



CHAIR CAROL MCCANN
VICE CHAIR BARRY ROSS
COMMISSIONER SHEENA INNOCENTE
COMMISSIONER LISA JESSUP
COMMISSIONER ALAN MCAULEY
COMMISSIONER MADELINE MORRISON

Wednesday, July 16, 2025, 10:00 AM
COUNCIL CHAMBER
6650 Beach Boulevard
Buena Park, CA 90621

NAVIGATION CENTER OVERSIGHT COMMISSION AGENDA

1. GENERAL

- 1.A. CALL TO ORDER
- 1.B. ROLL CALL
- 1.C. PLEDGE OF ALLEGIANCE

2. ORAL COMMUNICATIONS

2.A. Oral Communications

This is the portion of the meeting set aside to invite public comments regarding any matter within the jurisdiction of the Commission. Public comments are limited to no more than three minutes each. If comments relate to a specific agenda item, those comments will be taken following the staff report for that item and prior to the Commission vote. Those wishing to speak are asked to add your information at the digital public kiosk located at the entrance of the Council Chamber.

3. APPROVAL OF MINUTES

- 3.A. Approval of Minutes - April 16, 2025

4. UPDATES

- 4.A. City - News and Recent Happenings
- 4.B. Navigation Center/Mercy House - Recent Happenings
- 4.C. Homeless Outreach/Public Safety Update

5. DISCUSSION AND ACTION ITEMS

- 5.A. Service Award Presented to Commissioner Sheena Innocente
- 5.B. Report on California Interagency Council on Homelessness
- 5.C. Report on Placement into Permanent Supportive Housing
- 5.D. Sub-Committee to Study Inclement Weather Shelters
- 5.E. 2025 Navigation Center Audit Update
- 5.F. Status of Pro-Housing Designation

6. INFORMATIONAL ITEMS

6.A. Navigation Center Monthly Report - March 2025 - May 2025

7. COMMISSION COMMENTS, FUTURE AGENDA ITEMS, ATTENDANCE REPORT

7.A. REPORTS

8. ANNOUNCEMENTS

8.A. Next City Council Meeting: Tuesday, July 22, 2025 at 5:00 p.m.

8.B. Next Regular Commission Meeting: Wednesday, October 15, 2025 at 10:00 a.m.

9. ADJOURNMENT

9.A. Adjournment

This agenda contains a brief general description of each item to be considered. Supporting documents are available for review and copying at Community Services Department or at www.buenapark.com. Supplementary materials distributed to the Commission less than 72 hours before the meeting are posted to the City's website at www.buenapark.com and copies are available for public inspection beginning the next regular business day in the Community Services Office. This governing body is prohibited from discussing or taking action on any item which is not included in this agenda; however, may ask clarifying questions, ask staff to follow-up, or provide other direction. The order of business as it appears on this agenda may be modified by the governing body.

In compliance with the Americans with Disabilities Act, if you need accommodations to participate in this meeting, contact the Community Services Department at (714) 562-3860 or the California Relay Service at 711. Notification at least 48 hours prior to the meeting will enable the City to make arrangements to assure accessibility.

If you would like to participate in any matter of business on the agenda and would like translation in Chinese, Korean, Spanish, Tagalog, or Vietnamese, please contact the **Community Services Department at (714) 562-3860 48-hours prior to the meeting**. Residents requiring translation during Oral Communications are encouraged to bring interpreters.

시의회 목록에 있는 정식 안건에 대해 의견을 발표하고 싶으신 경우, 중국어, 한국어, 스페인어, 타갈로에 대한 통역사가 필요하시면 시미팅 48시간전 시서기 오피스로 (714-562-3860) 연락하시면 됩니다. 정식안건이 아닌 주민 발언시간에 발표하실 경우, 본인의 통역사를 직접 모시고 오시면 감사하겠습니다.

Si le gustaría participar en audiencia pública o cualquier asunto de negocios programado en la agenda y necesita traducción en chino, coreano, español, tagalo o vietnamita, comuníquese con la Oficina del Secretario de la Ciudad, 48 horas antes de la reunión al (714) 562-3860. Para participar en los comentarios públicos sobre cualquier otro asunto dentro de la jurisdicción del ayuntamiento, se les recomienda que traiga un intérprete.

I, Ariana Chavez, Senior Administrative Assistant, City of Buena Park, do hereby certify, under penalty of perjury under the laws of the State of California that a full and correct copy of this agenda was posted pursuant to Government Code Section 54950 et. seq., at Buena Park City Hall, 6650 Beach Blvd., and uploaded to the City of Buena Park website www.buenapark.com.

Ariana Chavez
Senior Administrative Assistant
Community Services Department

Date Posted: July 10, 2025



Navigation Center Oversight Commission Agenda Report

A. Approval of Minutes - April 16, 2025

Meeting	Agenda Group
Wednesday, July 16, 2025, 10:00 AM	APPROVAL OF MINUTES Item: 3A.
Prepared By	Department Head Approval
Ariana Chavez, Senior Administrative Assistant	Jim Box, Director of Community Services
Presented By	
Ariana Chavez, Senior Administrative Assistant	

Approve of the minutes from the April 16, 2025 meeting.

Attachments

[2025 04 16 NAVIGATION COMMISSION.pdf](#)

CITY OF BUENA PARK
NAVIGATION CENTER OVERSIGHT COMMISSION
April 16, 2025

1. GENERAL

- a. CALL TO ORDER:** Chair McCann called the Navigation Center Oversight Commission Meeting to order at 10:00 a.m., in the Council Chamber, 6650 Beach Boulevard, Buena Park, California.

b. ROLL CALL:

Present: Innocente, McAuley, McCann, Morrison, Ross

Absent: Jessup

Also Present: Jim Box, Director of Community Services

Ariana Chavez, Senior Administrative Assistant

Rosemary Nielsen, Homeless Outreach Supervisor

Analisa Marquez, Homeless Outreach Coordinator

Saul Contreras, Senior Office Assistant

Timothy Huynh, Chief Program Officer Mercy House

Officer Bourne, Homeless Liaison Officer

Officer Davis, Homeless Liaison Officer

- c. PLEDGE OF ALLEGIANCE:** Led by Chair McCann

2. ORAL COMMUNICATIONS: None.

3. APPROVAL OF MINUTES January 15, 2025:

***M/S/P – Commissioner McAuley motioned to approve the minutes from January 15, 2025. Commissioner Innocente seconded the motion. All in favor, motion passed.

4. DIRECTOR AND CITY STAFF REPORTS:

a. City - News and Recent Happenings

Jim Box, Director of Community Services, informed the Commission on the Military Banner program and invited Commissioners to the Spring Eggstravaganza, Love Buena Park, and Memorial Day Remembrance event. Ariana Chavez, Senior Administrative Assistant, informed the Commission on Acacia Quilt Guild's interest in providing quilts for guest at the Navigation Center.

b. Navigation Center/Mercy House - Recent Happenings

Timothy Huynh, Chief Program Officer, informed the Commission on bed capacity and availability at the Navigation Center and updated the Commission on new exit data along with negative and positive exits and current trends on residents being exited from the shelter. Timothy Huynh, Chief Program Officer, informed the Commission on services and programs offered at the Navigation Center and on the women's restroom renovation project. John Weber, Mercy House Shelter Manager, provided statistical information from March and April to the Commission and updated the Commission on a family reunification and other individual success stories. Timothy Huynh, Chief Program Officer, clarified the numbers on bed availability and the number of people on the waitlist along with the issues that arise when moving a person from the waitlist and into the Navigation Center.

c. Homeless Outreach/Public Safety Update

Analisa Marquez, Homeless Outreach Coordinator, updated the Commission on statistics for the months of January through March which included staffing update, hotline calls, shelter placements, linkages, and an update on the waitlist. Analisa Marquez, Homeless Outreach Coordinator, informed the Commission on motel vouchers and the ongoing issues on Knott Ave and Lincoln Ave and the flood gates around the City. Officer Davis, Homeless Liaison Officer, informed the Commission on the areas of issues which includes the railroad tracks near the Navigation Center.

5. DISCUSSION AND ACTION ITEMS:

a. Selection of New Vice Chair

Ariana Chavez, Senior Administrative Assistant, informed the Commission on the elections and brought forward the selection of a new Vice Chair. Commissioner Innocente nominated Commissioner Barry Ross for Vice Chair. Commissioner Morrison seconded the motion. Vote for a new Vice Chair passed 5-0.

b. Update on Ad Hoc Committee Addressing Homelessness

Rosemary Nielsen, Homeless Outreach Supervisor, updated the Commission on the discussions that took place at the ad hoc committee meetings and the recommendations from City Council when the Community Services and Economic Development Department presented the ad hoc committee's findings at the January 28, 2025 council meeting.

c. Presentation on 2025 Navigation Center Commission Audit

Chair McCann informed the Commission on the Annual Commission audit and informed commissioners on the overall details and dates regarding the audit including that the audit team can consists of no more than three commissioners.

6. INFORMATIONAL ITEMS

- a. Navigation Center Monthly Report – November 2024 – February 2025.

7. COMMISSION COMMENTS, FUTURE AGENDA ITEMS, ATENDANCE

- a. Commissioner Morrison commented to staff that students and families have special status and rights and recommended to inform her if they come across a family that is experiencing homelessness. Commissioner McAuley commented on the annual audit check list and requested an updated commissioner binder. Commissioner McAuley commented on visiting Seongbuk-gu Seoul in South Korea as part of a council delegation. Vice Chair Ross commented for staff to look into and agendize in future meetings parts of the California Interagency Council on Homelessness action plan for 2025-2027 and select 3 goals to focus on such as annual percentage of homelessness to shelter, percentage of people experiencing homelessness moving into permanent housing, and low to very low housing permits allocated on an annual basis. Vice Chair Ross commented to staff to study and look into on where the Navigation Center receives its funding. Chair McCann commented on the current vacancy seats for the Navigation Center Oversight Commission.

- b. Attendance Report

8. ANNOUNCEMENTS:

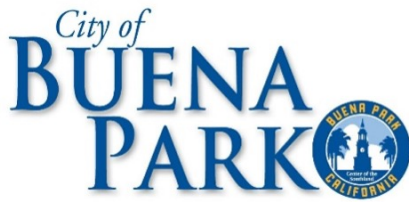
- a. Next City Council Meeting: Tuesday, April 22, 2025 at 5:00 p.m.
- b. Next Regular Commission Meeting: Wednesday, July 16, 2025 at 10:00 a.m.

9. ADJOURNMENT: There being no further business, Chair McCann declared the meeting adjourned at 11:42 a.m.

ATTEST:

Ariana Chavez, Senior Administrative Assistant

Chair, Carol McCann



July 16, 2025
DISCUSSION AND ACTION ITEMS
Item No. 5A.

**Navigation Center Oversight Commission
Agenda Report**

SERVICE AWARD PRESENTED TO COMMISSIONER SHEENA INNOCENTE

PREPARED BY	PRESENTED BY
Jim Box, Director of Community Services	Jim Box, Director of Community Services
DEPARTMENT HEAD APPROVAL	CITY MANAGER APPROVAL
Jim Box, Director of Community Services	Aaron France, City Manager

The City of Buena Park and Navigation Center Oversight Commission presents Commissioner Sheena Innocente with a service award.



**Navigation Center Oversight Commission
Agenda Report**

REPORT ON CALIFORNIA INTERAGENCY COUNCIL ON HOMELESSNESS

PREPARED BY	PRESENTED BY
Rosemary Nielsen, Community Services Supervisor	Rosemary Nielsen, Community Services Supervisor
DEPARTMENT HEAD APPROVAL	CITY MANAGER APPROVAL
Jim Box, Director of Community Services	Aaron France, City Manager

RECOMMENDED ACTION

RECEIVE AND FILE

DISCUSSION

As requested by Vice Chair, Barry Ross, at the April 16, 2025 Commission Meeting. A Report on the California Interagency Council on Homelessness (Cal ICH) Action Plan. Vice Chair Ross requested an analysis of the Cal ICH Action Plan for 2015-2027 Statewide, an estimated 42% of people experiencing unsheltered homelessness move into a sheltered setting annually. The state goal outlined by Cal ICH is to reach at least 70% transition into shelter. Specifically, Vice Chair Ross asked for statistics on the population experiencing homelessness in Buena Park, including:

- The number of individuals followed by the Buena Park Outreach Team and Homeless Liaison Officers (HLOs)
- The percentage of those individuals who ultimately enter a shelter
- Establishment of Goals for Buena Park

Findings:

- The Buena Park Outreach Team and Homeless Liaison Officers (HLOs) provide ongoing case management and support services to 50 regularly known unhoused individuals within the city.
- As of the January 2024 Point-in-Time (PIT) Count, there were an estimated 186 unsheltered individuals in the City of Buena Park.
- During the FY 2024-2025, a total of 195 duplicated individuals were placed into shelter, representing 105% of the unsheltered population.
 - This outcome exceeds the current statewide average (42%) and exceeds the state's target goal (70%).

Conclusion

The Cal ICH Action Plan sets an ambitious yet necessary goal of transitioning at least 70% of unsheltered individuals into sheltered settings statewide by 2027. Buena Park's current efforts demonstrate strong alignment with this goal and, in fact, exceed both the statewide average and the targeted benchmark. As of FY 2024-2025:

- 195 duplicated individuals were placed into shelter, which accounts for 105% of the 186 unsheltered individuals in the most recent Point-in-Time (PIT) Count.

- The Buena Park Outreach Team and Homeless Liaison Officers (HLOs) are providing on going support to 50 known individuals, reinforcing the importance of sustained case management and community-based engagement.

These outcomes highlight the effectiveness of Buena Park's outreach and shelter placement strategies and underscore the city's capacity to serve as a model for local implementation of the Cal ICH Action Plan.

