



MEMORANDUM

**To:** Human Services Commission  
Homelessness Oversight Commission

**Through:** Trent Rhorer, Executive Director, Human Services Agency

**From:** Rod Finetti, Principal Planning Analyst, Human Services Agency

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

**Date:** September 30, 2024

**Subject:** Annual Homeward Bound Report, FY 2023-24

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

- **Journey Home:** Offered by HSA and HSH as part of the Drug Market Agency Coordination Center (DMAACC) for unhoused people and people with substance use disorders. This program started in September 2023.
- **CAAP Relocation Services (HSA):** Provides 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 launched in April 2023 to expand on HSH's relocation services.
- **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 as a successor to the longstanding Homeward Bound program.

Please note, four metrics are unavailable for the FY 2023-24 reporting year due to lack of data. This ordinance passed only a few months prior to the end of the fiscal year, and data systems did not contain all necessary elements to produce these metrics. HSA and HSH have updated data tracking systems and anticipate all metrics will be available in the FY 2024-25 report.



**Table 1. FY 2023-24 Metrics.**

<b>Metric</b>	<b>Total</b>
<b>1) Total number of individuals served</b>	422
a. Served by HSA	76*
b. Served by HSH	346
<b>2) Housing status at departure</b>	^
a. Unsheltered/unhoused	^
b. Residing in shelter	^
c. Formerly homeless and residing in Permanent Supportive Housing	^
d. At risk of homelessness	^
<b>3) Total cost of travel services for all programs#</b>	\$180,882
a. Average cost per individual	\$429
<b>4) Housing retention at 90 days after travel</b>	^
<b>5) Total referrals to SUD treatment or sobering center</b>	^
<b>6) Total uses of two-year waiver~</b>	^

\* Includes CAAP Relocation Services and Journey Home.

^ Data unavailable for FY 2023-24. Following passage of this ordinance in April 2024, HSA and HSH updated data tracking and anticipate all data will be available for FY 2024-25 reporting.

# Includes direct, non-staff costs: bus and train tickets, food allowance, and supplies across all programs, as well as gas cards (HSH only).

~ 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.