

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, narcan, 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 the 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 individuals contact information and share with the Journey Home staff.