Recommendations

- Maintain and Strengthen Outreach and Case Management:
 - Continue support for the Outreach Team and (HLOs), ensuring stable staffing and training.
 - Expand their capacity to engage with more individuals beyond the 50 currently followed.
- Enhance Data Tracking and Reporting:
 - Enhance data collect systems to better track both shelter placements and measure long-term outcomes.
 - Improve tracking of transitions from shelter to permanent housing.
- Set formal Goals for Buena Park Aligned with State Targets:
 - Establish a local target to transition at least 90% of known unsheltered individuals into shelter annually, reflecting a leadership stance above the state goal.
 - Define metrics for housing retention, not just initial shelter placement.
- Collaborate with Regional and State Partners:
 - Share Buena Park's successful practices with other jurisdictions.
 - Seek additional funding or technical support from Cal ICH to scale up effective programs.
- Address Upstream Drivers of Homelessness:
 - Invest in affordable housing initiatives, mental health services, and employment programs to reduce inflow into homelessness.



**Navigation Center Oversight Commission
Agenda Report**

REPORT ON PLACEMENT INTO PERMANENT SUPPORTIVE HOUSING

PREPARED BY	PRESENTED BY
Rosemary Nielsen, Community Services Supervisor	Rosemary Nielsen, Community Services Supervisor
DEPARTMENT HEAD APPROVAL	CITY MANAGER APPROVAL
Jim Box, Director of Community Services	Aaron France, City Manager

RECOMMENDED ACTION

Receive and File.

DISCUSSION

At the request of Vice Chair Ross analysis of statewide placement into Permanent Supportive Housing VS The Buena Park Navigation Center.

Statewide Overview

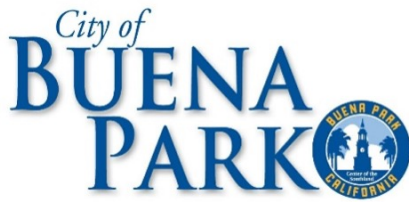
- 18% of individuals experiencing homelessness across California were successfully placed into Permanent Supportive Housing (PSH).
- The State of California has set a target of 60% PSH placement for individuals experiencing homelessness.

City of Buena Park Performance

- The Buena Park Outreach Team placed 6 individuals directly from street homelessness into PSH during FY 2024-2025.
 - This represents a 5.2% PSH placement rate, which is below both the statewide average (18%) and the state goal (60%).
- The Buena Park Navigation Center placed a total of 63 individuals into housing, including:
 - Permanent Supportive Housing (PSH)
 - Rapid Re-Housing (RRH)

Key Takeaways/Conclusion

- While the Navigation Center achieved notable success in transitioning 63 individuals into housing, specific PSH placements through outreach efforts remain below desired benchmarks.
- The current PSH placement rate via street outreach highlights the ongoing challenges in securing long-term housing options for high-needs individuals.
- Continued investment in supportive housing resources and coordinated entry strategies will be critical in aligning local efforts with state goals.



**Navigation Center Oversight Commission
Agenda Report**

SUB-COMMITTEE TO STUDY INCLEMENT WEATHER SHELTERS

PREPARED BY	PRESENTED BY
Rosemary Nielsen, Community Services Supervisor	Rosemary Nielsen, Community Services Supervisor
DEPARTMENT HEAD APPROVAL	CITY MANAGER APPROVAL
Jim Box, Director of Community Services	Aaron France, City Manager

RECOMMENDED ACTION

Receive and file.

DISCUSSION

At the request of Vice Chair Ross, the creation of a sub-committee to study the feasibility of an Inclement Weather Shelter. The Vice Chair is concerned that if there is no plan in place by the fall, we will have another year with no options for the unhoused individuals during inclement weather.

Background

The Creation of the Cold Weather Shelter Program

In 2018, a more formal approach to cold weather shelters was initiated, with Orange County allocating funds to open emergency shelters in response to severe winter conditions. The goal was to provide shelter options on nights when the temperature dropped below 32°F or when significant rainfall occurred.

The Cold Weather Shelter Program (CWSP) was officially established to provide emergency shelter for people experiencing homelessness during winter. This was seen as a necessary step, but concerns remained about the capacity of the system to provide consistent and sufficient shelter on any given night. The shelters operated primarily in churches, community centers, and vacant buildings across the county, although there were still issues of limited capacity and accessibility.

Ongoing Struggles and Gaps in Services

Even with improvements, the system still faced issues. Many of these cold weather shelters were temporary and didn't always have the resources to handle the full demand. Additionally, logistical challenges, such as transporting homeless individuals to shelters, ensuring adequate staffing, and coordinating with local law enforcement, remained problematic. While emergency shelters provided critical relief, there were still significant gaps in permanent housing solutions and services.

- Last year, the County issued a Request for Proposal for a cold weather shelter and there were no applicants, so there were no programs.
- Costa Mesa issued motel vouchers on inclement weather days to the most vulnerable.

Conclusion

The Cold Weather Shelter Program (CWSP), formally initiated in 2018 by Orange County, was a critical step toward protecting unsheltered individuals during extreme winter weather. However, despite past efforts, gaps in service remain significant. The program has historically struggled with:

- Insufficient capacity, even during severe weather.
- Logistical challenges, including transportation, staffing, and shelter availability.
- A lack of sustained, consistent shelter options during cold and rainy months.

Most notably, during the most recent season, no cold weather shelters operated because the County's Request for Proposal (RFP) received no applicants, resulting in another year with no countywide inclement weather sheltering plan. While cities like Costa Mesa took limited steps-such as issuing motel vouchers- this response lacked scalability and sustainability.

Recommendations

1. Establish a Sub-Committee on Inclement Weather Shelter Feasibility
 - Form a time-limited sub-committee under the Commission to assess the feasibility of opening a temporary shelter for the 2025-2026 cold weather season.
 - Include representation from city staff, law enforcement, service providers, faith-based groups, and individuals with lived experience.
2. Identify Viable Shelter Locations
 - Evaluate city-owned facilities, churches, or vacant buildings that could be quickly converted for temporary use.
 - Prioritize locations that are accessible and near areas with a concentration of unhoused individuals.
3. Assess and Plan for Operational Logistics
 - Study staffing needs, transportation, security, and volunteer coordination.
 - Engage nonprofit partners or agencies with shelter management experience to discuss possible short-term contracts or collaborations.
4. Explore Funding Options
 - Seek funding from County emergency shelter allocations, City reserve funds, or State homelessness grants.
5. Develop a Clear Protocol for Activation
 - Create a standardized weather-based activation plan (e.g., below 40°F or forecasted rainfall of 0.25" or more).
 - Align activation protocols with National Weather Service alerts to ensure timely response.
6. Document and Report Findings by Fall 2025
 - Set a clear deadline for the sub-committee to deliver recommendations to the Commission no later than October 1, 2025, to allow time for implementation before winter.



**Navigation Center Oversight Commission
Agenda Report**

2025 NAVIGATION CENTER AUDIT UPDATE

PREPARED BY	PRESENTED BY
Jim Box, Director of Community Services	Jim Box, Director of Community Services
DEPARTMENT HEAD APPROVAL	CITY MANAGER APPROVAL
Jim Box, Director of Community Services	Aaron France, City Manager

DISCUSSION

On May 14, 2025, the annual commission audit for the Buena Park Navigation Center was conducted to evaluate its operations and effectiveness in serving the community. The audit team comprised Chair Carol McCann, Vice Chair Barry Ross, Commissioner Madeline Morrison, alongside officers from the BPPD Community Impact Team, and the Buena Park Homeless Outreach Team.

Audit Activities:

Site and Operations Inspection: The audit commenced with a thorough inspection of the facility and its grounds. The team examined the physical conditions, safety measures, and overall environment provided to the program participants.

Documentation Review: A comprehensive review of operational documents and records was undertaken to assess compliance with regulatory requirements, financial accountability, and programmatic effectiveness.

Interviews Conducted: Interviews were conducted with key personnel to gain insights into various aspects of the Navigation Center.

Housing Navigators provided perspectives on client needs and service delivery. The Program Manager offered insights into operational strategies and challenges. Site Leads discussed facility management and coordination. Security guards shared observations on safety protocols and incidents. Program participants provided valuable feedback on their experiences and the support received.

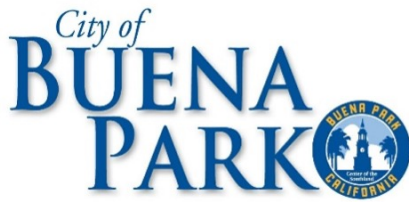
Debrief with Mercy House Management: Following the site inspection and interviews, a debrief session was held with Mercy House Management. This session included a Q&A segment where observations and preliminary findings were discussed. Recommendations were also gathered to improve service delivery and operational efficiency.

Findings and Observations: The audit yielded several key findings and observations.

Client Feedback: Insights from program participants underscored the importance of personalized support and the need for continued engagement.

Presentation of Findings: Chair Carol McCann will present the audit findings to the commission. The presentation will provide a summary of observations, key findings, and actionable recommendations aimed at enhancing the Navigation Center's impact and efficiency.

Next Steps: The Commission will review and discuss the audit findings, considering recommendations for potential improvements or changes. Follow-up actions will be determined based on the audit results, focusing on enhancing service delivery, addressing operational gaps, and ensuring the Navigation Center continues to meet the needs of its clients effectively.



**Navigation Center Oversight Commission
Agenda Report**

STATUS OF PRO-HOUSING DESIGNATION

PREPARED BY	PRESENTED BY
Rosemary Nielsen, Community Services Supervisor	Rosemary Nielsen, Community Services Supervisor
DEPARTMENT HEAD APPROVAL	
Jim Box, Director of Community Services	

RECOMMENDED ACTION

Receive and file.

DISCUSSION

History of Pro-Housing Designation Program

In response to California's housing crisis and a shortage of affordable and available housing across income levels, the State Legislature and Governor began introducing stronger housing accountability measures in the late 2010's. As part of this broader effort, the Pro-Housing Designation Program was established under AB 101 (2019).

- AB 101 was part of the 2019 California State Budget trailer bill package and directed the Department of Housing and Community Development (HCD) to develop a framework to incentivize local governments to adopt policies that promote housing development.
- The Pro-Housing Designation Program was created to recognize cities and counties that are actively removing barriers to housing production and are committed to long-term housing growth strategies.

Steps Taken

At the October 18, 2023 commission meeting, the Commission established an Ad-Hoc Committee dedicated to addressing homelessness. This committee comprises Navigation Center Commissioners, City Staff, and community residents with lived experience. Since its formation, the committee has convened twice to discuss and develop strategies to combat homelessness within the Buena Park Community.

At the City Council Meeting on June 24, 2024 the City Council unanimously approved the General Plan Amendment, Zoning Text Amendment and Environmental Impact Report. This will begin implementation of 10 of the City's 18 Housing Element Programs that will cover most (if not all) of the requirements for the city to move forward with obtaining the Pro-Housing Designation from the state. City staff and our consultant have been working on these amendments for over 2 years.

Update Commission on Background of Pro-Housing Designation

On January 28, 2025, the Community Services Department and Community Development Department jointly presented the Navigation Center Oversight Ad-Hoc Committee's report to City Council. In response, Council Members expressed a strong interest in gaining a deeper understanding of the feasibility and potential impact of recommendations.

Since the City Council meeting, the Community Development Department has reviewed the process for obtaining a Pro-Housing Designation from the State Department of Housing and Community Development. The Pro-Housing Designation program acknowledges and supports cities that go above-and-beyond state housing laws to help accelerate housing production. Cities that obtain the Pro-Housing Designation may receive priority processing or additional points when applying for funding programs.

Conclusion

The Pro-Housing Designation reflects California's strategic push to partner with cities and counties that are proactively addressing housing shortages. It provides both recognition and funding advantages to jurisdictions that commit to bold, forward-thinking housing policies and can demonstrate concrete actions to increase supply, affordability, and accessibility.



Navigation Center Oversight Commission Agenda Report

A. Navigation Center Monthly Report - March 2025 - May 2025

Meeting	Agenda Group
Wednesday, July 16, 2025, 10:00 AM	INFORMATIONAL ITEMS Item: 6A.
Prepared By	Department Head Approval
Ariana Chavez, Senior Administrative Assistant	Jim Box, Director of Community Services
Presented By	
Ariana Chavez, Senior Administrative Assistant	

Navigation Center Monthly Report - March 2025 - May 2025

Attachments

[Buena Park Monthly Report -March 2025.pdf](#)

[March 2025 - BPNC Supplemental Report.pdf](#)

[Buena Park Monthly Report -April 2025.pdf](#)

[April 2025 - BPNC Supplemental Report.pdf](#)

[Buena Park Monthly Report -May 2025.pdf](#)

[May 2025 - BPNC Supplemental Report.pdf](#)

Buena Park Navigation Center

Monthly Report March 2025



Report Contact:
Timothy Huynh, Chief Program Officer
Email: timothyh@mercyhouse.net
Phone: (714) 836-7188 Ext: 132

MERCY  **HOUSE**



Report Summary

Number's Served:

By the end of March 2025, the shelter has served 404 unduplicated clients, 44 of which enrolled during the month.

To date, 48 shelter recipients have positively exited the program: 33 to permanent housing destination as a result of the program and 15 to a temporary housing destination.

