



DEPARTMENT NOTICE

24-177

Published: 11/13/24

Expires: 11/13/27

Journey Home Program

(Supersedes DN 24-017)

The purpose of this Department Notice is to provide instruction to members on how to use the services of the Journey Home Program. Journey Home is a program in addition to Homeward Bound to assist individuals who wish to return home. Members are encouraged to mention and provide services to unhoused individuals they encounter.

The Journey Home Program 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 (HSH). HSH provided a handout, translated as required by the Language Access Ordinance, providing information on Journey Home and a contact number that can be offered, as appropriate, during officer's law enforcement or other duties. Translated Journey Home Program handouts are included in this Department Notice.

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.writtendirectives@sfgov.org who will provide additional information.



Are you homeless
in San Francisco
and would like
to return to your
support system
in another city?

**We can help
get you home.**

To get started,
contact the City
and County of San
Francisco's **Journey
Home Program** at

(669) 265-9373

Monday - Friday:

8am - 5pm

JourneyHome@sfgov.org

We can provide:

- Travel by bus or train
- Food and basic travel supplies



¿Se encuentra
sin hogar en
San Francisco
y le gustaría
regresar a su
sistema de apoyo
en otra ciudad?

**Le podemos ayudar
a llegar a su hogar.**

Para comenzar,
comuníquese con el
**programa Viaje a
Casa (Journey Home)**
de la ciudad y el
condado de San
Francisco llamando al

(669) 265-9373

de lunes a viernes

de 8:00am a 5:00pm

JourneyHome@sfgov.org

**Le podemos
proporcionar:**

- transporte en autobús o tren
- alimentos y suministros de viaje básicos



Quý vị là người
vô gia cư ở San
Francisco và
muốn quay lại
hệ thống hỗ trợ
của mình ở một
thành phố khác?
**Chúng tôi có thể
giúp đưa quý vị
về nhà.**

Để bắt đầu, hãy liên
hệ với **Chương Trình
Hành Trình Về Nhà
(Journey Home)** của
Thành Phố và Quận
San Francisco tại

(669) 265-9373
Thứ hai- thứ Sáu
8am - 5pm
JourneyHome@sfgov.org

**Chúng tôi có thể
cung cấp:**

- Di chuyển bằng xe
buýt hoặc tàu hỏa
- Thực phẩm và đồ
dùng du lịch cơ bản



У вас нет
постоянного места
жительства в
Сан-Франциско
и вы хотите
вернуться к
своей системе
поддержки в
другом городе?
**Мы можем
помочь вам
вернуться домой.**

Чтобы получить
помощь, обратитесь в
**программу «Дорога
домой» (Journey Home)**
города и округа Сан-
Франциско по телефону

(669) 265-9373
с понедельника
по пятницу
с 8:00 до 17:00
JourneyHome@sfgov.org

**Мы можем
предоставить:**

- проезд на автобусе
или поезде;
- продукты питания
и основные
принадлежности в
дорогу.



Ikaw ba ay walang tirahan sa San Fransisco at gustong bumalik sa sistema ng suporta mo sa ibang lungsod?

Matutulungan namin kayo na makauwi.

Para makapagsimula, kontakin ang **Programang Paglalakbay Pauwi (Journey Home)** ng Lungsod at Lalawigan ng San Francisco sa

(669) 265-9373

Lunes - Biyernes

8am - 5pm

JourneyHome@sfgov.org

Makakapaghatid kami ng:

- Paglalakbay sa pama-magitan ng bus or tren
- Pagkain at pangunahing mga kinakailangan sa paglalakbay



您是否在舊金山無家可歸，且想回到另一個城市的支持系統？
我們可以協助您回家。

若要開始返鄉，請聯絡舊金山市郡的「**回家之旅**」(Journey Home) 計劃：

(669) 265-9373

週一至週五

上午8時至下午5時

JourneyHome@sfgov.org

我們可以提供：

- 搭乘巴士或火車的旅程
- 食品和基本旅行用品