

Familiar Faces Program

Wake County Health and Human Services Committee Meeting


April 7, 2025



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Today's Presentation

- 
- **Program Brief**
 - **Program Pilot**
 - **Impact**
 - **Next Steps**
 - **Q & A**

Familiar Faces Population

Experiencing complex medical and mental health issues in addition to **gaps in social services support** that become barriers to care



- **Food, Transportation, Housing**
- Social Community & Context
- Healthcare & Quality
- Education Access & Quality
- Economic Stability



Majority are **Medicaid eligible** through Medicaid expansion

Tailored Plan or Standard Plan Care



Predominant **criminal justice involvement**

Timeline of Events: A Case Study

Timeline

Sep 2015

Nov 2015

Dec 2015

Jan 2016

Feb 2016

Apr 2016

May 2016

Jun 2016

Agency	Event	Event Start	Event End	Event Length	Days Between Events
JAIL	Arrest Misdemeanor: Intoxicated and Disruptive	03-Sep-2015	17-Sep-2015	14	10
EMS	EMS Transported: No Lights/Siren	22-Sep-2015	22-Sep-2015	0	5
JAIL	Arrest Misdemeanor: Failure to Appear on Misdemeanor	23-Nov-2015	25-Nov-2015	2	62
JAIL	Arrest Misdemeanor: Failure to Appear on Misdemeanor	07-Dec-2015	10-Dec-2015	3	12
JAIL	Arrest Misdemeanor: Second Degree Trespassing	15-Dec-2015	22-Dec-2015	7	5
HMIS	HMIS Shelter	30-Dec-2015	31-Dec-2015	1	8
HMIS	HMIS Emergency Shelter	09-Jan-2016	10-Jan-2016	1	9
HMIS	HMIS Emergency Shelter	12-Jan-2016	13-Jan-2016	1	2
HMIS	HMIS Emergency Shelter	18-Jan-2016	24-Jan-2016	6	5
HMIS	HMIS Emergency Shelter	25-Jan-2016	26-Jan-2016	1	1
JAIL	Arrest Misdemeanor: Second Degree Trespassing	26-Jan-2016	04-Feb-2016	9	0
EMS	EMS Transported: No Lights/Siren	05-Feb-2016	05-Feb-2016	0	1
EMS	EMS Transported: No Lights/Siren	14-Feb-2016	14-Feb-2016	0	9
JAIL	Arrest Misdemeanor: Intoxicated and Disruptive Second Degree Trespassing	02-Apr-2016	14-Apr-2016	12	48
EMS	EMS Transported: No Lights/Siren	26-Apr-2016	26-Apr-2016	0	12
EMS	EMS Assist	09-May-2016	09-May-2016	0	13
HMIS	HMIS Emergency Shelter	05-Jun-2016	06-Jun-2016	1	27

Integrated Whole Person Care

Bring together multiple providers across **medical, behavioral** and **social determinants of health (SDOH) services**, to address all needs through shared process, data, and coordinated plans