	Monthly	Year To Date	FY 2023-2024	2020-Present
Individuals Served (unduplicated)	189	404	479	1,064
Individuals Discharged	42	312	343	921
Number of Intakes	44	324	366	1,064

Intake Questionnaire:

1. Referring Agency into the Buena Park Navigation Center:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Anaheim	0	0	1	27
Brea	1	14	17	41
Buena Park	16	204	247	424
Cypress	2	11	6	26
Fullerton	11	68	73	162
La Habra	3	33	32	64
La Palma	0	3	3	18
Los Alamitos	0	0	0	3
Orange	4	87	68	158
Placentia	1	11	5	31
Stanton	6	24	25	81
Villa Park	0	0	0	0
Yorba Linda	0	4	1	3
Orange County-outside the NSPA	0	0	1	15

Other County in California	0	0	0	3
Outside the State of California	0	0	0	0
Outside the United States	0	0	0	0
Client Refused	0	0	1	1

2. Length of time the participant has been homeless:

	Monthly	Year To Date	FY 2023-2024	2020-Present
0 – 11 months	15	176	218	94
1 – 2 Years	10	105	117	175
3 – 4 Years	9	59	76	240
5 – 6 Years	3	55	51	189
7 – 8 Years	4	21	29	119
9 – 10 Years	2	11	17	84
11+ Years	1	32	46	157

3. City participant lived in prior to becoming homeless:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Anaheim	7	41	52	33
Brea	1	7	9	45
Buena Park	12	127	147	436
Cypress	3	11	8	143
Fullerton	7	59	47	3
La Habra	2	29	26	64
La Palma	0	0	3	20
Los Alamitos	0	0	1	6
Orange	4	47	30	125

Placentia	2	13	8	30
Stanton	3	18	14	3
Villa Park	0	0	20	87
Yorba Linda	0	4	4	1
Orange County- outside the NSPA	0	39	44	0
Other County in California	2	45	52	0
Outside the State of California	1	14	20	0
Outside the United States	0	4	3	0
Client Refused*	0	1	2	0

4. Type of setting participant lived in before becoming homeless:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Homeowner	5	31	32	N/A
Renting	17	206	189	N/A
Living with Family	15	127	118	N/A
Living with Friends	4	40	32	N/A
Mobile Home	1	5	4	N/A
Foster Home	0	2	3	N/A
Hotel	0	11	11	N/A
Incarcerated	1	8	10	N/A
Hospital	0	0	0	N/A
Substance Abuse Treatment Facility or Detox Center	0	2	2	N/A
Other	1	27	16	N/A

*Mercy House began collecting data set in FY23-24, data presented is for enrollments that entered the program beginning July 2023.
Prior historical data is not available.

5. City participant has lived in most of their lives (Ages 5-18 years old)

	Monthly	Year To Date	FY 2023-2024	2020-Present
Anaheim	7	32	33	N/A
Brea	0	1	3	N/A
Buena Park	2	53	50	N/A
Cypress	0	4	3	N/A
Fullerton	2	30	34	N/A
La Habra	0	20	17	N/A
La Palma	1	21	1	N/A
Los Alamitos	1	1	2	N/A
Orange	0	2	16	N/A
Placentia	0	26	6	N/A
Stanton	0	8	4	N/A
Villa Park	1	8	0	N/A
Yorba Linda	1	1	5	N/A
Orange County- outside the NSPA	0	6	44	N/A
Other County in California	4	56	109	N/A
Outside the State of California	13	103	86	N/A
Outside the United States	8	83	0	N/A
Client Prefers not to answer	4	13	2	N/A

*Mercy House began collecting data set in FY23-24, data presented is for enrollments that entered the program beginning July 2023.
Prior historical data is not available.

6. City where participant attended high school:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Anaheim	9	26	37	N/A
Brea	0	1	3	N/A
Buena Park	4	37	32	N/A
Cypress	1	4	6	N/A
Fullerton	3	37	32	N/A
La Habra	1	16	14	N/A
La Palma	0	3	2	N/A
Los Alamitos	1	3	3	N/A
Orange	0	19	13	N/A
Placentia	0	7	8	N/A
Stanton	0	3	1	N/A
Villa Park	1	6	1	N/A
Yorba Linda	0	4	4	N/A
Orange County- outside the NSPA	3	72	52	N/A
Other County in California	7	108	110	N/A
Outside the State of California	5	79	99	N/A
Outside the United States	3	18	0	N/A
Client Prefers not to Answer	3	16	8	N/A

*Mercy House began collecting data set in FY23-24, data presented is for enrollments that entered the program beginning July 2023.
Prior historical data is not available.

Coordinated Entry System Statistics:

Community Queue: List of clients who have submitted their documents and are waiting to be matched to a housing opportunity.

	Monthly
Number of Active Clients on Community Queue	123
Percent of Active Clients on Community Queue	85%
Number of Active Clients Matched to a Housing Opportunity	10
Percent of Active Clients Matched to a Housing Opportunity	7%

Program Exits:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Positive Exits (Housing, reunification, rehab facility)	8	48	60	191
Negative Exits (Streets, jail, prison)	15	112	21	136
Unknown Exits (Unknown, deceased)	19	152	281	579

Destination Detail of Exits:

Benchmark: 30% of clients who exit to known destination will exit to permanent housing.

Progress towards benchmark: 21% of clients who have exited to a known destination have exited to permanent housing.

1. Positive Exits from the Buena Park Navigation Center:

	Monthly 8	Year To Date 48	FY 2023- 2024	2020-Present 191
Received Permanent Housing with housing subsidy	2	7	11	32
Received Permanent Housing with no ongoing subsidy	2	11	12	21
Received Permanent Housing with Housing Voucher (tenant or project base)	2	6	8	34
Received Permanent Housing with Rapid Re-housing	1	3	0	7
Permanent Housing with Family or Friends	1	3	7	28

Received Permanent Housing in long-term care facility or nursing home	0	3	5	15
Received Permanent Housing in a Public housing Unit	0	0	1	3
Received Temporary Housing with Family or Friends	0	1	8	23
Received Temporary Housing in Transitional Housing	0	3	1	10
Received Temporary Housing in hotel or motel paid by voucher	0	1	0	18
Received Temporary Housing in Residential Project, Halfway House, or Foster Care	0	1	0	1
Received Temporary Housing at Hospital or Psychiatric Facility	0	7	1	7
Received Temporary Housing at Substance Abuse Treatment Facility or Detox Center	0	2	2	6

2. Negative Exits from the Buena Park Navigation Center:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Released from program for behavioral issues:	13	97	7	N/A*
Returned to homelessness by choosing to leave Navigation Center:	2	13	20	N/A*
Placed in jail, prison, or juvenile detention facility	0	2	2	8
Unknown location- client choose not disclose information	5	16	9	62
Unknown location- no exit interview was completed	14	135	272	526
Deceased:	0	1	0	2

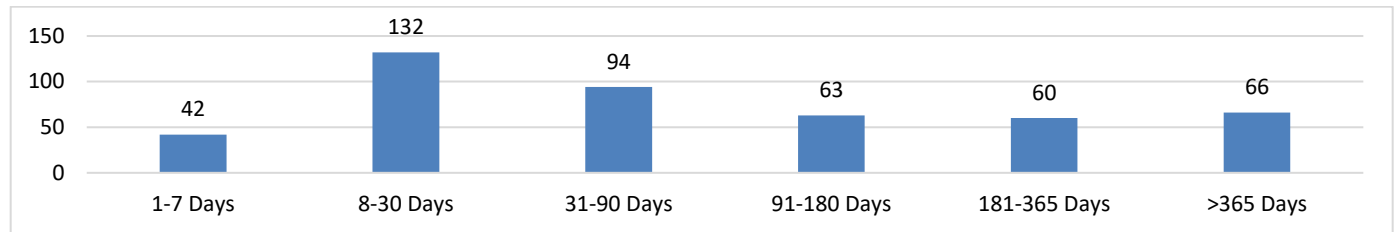
*Mercy House began collecting data set in FY23-24, data presented is for exits from the program beginning July 2023.
Prior historical data is not available for all data sets.

Length of Stay (Year to Date):

Benchmark: National Average for shelter stays is 151 days.

Progress toward benchmark: Shelter average is 161 days for the year.

The average length of stay for a successful housing placement is currently 292 days for the year.



Length of Stay for Successful Exits:

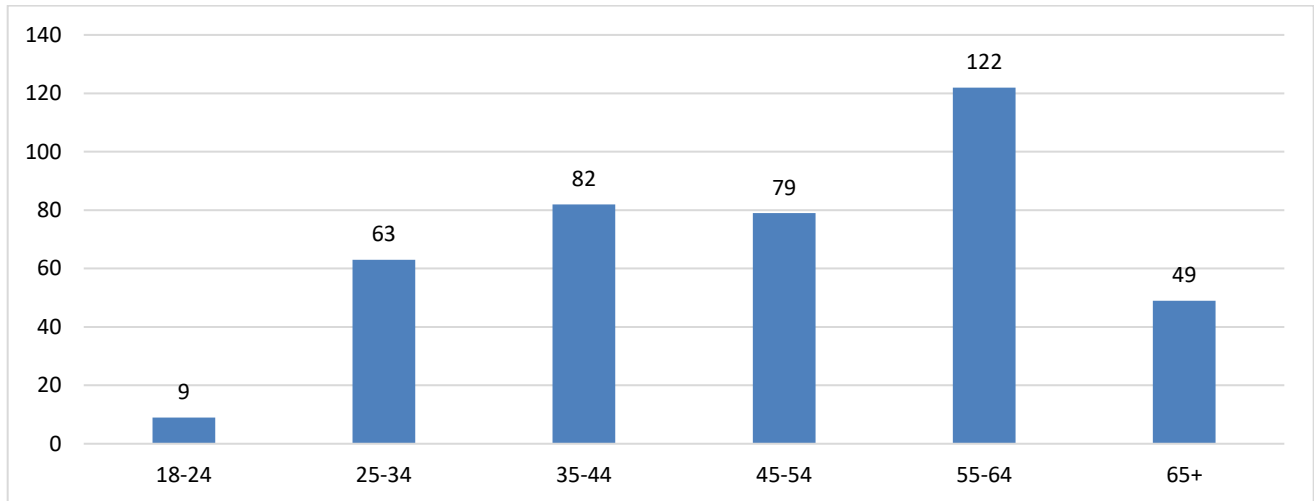
	Monthly	Year To Date	FY 2023-2024	2020-Present
Less than 1 month in Navigation Center	1	6	0	30
1 – 2 months in Navigation Center	1	11	48	33
3 – 6 months in Navigation Center	2	9	30	29
7 – 12 months in Navigation Center	3	10	32	24
Over 1 Year in Navigation Center	1	12	33	38

Length of Stay for Unsuccessful Exits:

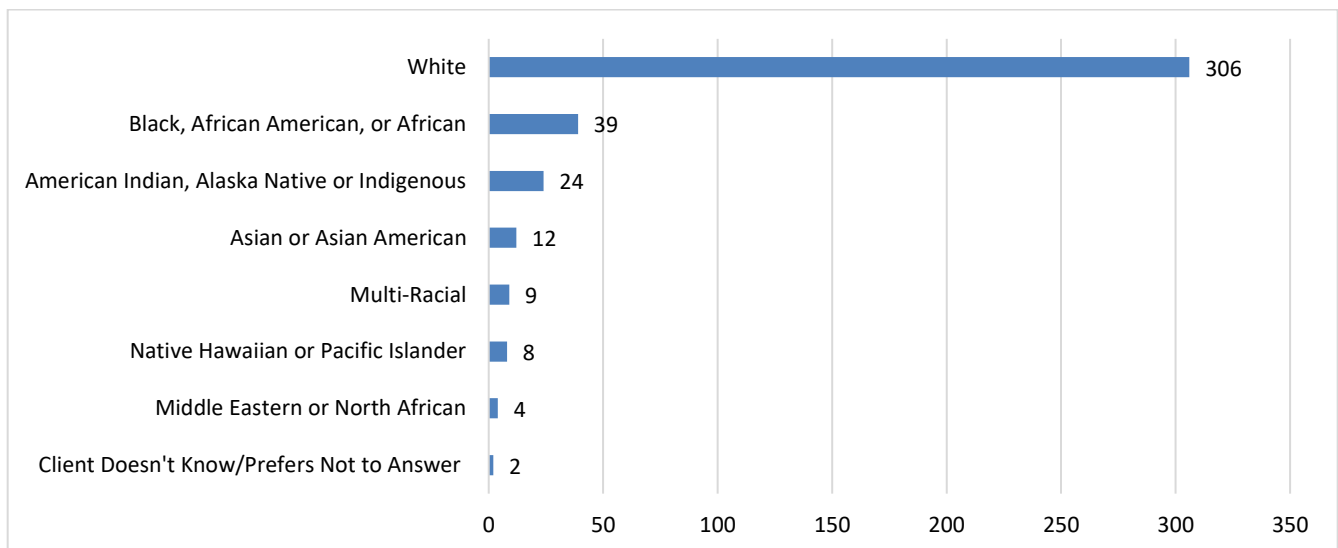
	Monthly	Year To Date	FY 2023-2024	2020-Present
Less than 1 month in Navigation Center	15	135	6	501
1 – 2 months in Navigation Center	10	61	45	496
3 – 6 months in Navigation Center	2	35	19	189
7 – 12 months in Navigation Center	4	17	116	48
Over 1 Year in Navigation Center	3	16	0	24

Client Demographics:

