



DEPARTMENT NOTICE

24-017

Published: 02/06/24

Expires: 02/06/27

Journey Home Program

The purpose of this Department Notice is to provide instruction to members on how to use the services of the Journey Home Program. Members are encouraged to mention and provide services to unhoused individuals they encounter.

The Journey Home Program is a program in addition to Homeward Bound and is designed to provide a low barrier, rapid intervention paid relocation service, via bus or train, for individuals with substance use disorders and/or experiencing homelessness that would like to leave San Francisco. The program strives to reconnect individuals with family, friends, or other support networks in their hometown. Journey Home provides eligible participants with free bus or train tickets (within the lower 48 states), a meal stipend, and an overnight stay if the train/bus does not leave the same day. Journey Home can also provide some basic hygiene supplies and a duffel bag for belongings. The program is administered by the Human Services Agency with support from the Department of Homelessness and Supportive Housing.

Program Criteria:

- The person must be experiencing homelessness and/or substance abuse disorder, living in San Francisco.
- Not on parole or probation limiting them to San Francisco.
- Able to provide informed consent and travel safely.
- Voluntarily agree to participate.
- Connection to destination city (an individual must demonstrate an association with their destination city, including prior residence or family/friends currently located there – Journey Home Program will confirm).
- Pets limited to max 1 dog or cat, under 20 lbs.
- Bags/belongings limited to a single backpack (plus purse) and a single duffel bag.

Referral to Journey Home:

If a member locates an individual interested in relocation services and meets the listed criteria, members should contact the Journey Home Referral Hotline:

1. **Journey Home Referral Line (669) 265-9373**
Monday – Friday 8 a.m. - 5 p.m.
2. During non-business hours, an individual is interested in the Journey Home Program:
 - a. Provide general information about the program.
 - b. Provide the individual with the number to contact Journey Home the next business day. Members may also call the next business day and refer an individual.
3. If a member is unable to contact a member from the Journey Home program. Please contact the SFPD liaison, Lieutenant Feliks Gasanyan at **(415) 589-1550**.


WILLIAM SCOTT
Chief of Police

Per DN 23-152, all sworn & non-sworn Members shall electronically acknowledge this Department document in PowerDMS within (30) thirty calendar days of issuance. Members whose duties are relevant to this document shall be held responsible for compliance. Any questions regarding this policy should be sent to sfpd.writendirectives@sfgov.org, who will provide additional information.

Safety with Respect



Journey Home Program

Offered by the Human Services Agency in partnership with the Department of Homelessness and Supportive Housing in support of the CCSF DMACC.

The Journey Home Program is designed to provide a low barrier, rapid intervention paid relocation service via bus or train for people with substance use disorder and/or experiencing homelessness that would like to leave San Francisco. The program strives to reconnect individuals with family, friends, or other support networks in their hometown.

Journey Home provides eligible participants with free bus or train tickets (within the lower 48 states) and a meal stipend. Overnight lodging (shelter or hotel) can also be arranged if the participant's train/bus does not leave the same day. The program can also provide some basic hygiene supplies, covid tests, naran, clothing and a duffel bag for belongings.

Program Criteria

The individual must:

- Be experiencing homelessness and/or substance use disorder, and currently staying in San Francisco.
- Not be on parole or probation limiting them to San Francisco.
- Provide informed consent and demonstrate that they can travel safely.
- Voluntarily agree to participate.
- Have a connection to destination city (individuals need to demonstrate their relation to the destination city, including prior residence or family/friends located there)
- Limit pets to a single dog or cat, under 15 lbs. Pet may have to travel in a crate.
- Limit bags to a single backpack (plus purse) and a single duffel bag.

Making a Referral

Journey Home Referral Line (669) 265-9373

Hours of Service: Monday – Friday 8 a.m. - 5 p.m., No holiday service.

Program Referral: Anyone can make a referral. If you encounter an individual interested in relocation services, contact the Journey Home Referral Line and share the following information with staff:

- Referral entity information: Program, staff name, phone number
- Where the individual is currently located: program office, street, shelter, etc.
- Basic details about the individual: Name, DOB, desired destination city.

The client will be briefly interviewed over the phone to collect additional information. A safety and wellbeing assessment will be conducted to determine eligibility.

Self-Referral: If you encounter an individual that is not yet ready to travel or after-hours, provide general information about the program and either: a) share the referral line number with the individual for future self-referral, or b) collect the individual's contact information and share with the Journey Home staff.