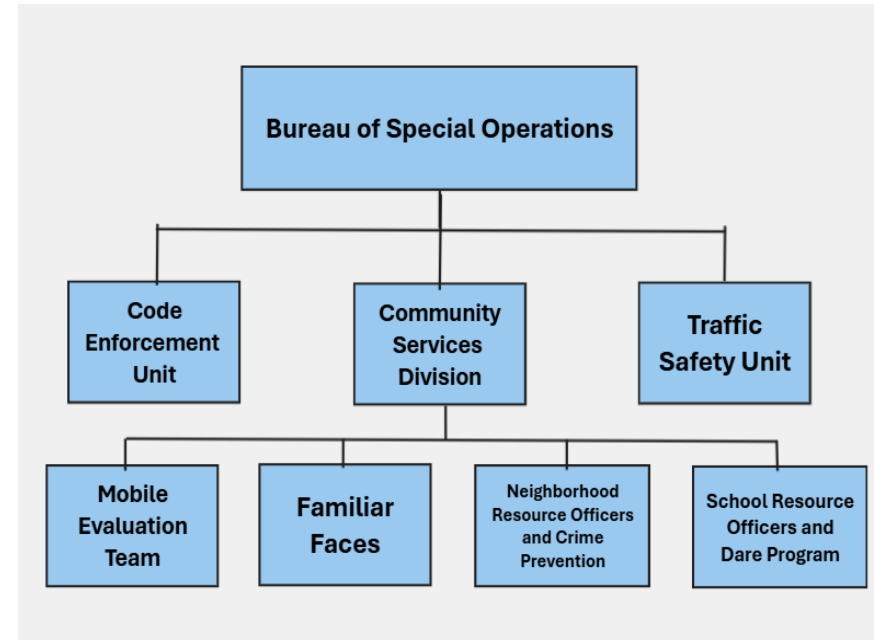
Familiar Faces: Command Structure

BUREAU OF SPECIAL OPERATIONS STAFF

- Captain
- Lieutenant
- Community Services Sergeant
- Neighborhood Resource Officers
- Outreach Coordinators

MISSION

The staff's goal is to enhance the quality of life for residents of Tracy by addressing community issues. This unit follows the Community Oriented Policing and Problem Solving (COPPS) philosophy, which emphasizes partnering with the community to solve problems. The Community Preservation Unit collaborates with various organizations, including government agencies, social service providers, and civic groups.



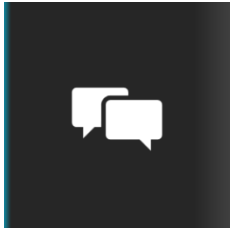
Familiar Faces Responsibilities

- **General outreach** at a location known to have homeless individuals living or congregating to provide informal information or education.
- **Targeted outreach** to follow up with a specific individual or group to deliver resources or pertinent information.
- **One-on-One Discussion**, often pre-scheduled with a mutually agreed-upon goal to engage in assessment or service planning.
- **Transports** to shelter or other service provider.
- **Appointment advocacy**, transport, and assistance at a scheduled health or benefit appointment.
- **Situational Responses**, to address nuisance behaviors, public concerns, clean-up efforts, etc.

Role of the NRO

- Situational Support and Safety
- Consistent Messaging
- Problem Solving
- De-escalation
- Back-up

Strategies/Approach

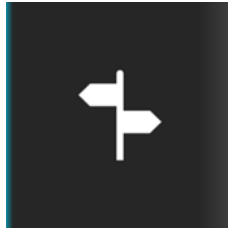


Outreach:

Meet homeless individuals. Develop awareness of FF Team.

Engagement:

A series of face-to-face interactions, with a goal of building trust to engage in problem solving.

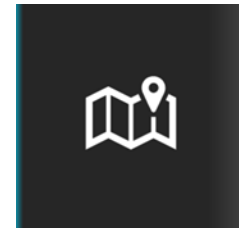


Education:

Practical support, information, and referrals to services.

Transportation:

Voluntary transports to local shelters or critical appointments.



Case

Management:

Develop specific and obtainable goals with clients and a plan to meet their goals.



Program Reports

Provide an accurate representation of the clients served, case management activities provided, and outcomes obtained through Familiar Faces efforts.

- Data Collection and Entry
- Data Download & Cleaning
- Data Analysis and Synthesis

What We Measure

Staff Activities

	New Clients Enrolled
	Outreach Contacts
	Case Management Sessions
	Service Transports

Client Accomplishments

	Housing Obtained
	Shelter Enrollments
	Vital Documents Obtained
	Mental Health Services

What We Measure

Police Responses

	Officer Initiated
	Calls from Public
	Emergency Requests
	Total Responses

Dispositions

	Citations Issued
	Arrests with Bookings
	5150 Holds / Transports
	Medical Response

Tracy Homeless Service Continuum

Day Service Providers

Local CBO's provide services to meet basic needs:

Meals, Groceries,
Showers, Clothing,
Mail-holds,
Warming
/ Cooling, etc.

Familiar Faces Community Outreach

Tracy PD's
Familiar Faces
Community
Outreach Team:

Intensive case
management,
transportation,
and linkages for
chronically
homeless
individuals

Shelter/Housing

Tracy Temporary
Emergency Housing
Facility and other
shelter/housing
facilities:

Temporary shelter,
Day programming,
& Housing Navigation



Think Inside the 'Triangle'