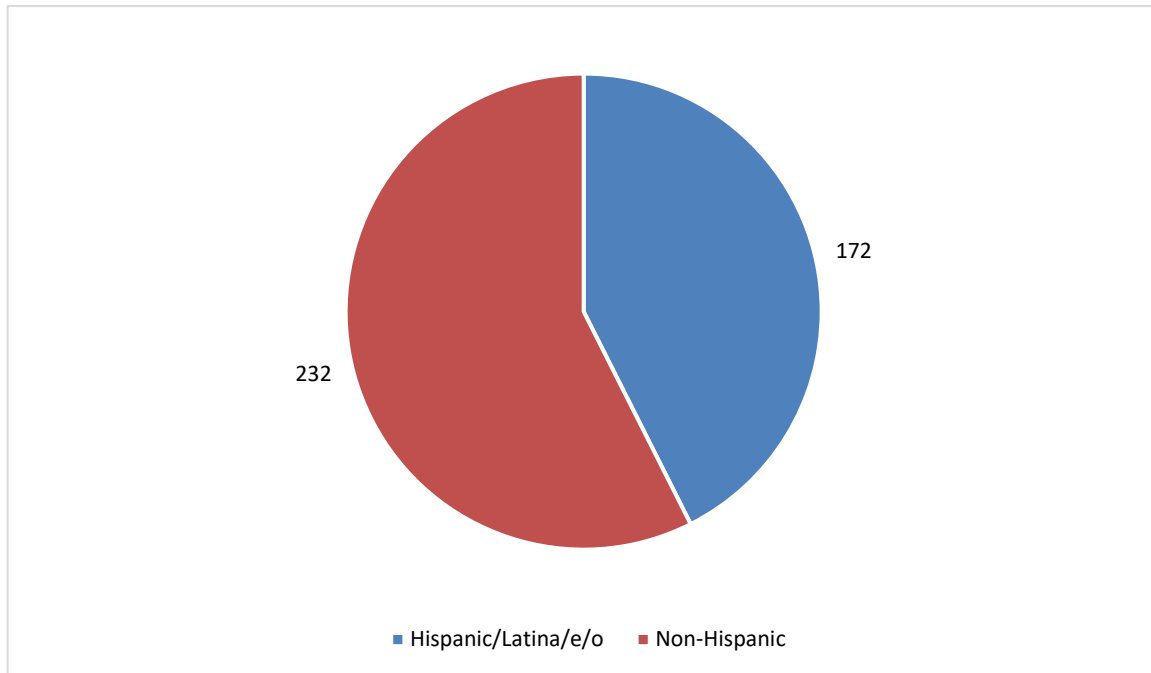
Age



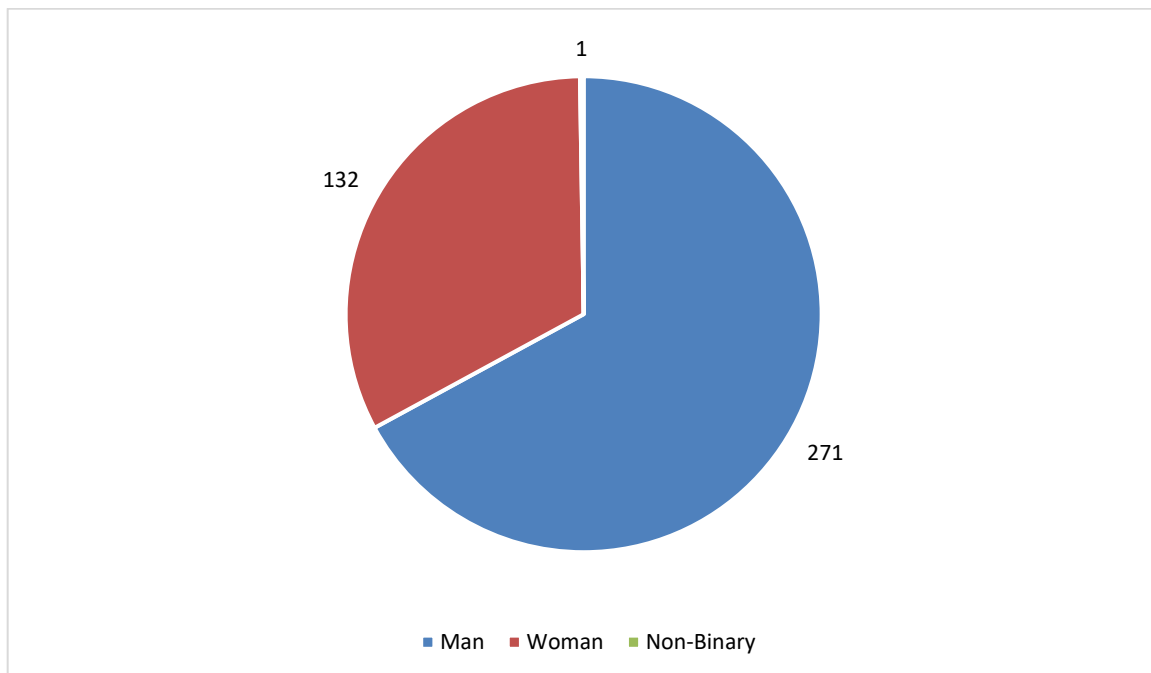
Race



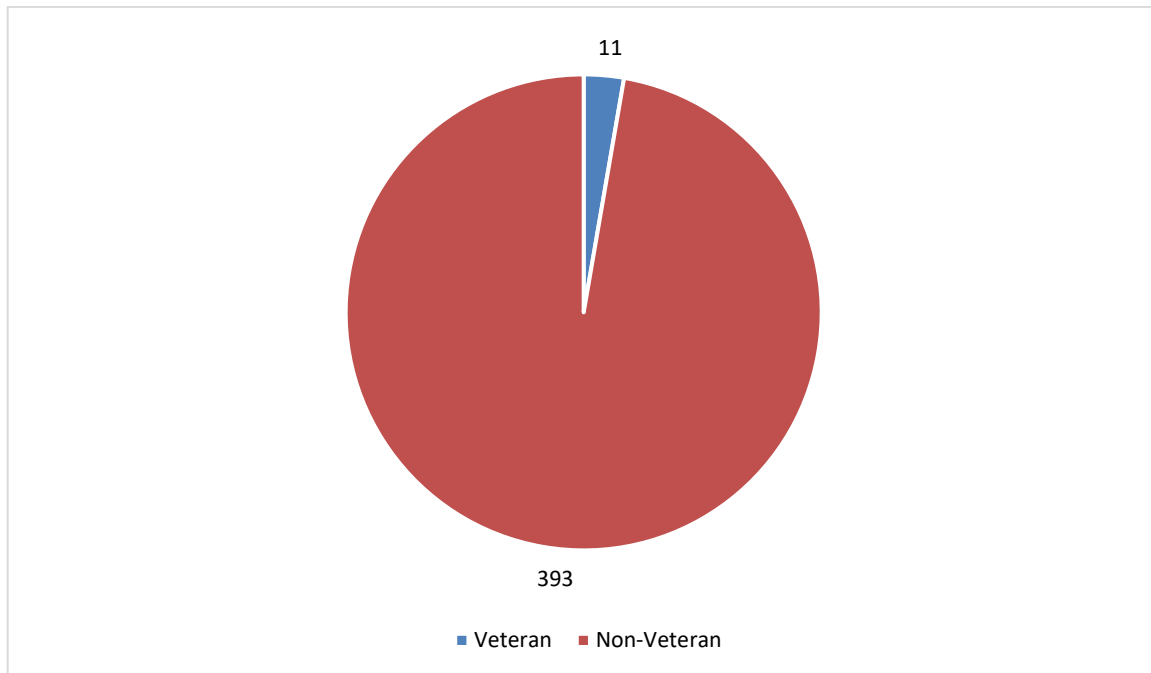
Ethnicity



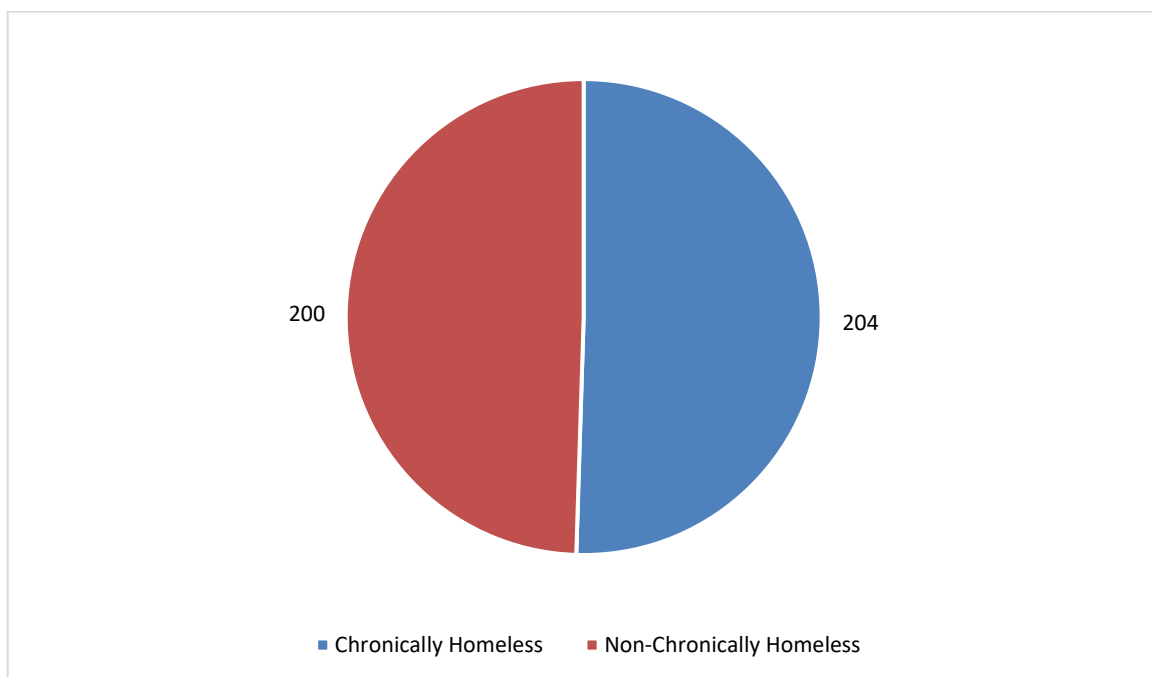
Gender



Veteran



Chronically Homeless



Buena Park Navigation Center Updates:

Housing Placement Updates:

The Mercy House Housing Navigation Team at the Buena Park Navigation Center is working diligently to connect guests with housing. For the month of March 2025, (8) guests exited to permanent housing situations.

Community Engagement and Events:

The Buena Park Navigation Center (BPNC) experienced another successful month of community engagement throughout March, with continued involvement from dedicated volunteers and generous in-kind donors.

BPNC maintained its schedule of monthly, volunteer-led events, which have become a valued part of the shelter's routine. These events not only offer entertainment and creative expression but also help foster a sense of community and connection among shelter residents.

Volunteers:

- Vision Board Night took place on the second Friday of the month.
- Bingo Night was held on the third Friday.
- Movie Night closed out the month on the final Friday.

Donations:

The shelter continued to receive meaningful donations throughout the month to support both daily operations and special events:

- Grace Community Church (Fullerton) began donating daily sandwiches to be served at lunch—a generous commitment they plan to continue indefinitely.
- Eastside Christian Church maintained their ongoing support by providing supplies for the monthly vision board event.
- BPM, a company based in Irvine, delivered hygiene supplies, marking the start of what is expected to be a series of contributions in the coming months.

Health and Safety Update:

The Buena Park Navigation Team continues to monitor participants for signs and symptoms of COVID-19 utilizing a screening tool and temperature checks at least once per day.

Shelter staff practice wiping down high touch surfaces regularly as well as provide masks and hand sanitizers to shelter guests as needed.

Families Health Matters provides Covid -19 testing weekly to all guest on a consistent basis and all guests are highly encouraged to be tested.

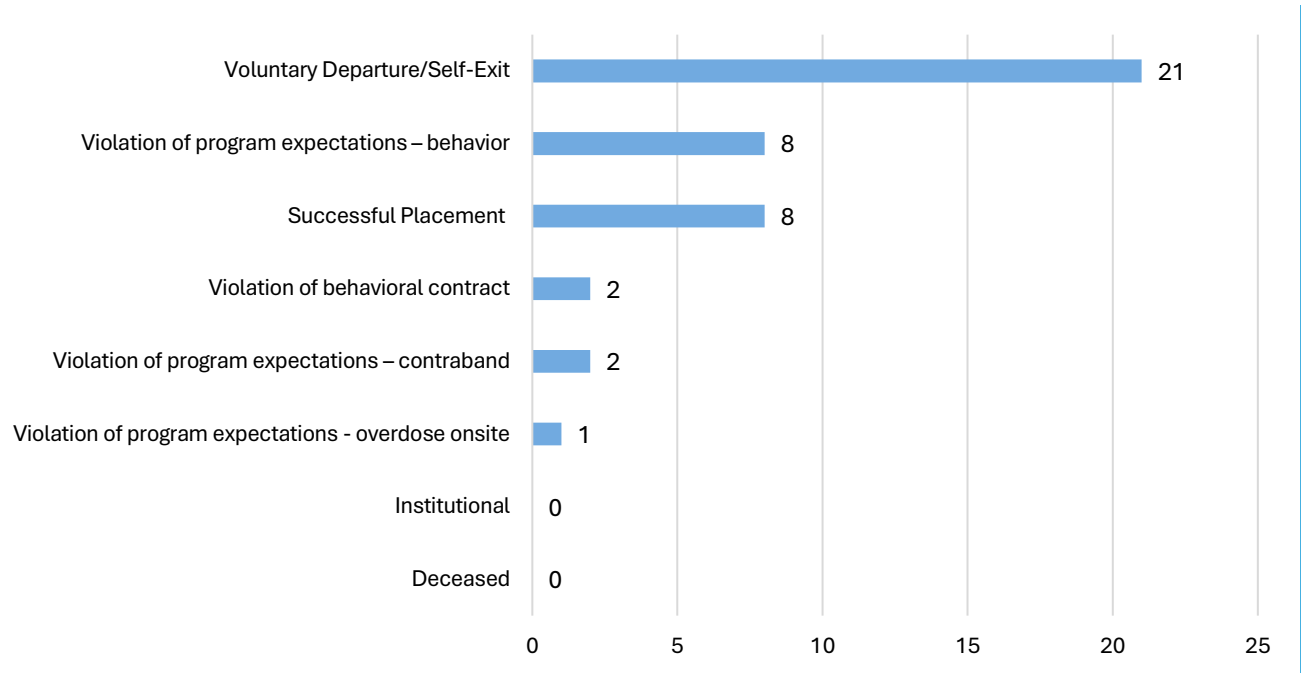
During the month of March 2025, one (1) guest tested positive for COVID-19.

The following organizations/agencies visited the shelter during the month of March 2025:

- O.C Workforce Solutions
- CHIOC Social Services Support
- NeighborWorks O.C Financial Literacy Courses
- Tru Connect
- Free Phone Service
- Social Security Advocacy
- PCP KCS (Korean Community Services)
- Veteran Support
- KCS SUD Program
- Serve the People Vision Clinic
- APAIT HIV Health Screenings
- VOAIA

Buena Park Navigation Center Supplemental Report

Reasons for Exit – 3/1/2025-3/31/2025



Buena Park Navigation Center

Monthly Report April 2025



Report Contact:
Timothy Huynh, Chief Program Officer
Email: timothyh@mercyhouse.net
Phone: (714) 836-7188 Ext: 132

MERCY  **HOUSE**



Report Summary

Number's Served:

By the end of April 2025, the shelter has served 423 unduplicated clients, 32 of which enrolled during the month.

