



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

As an important part of HSH Problem Solving program, Homeward Bound reunifies individuals experiencing homelessness with family and friends. Having a network of support is not only critical to ending homelessness, but is needed as our community and nation deals with this public health crisis.

HSH leadership has made the difficult decision to temporarily suspend travel services until further notice. Many factors contributed to this decision including decrease in bus routes, safety concerns for clients traveling and shifting work priorities to other emerging needs due to the COVID-19 crisis.

In the interim, **Homeward Bound will continue to accept referrals, but we are making modifications to our referral process.** Below is the step-by-step process on how to make a referral to Homeward Bound:

Ask the following question: Do you have a family member or friend that would be able and willing to provide you with stable housing and support that resides in another city or state within the US?

If the answer is yes, explain that Homeward Bound is a program designed to reunify by means of a one-way bus ticket.

If the individual/household is interested in the program, **please obtain verbal consent that the client is willing to share referral information with Homeward Bound. Then work with the individual to fill out the form.** [Please click here to open the form.](#)

The form includes collecting the following fields:

Check box to confirm client gives verbal consent
Client name
Client date of birth
Client's contact information
How many people are traveling together?
Have you used the program before?
City and state of destination
Contact name (destination contact)
Contact relationship to client
Do you have contact phone number?

P. O. BOX 427400
SAN FRANCISCO, CA 94142-7400
415.252.3232
<http://hsh.sfgov.org>



Contact phone number

Person making referral information

Note section

It is important to submit the form **as complete as possible** with attention to the contact information of the person/organization making the referral.

Homeward Bound staff will promptly follow up with each referral submitted to confirm receipt and respond with questions needed to obtain further information necessary for client travel.

Homeward Bound staff will work on the necessary approvals so that when travel is reinstated, we can expedite the process and individuals and families can be reunified.

Thank you for your patience during this transition. If there are any questions or concerns in regards to completing the form, please reach out to Homeward Bound Supervisor directly at: carissa.bess@sfgov.org.

Best Regards,

Carissa Bess
Homeward Bound Supervisor