



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING



SAN FRANCISCO
HUMAN SERVICES AGENCY

To: Homelessness Oversight Commission,
Human Services Commission

From: Shireen McSpadden, Executive Director
Department of Homelessness and Supportive Housing

Date: October 1, 2025

Re: Annual Homeward Bound Report, FY 2024-25

In accordance with [Ordinance 069-24](#), this memo provides an annual report of relocation services provided by the Department of Homelessness and Supportive Housing (HSH) and the Human Services Agency (HSA).

The following programs are included in this report:

- **Problem-Solving's Relocation Assistance (HSH):** Supports people experiencing homelessness (including people about to lose their housing) with income up to 50% of the area median income. Launched in July 2022 by HSH as a successor to the longstanding Homeward Bound program.
- **Journey Home (HSA & HSH):** Originally offered by HSA and HSH as part of the Drug Market Agency Coordination Center (DMACC) for unhoused people and people with substance use disorders. This program started in September 2023, and as of May 2025 is administered solely by HSH.
- **CAAP Relocation Services (HSA):** Provided travel assistance to new applicants and existing clients in County Adult Assistance Program or CAAP, which is the City's general assistance program that serves indigent adults. This service was integrated into Journey Home in November 2024.

As of May 2025, all the City's Relocation Assistance programs that reconnect people experiencing homelessness or people at risk of homelessness with loved ones back home are operated by HSH. In Fall 2025, HSH will be building out the Journey Home Program by contracting with a non-profit provider to administer this program. Expanded services include but not are not limited to:

- 24/7 access to relocation support citywide;
- Case management including connection to destination city, transportation, accompaniment and retention;
- Well-being assessment to evaluate medical, mental and mobility needs prior to travel;
- Safe pet travel support; and
- Expanded outreach, coordination and training with CBOs, City agencies and County departments.

Table 1. FY 2024-25 Metrics

Metric	Total
1) Total Households Served	430
a. Problem Solving	197
b. Journey Home ¹	230
a. HSA	a. 189
b. HSH	b. 41
c. CAAP Relocation Services ²	3
2) Living Situation Status (prior to travel)	
a. Unsheltered	215
b. Residing in shelter	115
c. Residing in Permanent Supportive Housing	0
d. At risk of homelessness	40
e. Not captured ³	60
3) Total Cost of Travel Services	\$187,328
a. Average cost per individual	\$454
4) Total Substance Use Services Referrals	15
5) Housing Status of Completed 90-day Follow-Ups	
a. Housed	61
b. Other location or unknown	29
c. Unreachable or declined to be surveyed	99

¹ Journey Home program transitioned to HSH in May 2025. Data included in this report reflects data collected by HSA from July 1, 2024, through April 30, 2025, and data collected by HSH from May 1, 2025, through June 30, 2025.

² CAAP Relocation Services was incorporated into Journey Home in November 2025. Data included in this report reflects data collected by HSA from July 1, 2024, through November 30, 2024.

³ HSA began tracking living situation status for Journey Home referrals in September 2024.

6) Total uses of two-year waiver⁴	19
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CC:

Trent Rhorer, Executive Director, Human Services Agency

Bridget Badasow, Homelessness Oversight Commission Secretary

Elizabeth LaBarre, Human Service Commission Secretary

Emily Cohen, Deputy Director, HSH

Dylan Schneider, Manager of Legislative Affairs, HSH

Rod Finetti, Principal Analyst, HSA

Daniel Kaplan, HSA

⁴ Individuals are prohibited from utilizing relocation services again within a two-year period. Departments have discretion to waive this on a case-by-case basis to prevent homelessness.