To date, 60 shelter recipients have positively exited the program: 41 to permanent housing destination as a result of the program and 19 to a temporary housing destination.

	Monthly	Year To Date	FY 2023-2024	2020-Present
Individuals Served (unduplicated)	179	423	479	1,238
Individuals Discharged	37	349	343	1,701
Number of Intakes	32	356	366	1,843

Intake Questionnaire:

1. Referring Agency into the Buena Park Navigation Center:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Anaheim	0	0	1	35
Brea	1	15	17	54
Buena Park	8	212	247	799
Cypress	0	11	6	50
Fullerton	8	76	73	271
La Habra	0	33	32	101
La Palma	0	3	3	25
Los Alamitos	0	0	0	5
Orange	8	95	68	284
Placentia	6	17	5	49
Stanton	1	25	25	147
Villa Park	0	0	0	0
Yorba Linda	0	4	1	6
Orange County-outside the NSPA	0	0	1	15

Other County in California	0	0	0	0
Outside the State of California	0	0	0	0
Outside the United States	0	0	0	0
Client Refused	0	0	1	2

2. Length of time the participant has been homeless:

	Monthly	Year To Date	FY 2023-2024	2020-Present
0 – 11 months	12	189	218	651
1 – 2 Years	4	109	117	401
3 – 4 Years	6	65	76	255
5 – 6 Years	6	61	51	213
7 – 8 Years	0	20	29	91
9 – 10 Years	3	14	17	77
11+ Years	1	33	46	155

3. City participant lived in prior to becoming homeless:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Anaheim	1	42	52	186
Brea	2	9	9	33
Buena Park	4	131	147	515
Cypress	0	11	8	49
Fullerton	5	64	47	204
La Habra	2	31	26	89
La Palma	0	0	3	17
Los Alamitos	0	0	1	5
Orange	4	51	30	160

Placentia	3	16	8	47
Stanton	2	20	14	97
Villa Park	0	0	20	0
Yorba Linda	0	4	4	14
Orange County- outside the NSPA	5	44	44	157
Other County in California	2	47	52	177
Outside the State of California	2	16	20	72
Outside the United States	0	4	3	12
Client Refused*	0	1	2	9

4. Type of setting participant lived in before becoming homeless:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Homeowner	2	33	32	58
Renting	17	223	189	394
Living with Family	10	137	118	248
Living with Friends	1	41	32	66
Mobile Home	0	5	4	10
Foster Home	0	2	3	6
Hotel	0	11	11	15
Incarcerated	0	8	10	21
Hospital	0	0	0	0
Substance Abuse Treatment Facility or Detox Center	0	2	2	4
Other	2	29	16	23

*Mercy House began collecting data set in FY23-24, data presented is for enrollments that entered the program beginning July 2023.
Prior historical data is not available.

5. City participant has lived in most of their lives (Ages 5-18 years old)

	Monthly	Year To Date	FY 2023-2024	2020-Present
Anaheim	3	35	33	64
Brea	2	3	3	6
Buena Park	3	56	50	108
Cypress	1	5	3	8
Fullerton	1	31	34	61
La Habra	1	22	17	35
La Palma	0	1	1	2
Los Alamitos	0	2	2	4
Orange	3	29	16	43
Placentia	2	10	6	15
Stanton	0	8	4	11
Villa Park	0	1	0	1
Yorba Linda	1	7	5	10
Orange County- outside the NSPA	5	61	44	101
Other County in California	7	110	109	210
Outside the State of California	0	83	86	154
Outside the United States	3	16	0	16
Client Prefers not to answer	0	11	2	12

*Mercy House began collecting data set in FY23-24, data presented is for enrollments that entered the program beginning July 2023.
Prior historical data is not available.

6. City where participant attended high school:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Anaheim	1	27	37	65
Brea	2	3	3	6
Buena Park	0	37	32	68
Cypress	1	5	6	13
Fullerton	1	38	32	63
La Habra	0	16	14	28
La Palma	0	3	2	5
Los Alamitos	0	3	3	6
Orange	3	22	13	34
Placentia	1	8	8	14
Stanton	1	4	1	4
Villa Park	0	6	0	6
Yorba Linda	0	4	4	7
Orange County- outside the NSPA	6	78	52	121
Other County in California	11	119	110	220
Outside the State of California	0	79	99	158
Outside the United States	3	21	0	21
Client Prefers not to Answer	2	18	8	22

*Mercy House began collecting data set in FY23-24, data presented is for enrollments that entered the program beginning July 2023.
Prior historical data is not available.

Coordinated Entry System Statistics:

Community Queue: List of clients who have submitted their documents and are waiting to be matched to a housing opportunity.

	Monthly
Number of Active Clients on Community Queue	98
Percent of Active Clients on Community Queue	71%
Number of Active Clients Matched to a Housing Opportunity	6
Percent of Active Clients Matched to a Housing Opportunity	4%

Program Exits:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Positive Exits (Housing, reunification, rehab facility)	12	60	60	290
Negative Exits (Streets, jail, prison)	7	118	21	258
Unknown Exits (Unknown, deceased)	18	171	281	1153

Destination Detail of Exits:

Benchmark: 30% of clients who exit to known destination will exit to permanent housing.

Progress towards benchmark: 23% of clients who have exited to a known destination have exited to permanent housing.

1. Positive Exits from the Buena Park Navigation Center:

	Monthly 12	Year To Date 60	FY 2023- 2024	2020-Present 191
Received Permanent Housing with housing subsidy	1	7	11	30
Received Permanent Housing with no ongoing subsidy	1	12	12	34
Received Permanent Housing with Housing Voucher (tenant or project base)	1	7	8	44
Received Permanent Housing with Rapid Re-housing	2	6	0	24
Permanent Housing with Family or Friends	3	6	7	40

Received Permanent Housing in long-term care facility or nursing home	0	3	5	20
Received Permanent Housing in a Public housing Unit	0	0	1	4
Received Temporary Housing with Family or Friends	2	3	8	37
Received Temporary Housing in Transitional Housing	1	4	1	17
Received Temporary Housing in hotel or motel paid by voucher	0	1	0	13
Received Temporary Housing in Residential Project, Halfway House, or Foster Care	0	1	0	2
Received Temporary Housing at Hospital or Psychiatric Facility	1	8	1	15
Received Temporary Housing at Substance Abuse Treatment Facility or Detox Center	0	2	2	10

2. Negative Exits from the Buena Park Navigation Center:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Released from program for behavioral issues:	6	102	2	104
Returned to homelessness by choosing to leave Navigation Center:	0	13	20	207
Placed in jail, prison, or juvenile detention facility	1	3	2	17
Unknown location- client choose not disclose information	4	20	9	137
Unknown location- no exit interview was completed	14	150	272	930
Deceased:	0	1	0	3

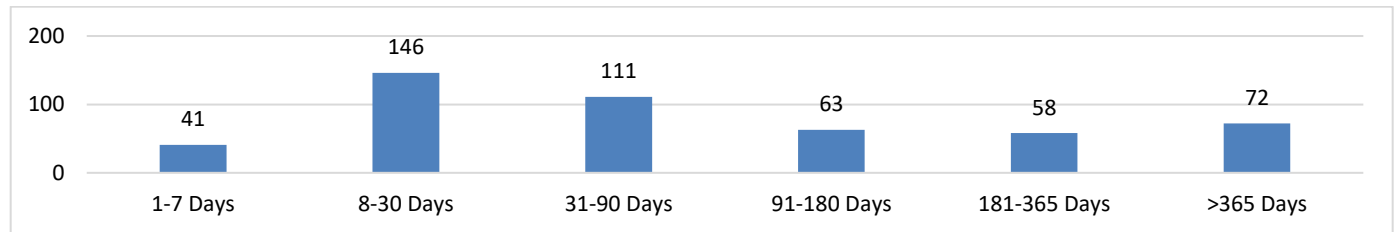
*Mercy House began collecting data set in FY23-24, data presented is for exits from the program beginning July 2023.
Prior historical data is not available for all data sets.

Length of Stay (Year to Date):

Benchmark: National Average for shelter stays is 151 days.

Progress toward benchmark: Shelter average is 159 days for the year.

The average length of stay for a successful housing placement is currently 274 days for the year.



Length of Stay for Successful Exits:

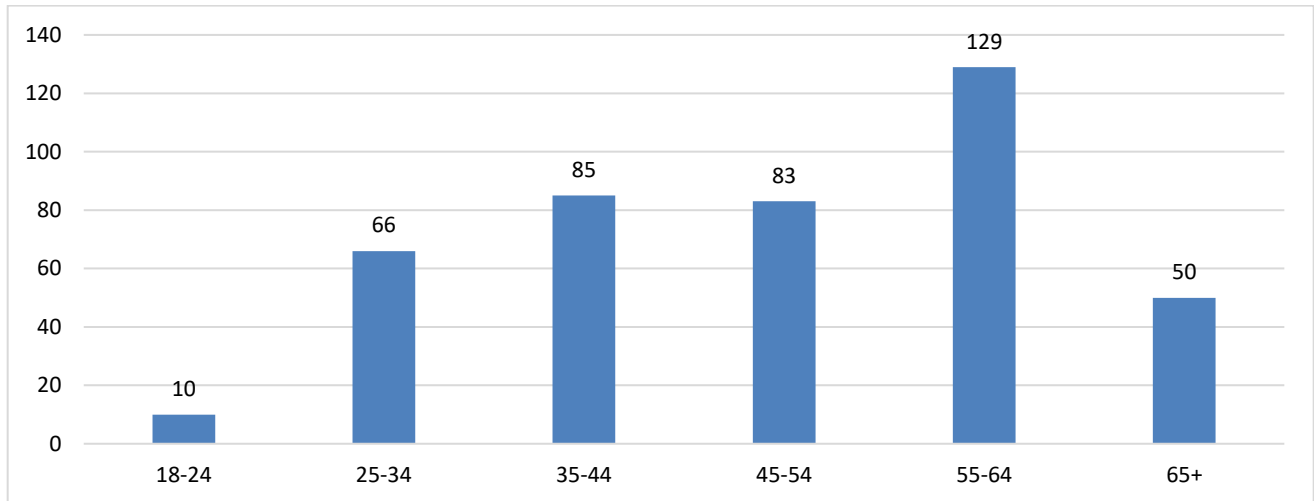
	Monthly	Year To Date	FY 2023-2024	2020-Present
Less than 1 month in Navigation Center	3	9	0	58
1 – 2 months in Navigation Center	1	12	48	63
3 – 6 months in Navigation Center	6	15	30	55
7 – 12 months in Navigation Center	0	10	32	47
Over 1 Year in Navigation Center	2	14	33	67

Length of Stay for Unsuccessful Exits:

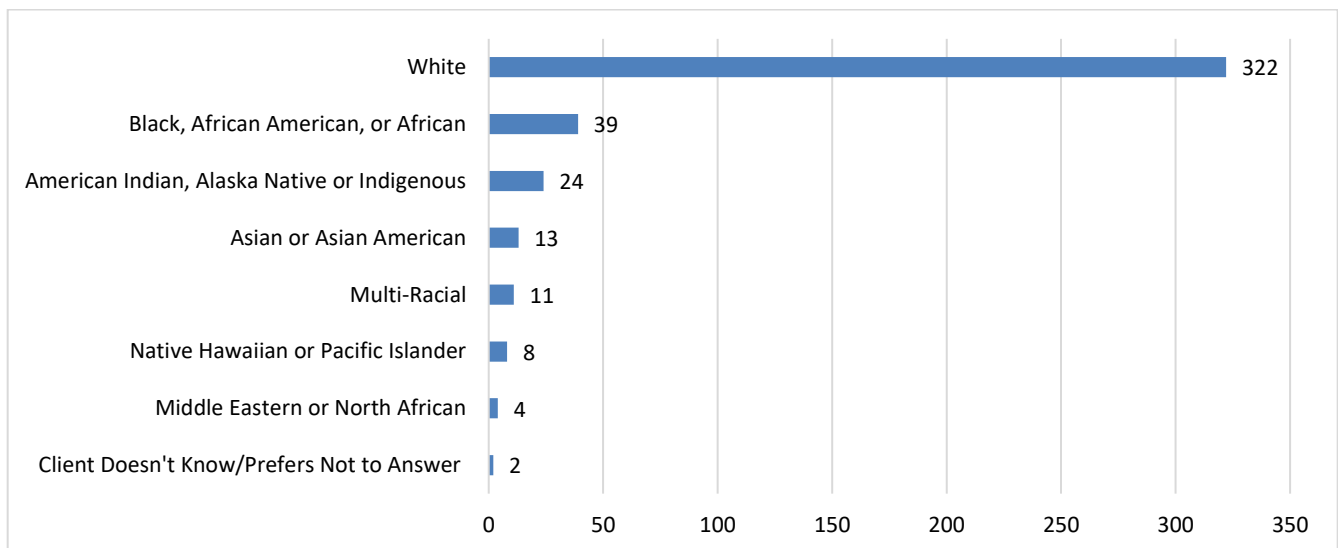
	Monthly	Year To Date	FY 2023-2024	2020-Present
Less than 1 month in Navigation Center	14	149	6	685
1 – 2 months in Navigation Center	7	68	45	399
3 – 6 months in Navigation Center	3	38	19	207
7 – 12 months in Navigation Center	1	18	116	74
Over 1 Year in Navigation Center	0	16	0	46

Client Demographics:

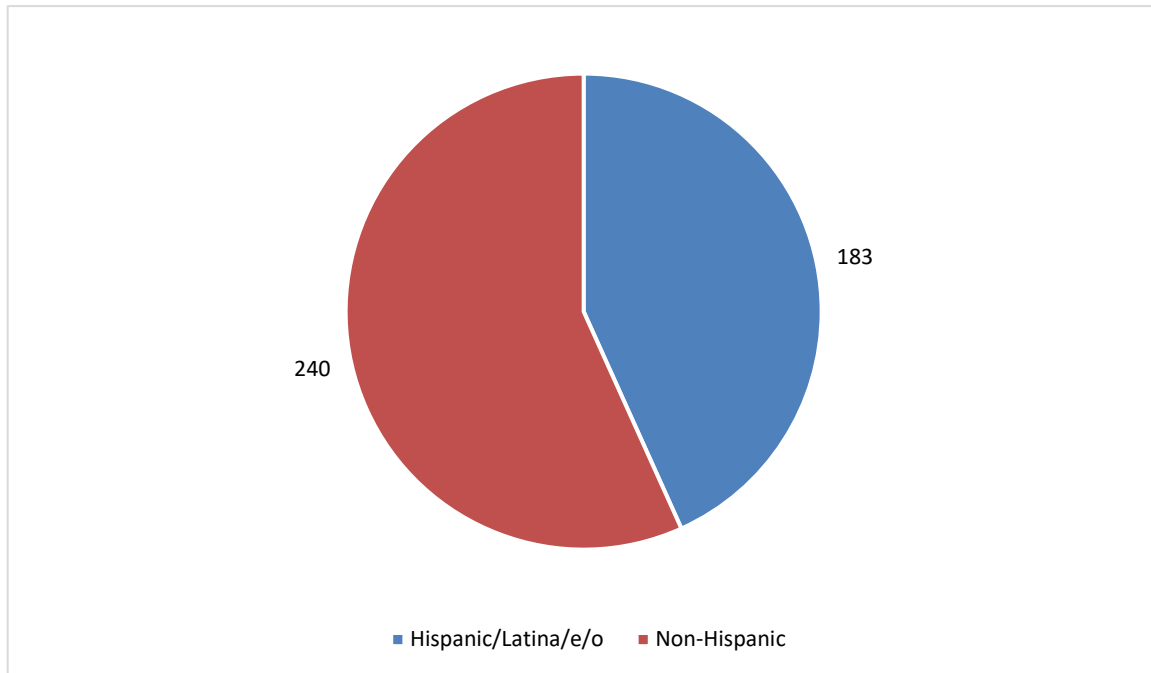
Age



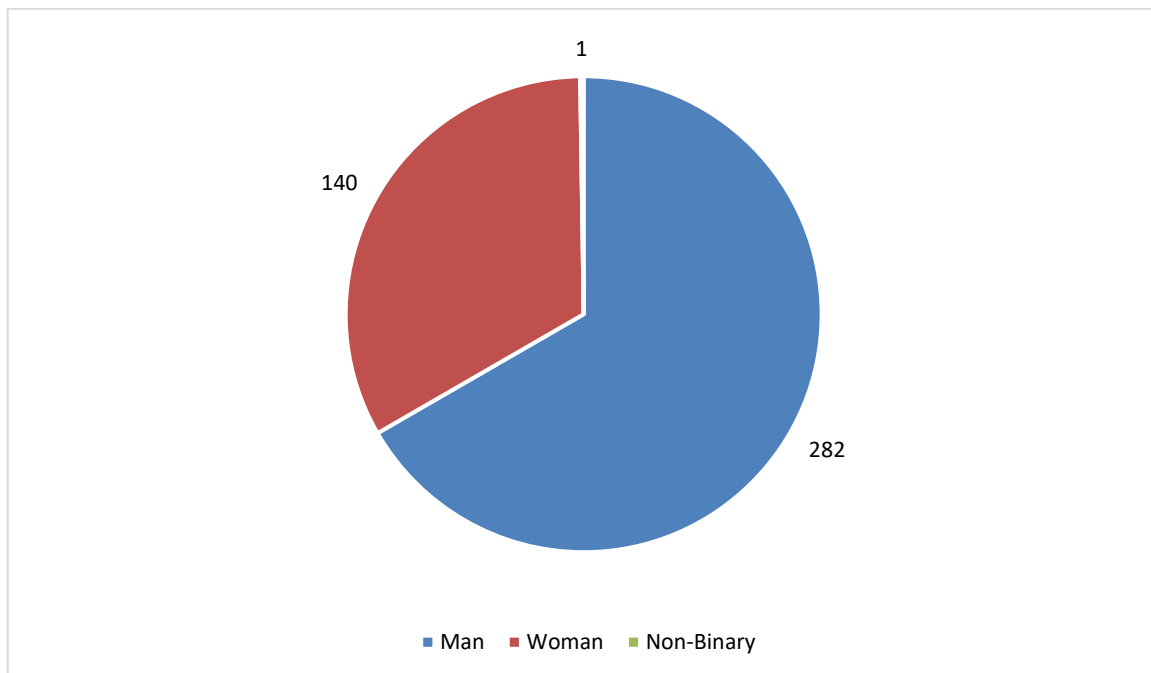
Race



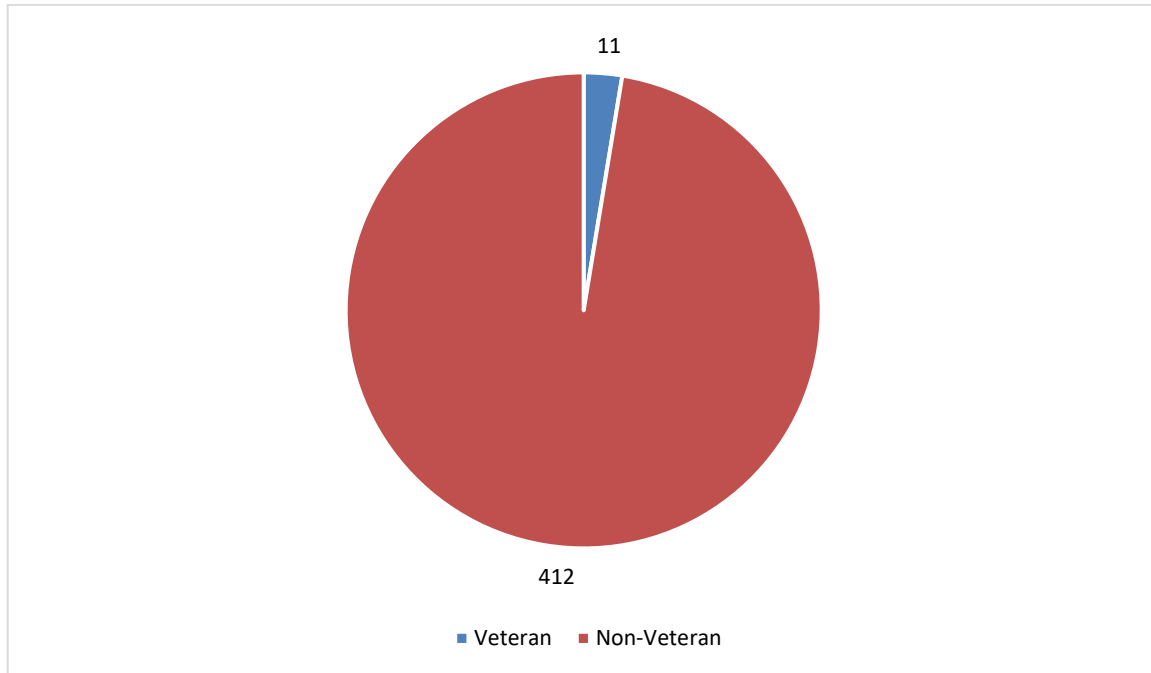
Ethnicity



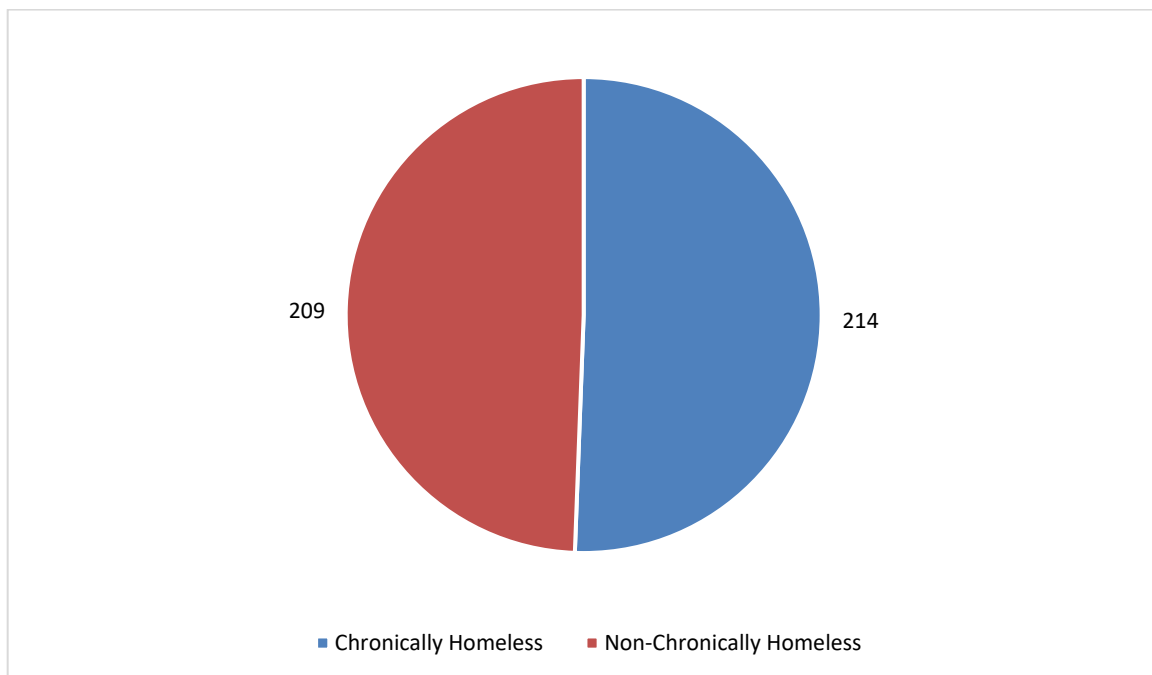
Gender



Veteran



Chronically Homeless



Buena Park Navigation Center Updates:

Housing Placement Updates:

The Mercy House Housing Navigation Team at the Buena Park Navigation Center is working diligently to connect guests with housing. For the month of April 2025, (8) guests exited to permanent housing situations and four (4) to temporary housing.

Community Engagement and Events:

BPNC hosted several volunteer-led community engagement events during April. They continued the now-monthly schedule of a bingo night the first week of the month, a vision board night the third week of the month, and a movie night the final week of the month. Additionally, the shelter saw increased volunteer participation from the previous month, seeing 16 regular volunteers in the shelter averaging 12 hours volunteered each over the course of the month.

Buena Park Navigation Center also benefitted from in-kind donations during April, both to support the events and for normal shelter operations. Grace Community Church (based in Fullerton) has continued donating sandwiches for lunch on a daily basis to the shelter and will continue to do so indefinitely. Eastside Christian Church continued to support BPNC in providing the supplies for the vision board event that occurs on the second Friday of every month. Finally, BPM has continued to donate hygiene supplies to the shelter and also contributed backpacks and towels in its newest drive. BPM expects to continue donating hygiene items to the shelter in the future.

Volunteers:

- Vision board event held second Friday of the month
- Bingo night held on the third Friday of the month
- Movie night held on the final Friday of the month

Donations:

The shelter continued to receive meaningful donations throughout the month to support both daily operations and special events:

- Eastside Christian Church continued to donate items necessary for the vision board event.
- Grace Community Service donates daily sandwiches for lunches at BPNC.
- Continued support from BPM with hygiene supplies, backpacks, and towels.

Health and Safety Update:

The Buena Park Navigation Team continues to monitor participants for signs and symptoms of COVID-19 utilizing a screening tool and temperature checks at least once per day.

Shelter staff practice wiping down high touch surfaces regularly as well as provide masks and hand sanitizers to shelter guests as needed.

Families Health Matters provides Covid -19 testing weekly to all guest on a consistent basis and all guests are highly encouraged to be tested.

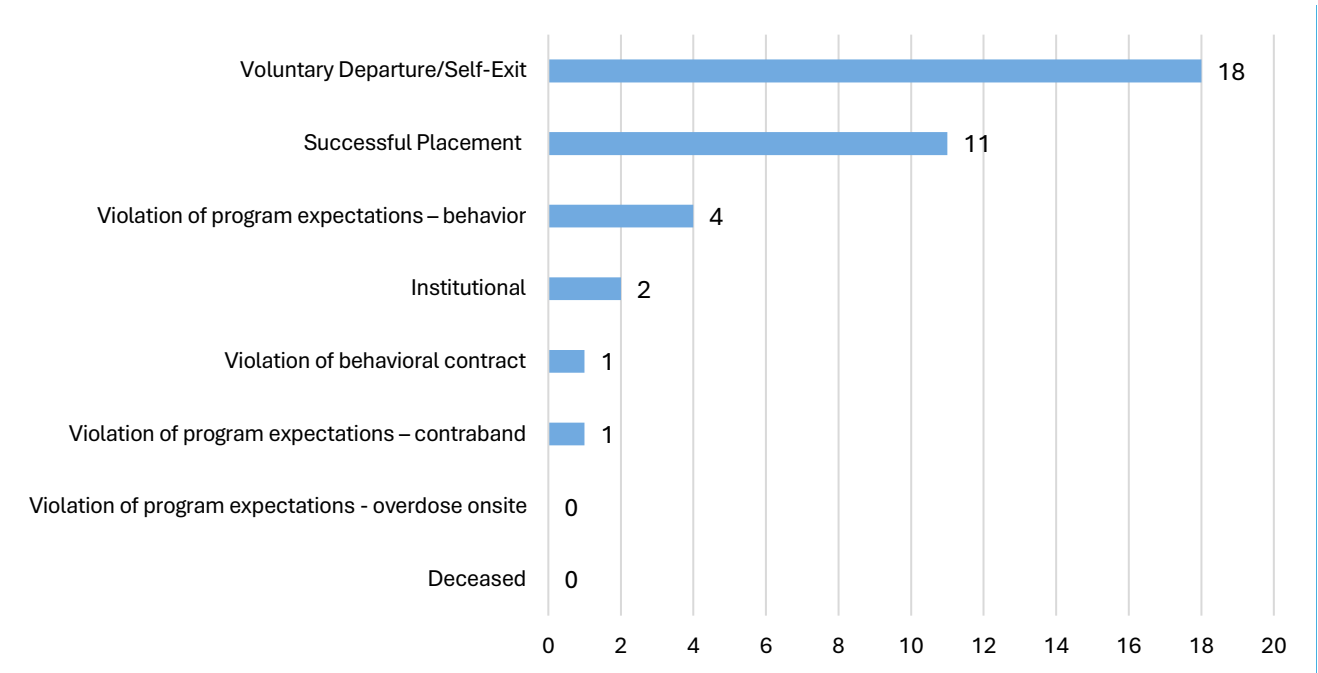
During the month of April 2025, no (0) guest tested positive for COVID-19.