Care is

- Integrated
- Holistic
- Trauma-Competent

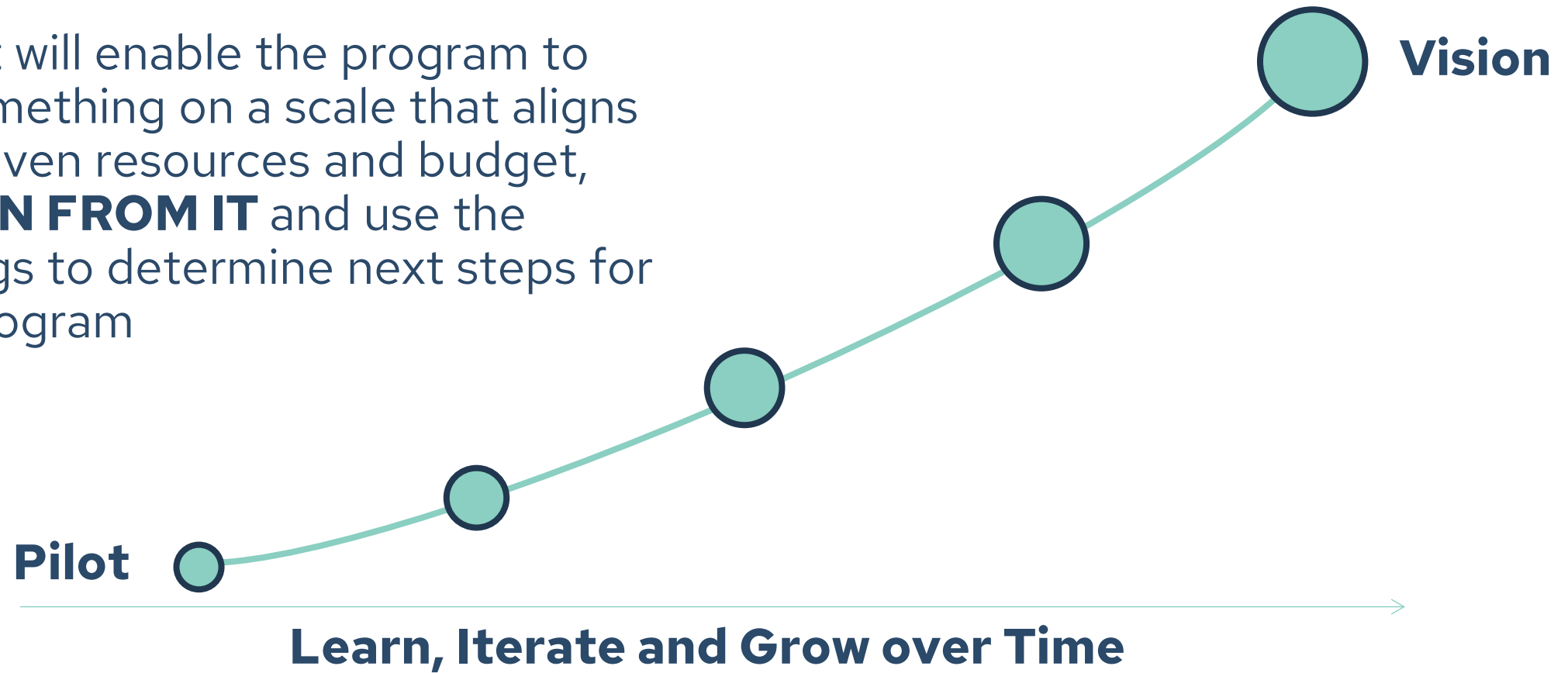


It takes a village



Why a Pilot?

A pilot will enable the program to try something on a scale that aligns with given resources and budget, **LEARN FROM IT** and use the findings to determine next steps for the program



Pilot Intent

- **Test data-sharing** across multiple partners to better understand how it **helps connect** providers and community partners in support of high-utilizers of their services
- **Facilitate improved collaboration** and **care coordination** between providers and community partners
- Gain insights and data to **drive decisions** on expanding the program and **gain financial and community support**



Pilot Partners

6 Partner Organizations

Intentionally selected to learn how data-sharing and care coordination can work across varying types of community organizations actively interacting with Familiar Faces

