



Housing and Homeless Division

MUNI Token Policy for Single Adult Shelters, Family Shelters and Resource Centers

Updated: January 2015

The Housing and Homeless program provides MUNI tokens to single adult and family shelter clients for transportation to medical, substance abuse treatment, mental health service, and permanent housing appointments, job-search appointments, job interviews, for family shelter program services, and to travel to outlying shelters. The outlying shelters which qualify for token allocations are limited to travel to and from Bayview-Hunter's Point, the Mission District and Interfaith Shelter locations. **Clients may be required to provide verification when requesting tokens for these reasons.**

Clients requesting tokens to travel to shelters are eligible for two token allocations per day: one token per client at the shelter reservation site for travel to the shelter, and one token per client at the shelter site for the return trip. A shelter reservation site may provide clients with Providence Shelter reservations two tokens to cover travel both to and from that shelter.

- Tokens provided by shelter reservation sites are limited to covering travel to shelter reservations. Tokens provided to shelters and those purchased with HSA funds according to contract budgets may be used for any of the stated reasons above.
- Clients traveling to medical appointments, permanent housing appointments, substance abuse treatment, job-search appointments, job interviews and mental health services may request to receive one token allocation per day at the shelter site. Each allocation will consist of two tokens per client.
- Seniors (60 and over) qualify for an allocation of two tokens per day for any and all transportation-related purposes.
- One MUNI token per client must also be provided by the shelter to clients who are issued an immediate denial of services after 5:00 pm.

Clients, who receive free fast passes or financial assistance for purchasing fast passes as a benefit of public assistance, are **not eligible** to receive tokens. Agencies and programs that provide public assistance benefits include CalWorks, Child Protective Services (CPS), Personal Assisted Employment Services (PAES) and the SF Unified School District. Clients are encouraged to obtain rides from the Mobile Assistance Patrol (MAP) or other transportation providers if available. Please note that all token requests are subject to limitations based on token availability at a particular site.

**Token Distribution:** In order for a shelter or reservation station to replenish their supply of tokens, a Token Distribution Log must be completed and returned to HSA. All tokens must be accounted for in the Token Distribution Log. The log tracks token use per client, specifying the reason for each token request. The log also indicates when each allocation of tokens was received and when tokens run out. Providers that fail to track and account for their tokens may be required to reimburse HSA for the cost of the tokens in question. Token Distribution Logs must also be kept for tokens purchased with HSA contract funds.

For additional questions regarding MUNI token distribution by the HSA, please contact the following HSA staff:

Adult Emergency Shelters System: Cathy Perdue, 415-557-6486, [cathy.perdue@sfgov.org](mailto:cathy.perdue@sfgov.org)  
Family Emergency Shelters System: Jemari Foulis, 415-557-6304, [jemari.foulis@sfgov.org](mailto:jemari.foulis@sfgov.org)