The following organizations/agencies visited the shelter during the month of April 2025:

- O.C Workforce Solutions
- Loving Paws
- CHIOC Social Services Support
- NeighborWorks O.C Financial Literacy Courses
- Tru Connect
- Free Phone Service
- Social Security Advocacy
- PCP KCS (Korean Community Services)
- Veteran Support
- KCS SUD Program
- Serve the People Vision Clinic
- APAIT HIV Health Screenings
- VOAIA

Buena Park Navigation Center Supplemental Report

Reasons for Exit – 4/1/2025-4/30/2025



Buena Park Navigation Center

Monthly Report May 2025



Report Contact:
Timothy Huynh, Chief Program Officer
Email: timothyh@mercyhouse.net
Phone: (714) 836-7188 Ext: 132

MERCY  **HOUSE**



Report Summary

Number's Served:

By the end of May 2025, the shelter has served 453 unduplicated clients, 43 of which enrolled during the month.

To date, 63 shelter recipients have positively exited the program: 43 to permanent housing destination as a result of the program and 20 to a temporary housing destination.

	Monthly	Year To Date	FY 2023-2024	2020-Present
Individuals Served (unduplicated)	184	453	479	1,264
Individuals Discharged	38	389	362	1,740
Number of Intakes	43	399	366	1,886

Intake Questionnaire:

1. Referring Agency into the Buena Park Navigation Center:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Anaheim	0	0	1	35
Brea	1	16	17	55
Buena Park	23	235	247	822
Cypress	0	11	6	50
Fullerton	9	85	73	280
La Habra	1	34	32	102
La Palma	1	4	3	26
Los Alamitos	0	0	0	5
Orange	3	98	68	287
Placentia	3	20	5	52
Stanton	2	27	25	149
Villa Park	0	0	0	0
Yorba Linda	0	4	1	6
Orange County-outside the NSPA	0	0	1	15

Other County in California	0	0	0	0
Outside the State of California	0	0	0	0
Outside the United States	0	0	0	0
Client Refused	0	0	1	2

2. Length of time the participant has been homeless:

	Monthly	Year To Date	FY 2023-2024	2020-Present
0 – 11 months	23	207	218	600
1 – 2 Years	9	118	117	369
3 – 4 Years	2	67	76	242
5 – 6 Years	2	63	51	207
7 – 8 Years	2	22	29	87
9 – 10 Years	1	15	17	76
11+ Years	4	37	46	154

3. City participant lived in prior to becoming homeless:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Anaheim	2	44	63	188
Brea	1	10	12	34
Buena Park	15	146	174	530
Cypress	4	15	8	53
Fullerton	5	69	51	209
La Habra	1	32	27	90
La Palma	0	0	2	17
Los Alamitos	0	0	0	5
Orange	4	55	29	164

Placentia	0	16	10	47
Stanton	1	21	19	98
Villa Park	0	0	0	1
Yorba Linda	0	4	5	14
Orange County- outside the NSPA	4	48	51	156
Other County in California	5	52	80	194
Outside the State of California	1	17	28	29
Outside the United States	0	4	3	8
Client Refused*	0	1	7	9

4. Type of setting participant lived in before becoming homeless:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Homeowner	2	35	32	60
Renting	18	241	189	412
Living with Family	17	154	118	266
Living with Friends	4	45	32	70
Mobile Home	1	6	4	11
Foster Home	0	2	3	6
Hotel	0	11	11	15
Incarcerated	0	8	10	21
Hospital	0	0	0	0
Substance Abuse Treatment Facility or Detox Center	0	2	2	4
Other	1	30	16	24

*Mercy House began collecting data set in FY23-24, data presented is for enrollments that entered the program beginning July 2023.
Prior historical data is not available.

5. City participant has lived in most of their lives (Ages 5-18 years old)

	Monthly	Year To Date	FY 2023-2024	2020-Present
Anaheim	4	39	33	68
Brea	0	3	3	6
Buena Park	9	65	50	117
Cypress	0	5	3	8
Fullerton	1	32	34	62
La Habra	0	22	17	35
La Palma	0	1	1	2
Los Alamitos	0	2	2	4
Orange	1	30	16	44
Placentia	1	11	6	16
Stanton	2	10	4	13
Villa Park	0	1	0	1
Yorba Linda	0	7	5	10
Orange County- outside the NSPA	8	69	44	109
Other County in California	7	117	109	217
Outside the State of California	6	89	86	160
Outside the United States	4	20	0	20
Client Prefers not to answer	0	11	2	12

*Mercy House began collecting data set in FY23-24, data presented is for enrollments that entered the program beginning July 2023.
Prior historical data is not available.

6. City where participant attended high school:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Anaheim	5	32	37	70
Brea	1	4	3	7
Buena Park	1	38	32	69
Cypress	0	5	6	13
Fullerton	2	40	32	65
La Habra	1	17	14	29
La Palma	2	5	2	7
Los Alamitos	0	3	3	6
Orange	1	23	13	35
Placentia	1	9	8	15
Stanton	0	4	1	4
Villa Park	0	6	0	6
Yorba Linda	0	4	4	7
Orange County- outside the NSPA	10	88	52	115
Other County in California	7	126	110	227
Outside the State of California	6	85	99	165
Outside the United States	5	26	0	26
Client Prefers not to Answer	1	19	8	23

*Mercy House began collecting data set in FY23-24, data presented is for enrollments that entered the program beginning July 2023.
Prior historical data is not available.

Coordinated Entry System Statistics:

Community Queue: List of clients who have submitted their documents and are waiting to be matched to a housing opportunity.

	Monthly
Number of Active Clients on Community Queue	118
Percent of Active Clients on Community Queue	79%
Number of Active Clients Matched to a Housing Opportunity	6
Percent of Active Clients Matched to a Housing Opportunity	4%

Program Exits:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Positive Exits (Housing, reunification, rehab facility)	3	63	60	293
Negative Exits (Streets, jail, prison)	19	139	21	361
Unknown Exits (Unknown, deceased)	16	187	281	1086

Destination Detail of Exits:

Benchmark: 30% of clients who exit to known destination will exit to permanent housing.

Progress towards benchmark: 31% of clients who have exited to a known destination have exited to permanent housing.

1. Positive Exits from the Buena Park Navigation Center:

	Monthly 3	Year To Date 63	FY 2023- 2024	2020-Present
Received Permanent Housing with housing subsidy	0	7	11	29
Received Permanent Housing with no ongoing subsidy	0	12	12	34
Received Permanent Housing with Housing Voucher (tenant or project base)	0	7	8	44
Received Permanent Housing with Rapid Re-housing	1	7	0	25
Permanent Housing with Family or Friends	1	7	7	41

Received Permanent Housing in long-term care facility or nursing home	0	3	5	20
Received Permanent Housing in a Public housing Unit	0	0	1	4
Received Temporary Housing with Family or Friends	0	3	8	37
Received Temporary Housing in Transitional Housing	0	4	1	17
Received Temporary Housing in hotel or motel paid by voucher	0	1	0	14
Received Temporary Housing in Residential Project, Halfway House, or Foster Care	0	1	0	2
Received Temporary Housing at Hospital or Psychiatric Facility	0	8	1	15
Received Temporary Housing at Substance Abuse Treatment Facility or Detox Center	1	3	2	11

2. Negative Exits from the Buena Park Navigation Center:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Released from program for behavioral issues:	15	118	2	119
Returned to homelessness by choosing to leave Navigation Center:	3	17	20	224
Placed in jail, prison, or juvenile detention facility	1	4	2	18
Unknown location- client choose not disclose information	7	27	9	144
Unknown location- no exit interview was completed	9	159	272	939
Deceased:	0	1	0	3

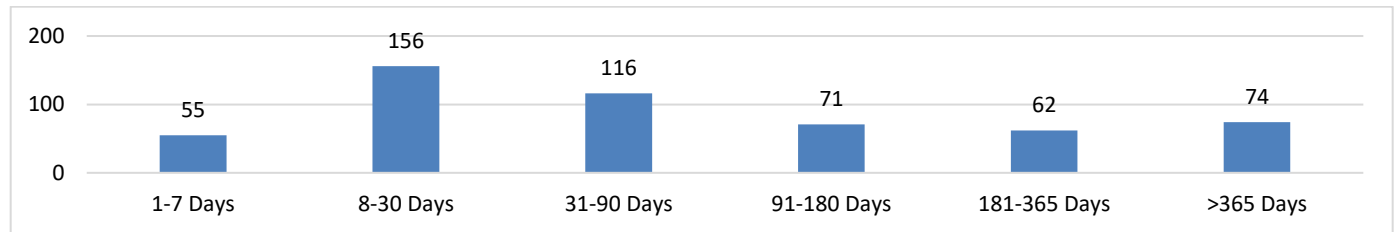
*Mercy House began collecting data set in FY23-24, data presented is for exits from the program beginning July 2023.
Prior historical data is not available for all data sets.

Length of Stay (Year to Date):

Benchmark: National Average for shelter stays is 151 days.

Progress toward benchmark: Shelter average is 154 days for the year.

The average length of stay for a successful housing placement is currently 280 days for the year.



Length of Stay for Successful Exits:

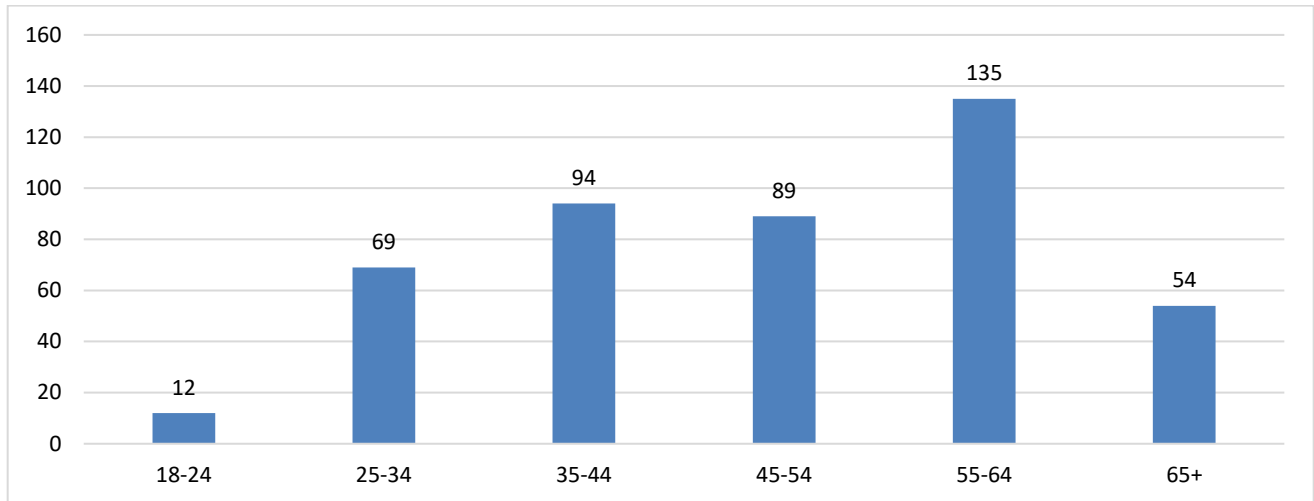
	Monthly	Year To Date	FY 2023-2024	2020-Present
Less than 1 month in Navigation Center	0	9	0	58
1 – 2 months in Navigation Center	2	14	48	65
3 – 6 months in Navigation Center	1	16	30	56
7 – 12 months in Navigation Center	0	10	32	47
Over 1 Year in Navigation Center	0	14	33	68

Length of Stay for Unsuccessful Exits:

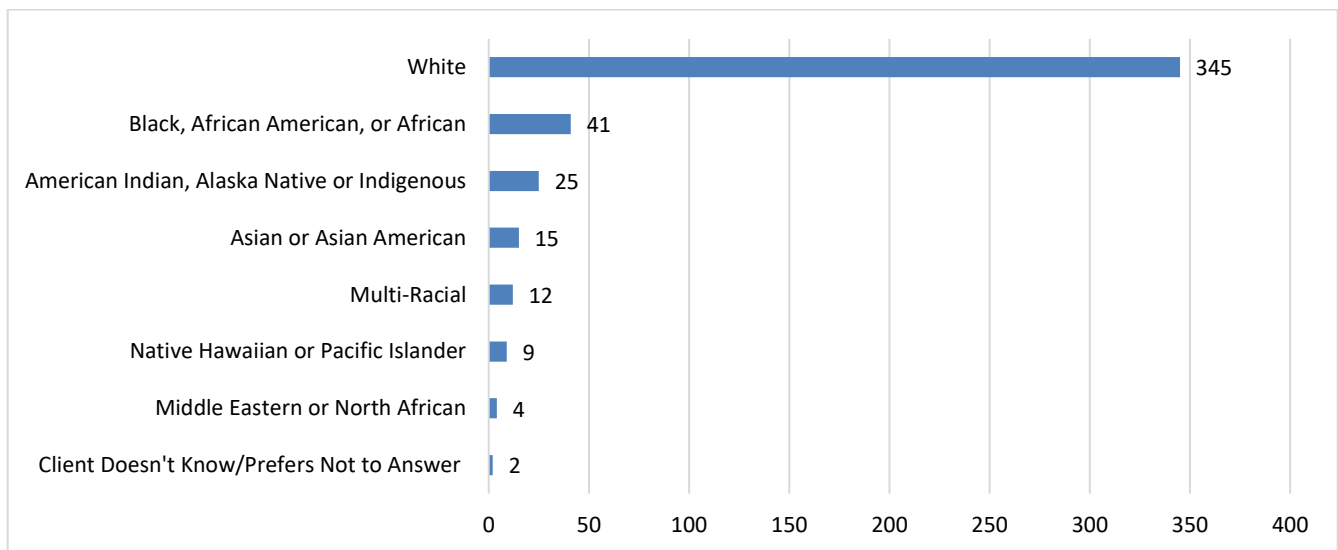
	Monthly	Year To Date	FY 2023-2024	2020-Present
Less than 1 month in Navigation Center	18	167	6	702
1 – 2 months in Navigation Center	4	72	45	403
3 – 6 months in Navigation Center	6	44	19	915
7 – 12 months in Navigation Center	6	24	116	782
Over 1 Year in Navigation Center	3	19	0	49