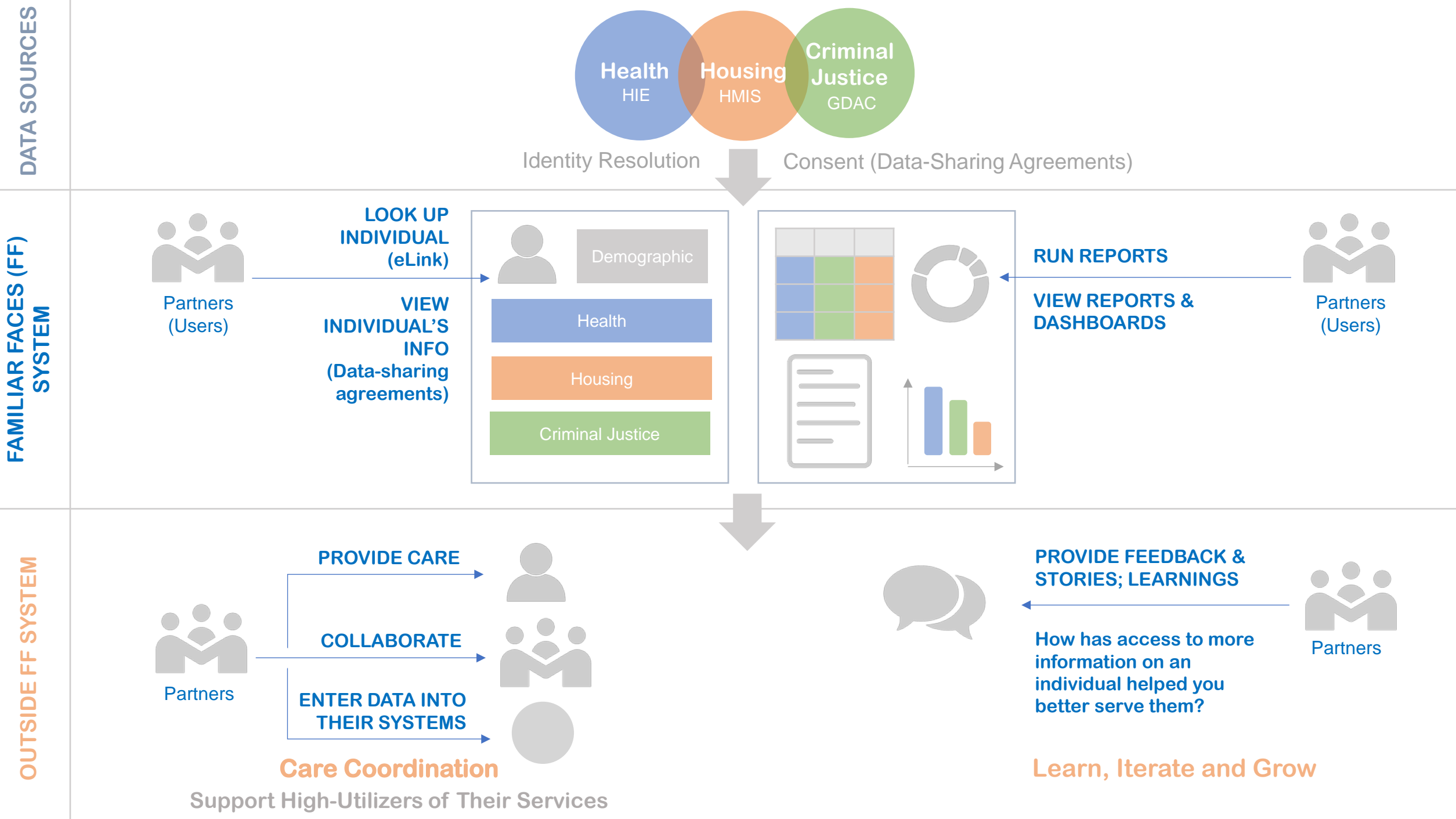




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SouthLight is honored to join the Familiar Faces Pilot Project, a vital initiative that aligns with our mission and values of compassionate, person-centered care. Through collaboration, we can break down barriers, enhance support, and improve outcomes for our community's most vulnerable residents.

Adam Hartzell, CEO Southpoint Healthcare



	Phase 0	Phase 1	Phase 2
Estimated Dates	Aug 2025 – Dec 2025	Jan 2026 – Jul 2026	Aug 2026 – Dec 2026
Data Sources			
User Capabilities	<div>Look up using Medicaid ID</div> <ul style="list-style-type: none"> View Profile Run & View Reports 	<div>Look up based on Search Terms</div> <ul style="list-style-type: none"> View Search Results View Profile Run & View Reports View Dashboards 	<div>Look up based on Search Terms</div> <ul style="list-style-type: none"> View Search Results View Profile Run & View Reports View Dashboards
Reporting	<div>System Usage Reports</div>	<div>Utilization & Trending Reports</div> <div>Dashboards</div>	<div>Expanded Reporting & Dashboards</div>

Impact



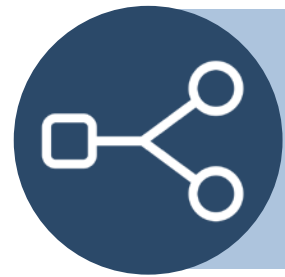
Human-Centered

Vulnerable individuals in community engage in more **sustainable, fulfilling lives**



Efficiencies

Costs associated with high utilization of crisis safety-net services are **reduced**



Potential for Scale

Model has potential applicability **across North Carolina**



We have an opportunity—and a responsibility—to **bridge the gap** between social care and medicine **in a way that no one else is doing.**

By recognizing the full societal cost of neglect, not just the healthcare cost, we can demonstrate the **undeniable return on investment** in humanistic, compassionate care.

The people who suffer the most—those with histories of trauma and behavioral health challenges—are often met with the least sympathy, but their suffering is real...and expensive. **We must act.**

**Dr. Brian Klausner, Executive Medical Director,
WakeMed Center for Community Health, Innovation and Equity**

Next Steps

Obtain Approval for

- Health Data
- Criminal Justice Data
- Housing Data

Execute Technical Vendor Contracts

- Discovery Phase (short-term contract)
- Multi-Year (Phase 0, 1, 2) Contract





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The dedication and tenacity demonstrated in working through the challenges of this project are truly commendable. Great job staying persistent and pushing forward!

Lorrin Freeman, Wake County District Attorney



Q & A



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