Client Demographics:

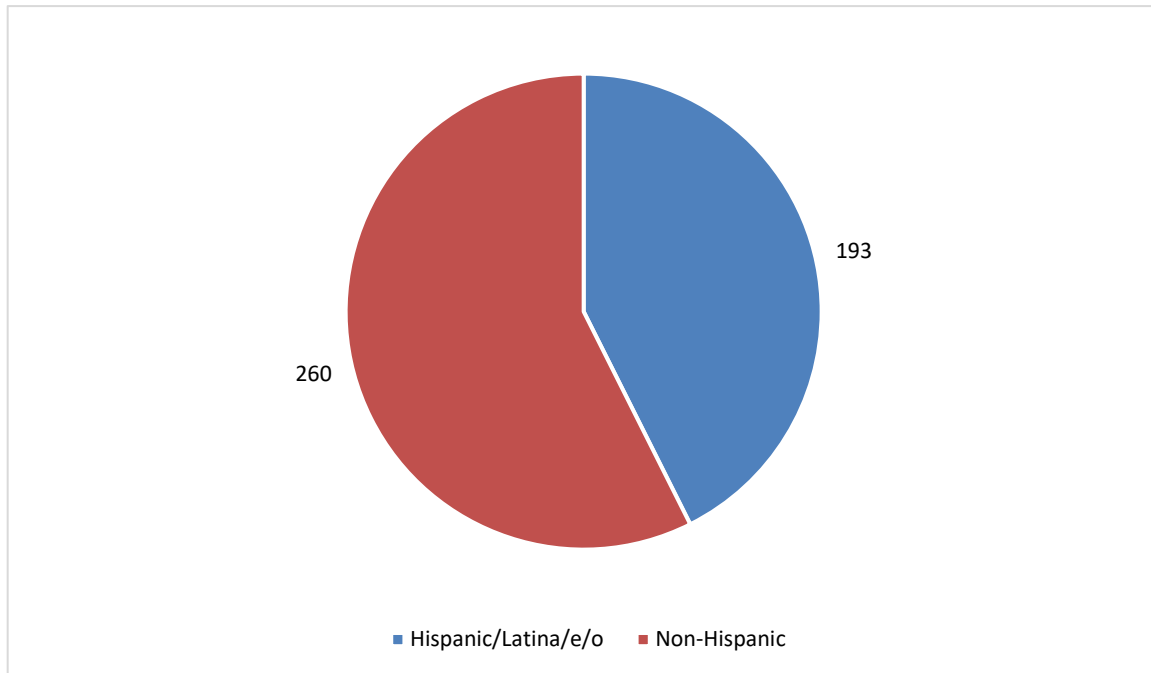
Age



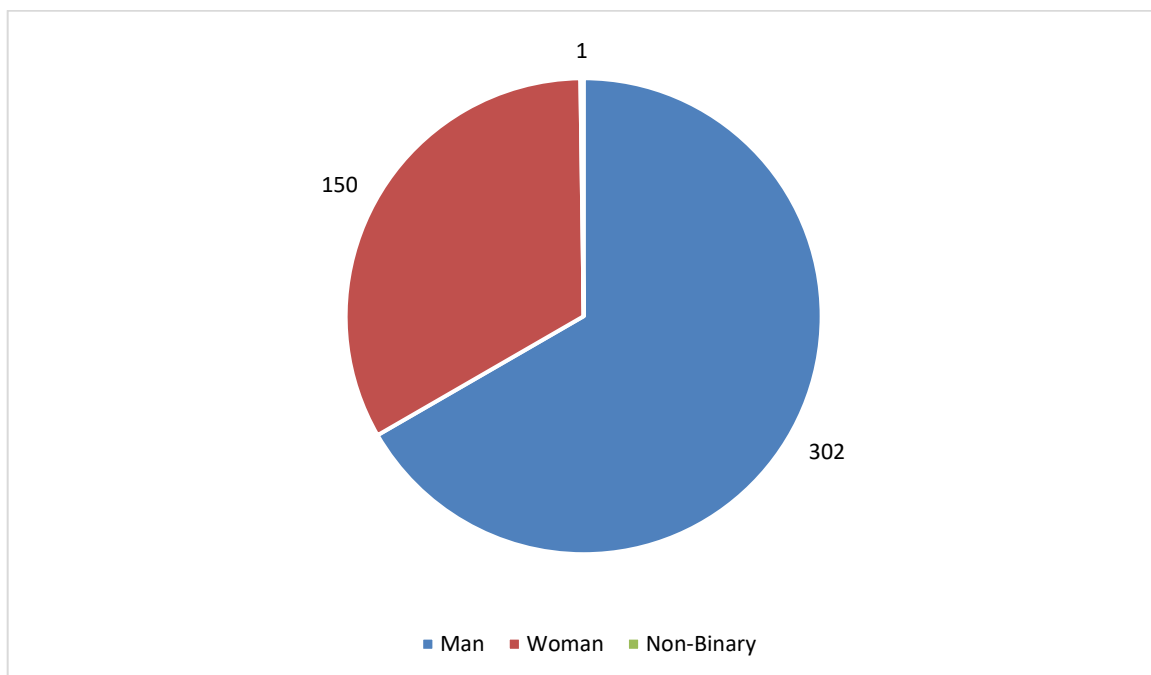
Race



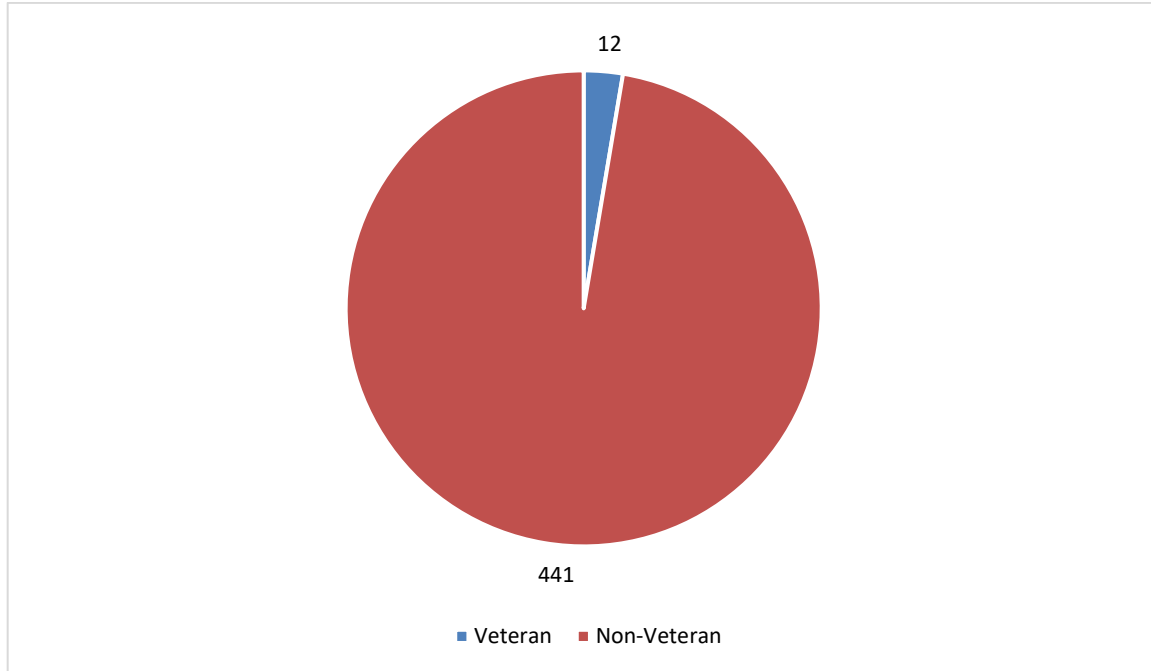
Ethnicity



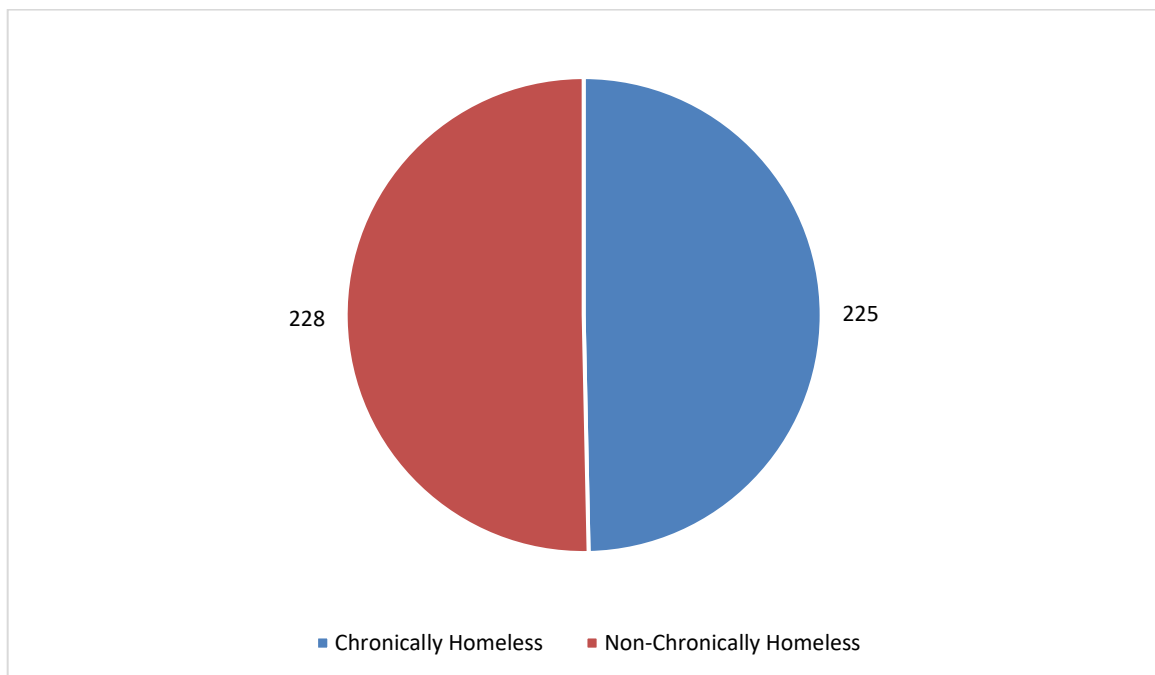
Gender



Veteran



Chronically Homeless



Buena Park Navigation Center Updates:

Housing Placement Updates:

The Mercy House Housing Navigation Team at the Buena Park Navigation Center is working diligently to connect guests with housing. For the month of May 2025, (2) guests exited to permanent housing situations and one (1) to substance abuse recovery center.

Community Engagement and Events:

The Buena Park Navigation Center hosted several volunteer-led community engagement events during May. They continued the now-monthly schedule of a bingo night the first week of the month, a vision board night the third week of the month, and a movie night the final week of the month.

The Buena Park Navigation Center also benefitted from in-kind donations during May, both to support the events and for normal shelter operations. Grace Community Church (based in Fullerton) has continued donating sandwiches for lunch on a daily basis to the shelter and will continue to do so indefinitely. Eastside Christian Church continued to support BPNC in providing the supplies for the vision board event that occurs on the second Friday of every month. Additionally, the shelter received donations from Eastside Christian Church in the form of Welcome Home Baskets (laundry baskets filled with household necessities like cleaning supplies, hygiene items, and kitchen items) for the guests graduating the shelter into new housing. Also, the Embassy Suites - Santa Ana Airport donated casual shoes and slippers for guests at BPNC. Finally, several-hundred hygiene kits were donated to the shelter anonymously, containing razors, feminine hygiene items, soap, shampoo, and deodorant.

Volunteers:

- Vision board event held second Friday of the month
- Bingo night held on the third Friday of the month
- Movie night held on the final Friday of the month

Donations:

The shelter continued to receive meaningful donations throughout the month to support both daily operations and special events:

- Eastside Christian Church continued to donate items necessary for the vision board event.
- Grace Community Service donates daily sandwiches for lunches at BPNC
- Embassy Suites donated slippers and shoes
- Eastside Christian Church donated welcome home baskets for guests graduating the shelter into independent housing
- Several-hundred hygiene kits donated anonymously

Health and Safety Update:

The Buena Park Navigation Team continues to monitor participants for signs and symptoms of COVID-19 utilizing a screening tool and temperature checks at least once per day.

Shelter staff practice wiping down high touch surfaces regularly as well as provide masks and hand sanitizers to shelter guests as needed.

Families Health Matters provides Covid -19 testing weekly to all guest on a consistent basis and all guests are highly encouraged to be tested.

During the month of May 2025, no (0) guest tested positive for COVID-19.

The following organizations/agencies visited the shelter during the month of May 2025:

- O.C Workforce Solutions
- Loving Paws
- CHIOC Social Services Support
- NeighborWorks O.C Financial Literacy Courses
- Tru Connect
- Free Phone Service
- Social Security Advocacy
- PCP KCS (Korean Community Services)
- Veteran Support
- KCS SUD Program
- Serve the People Vision Clinic
- APAIT HIV Health Screenings
- VOAIA

Buena Park Navigation Center Supplemental Report

Reasons for Exit – 5/1/2025-5/31/2025

