



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

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

**** Revised ****

NAVIGATION CENTER OVERSIGHT COMMISSION AGENDA

1. GENERAL

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

2. ORAL COMMUNICATIONS

2A. 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

- 3A. Approval of Minutes - January 15, 2025

4. UPDATES

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

5. DISCUSSION AND ACTION ITEMS

- 5A. Selection of New Vice Chair
- 5B. Update on Ad Hoc Committee Addressing Homelessness
- 5C. Presentation on 2025 Navigation Center Commission Audit

6. INFORMATIONAL ITEMS

- 6A. Navigation Center Monthly Report - November 2024 - February 2025

7. COMMISSION COMMENTS, FUTURE AGENDA ITEMS

7A. REPORTS

8. ANNOUNCEMENTS

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

8B. Next Regular Commission Meeting: Wednesday, July 16, 2025 at 10:00 a.m.

9. ADJOURNMENT

9A. 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: April 15, 2025



Navigation Center Oversight Commission Agenda Report

A. Approval of Minutes - January 15, 2025

Meeting	Agenda Group
Wednesday, April 16, 2025, 10:00 AM	APPROVAL OF MINUTES Item: 3A.
Prepared By	Approved By
Jim Box, Director of Community Services	Jim Box, Director of Community Services

Approve the minutes from the January 15, 2025 meeting.

Attachments

[2025 01 15 NAVIGATION COMMISSION.pdf](#)

CITY OF BUENA PARK
NAVIGATION CENTER OVERSIGHT COMMISSION
January 15, 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: Jessup, McAuley, McCann, Morrison

Absent: Innocente, Macapagal, Ross

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 Lovetere, Homeless Liaison Officer

- c. **PLEDGE OF ALLEGIANCE:** Led by Commissioner Jessup

2. ORAL COMMUNICATIONS: None.

3. APPROVAL OF MINUTES October 16, 2024:

***M/S/P – Commissioner McAuley motioned to approve the minutes from October 16, 2024. Commissioner Jessup 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, invited Commissioners to apply for the Community Academy and informed the Commission on the new Council approved Military Banner Program.

b. Navigation Center/Mercy House - Recent Happenings

Timothy Huynh, Chief Program Officer, informed the Commission on Holiday events that staff planned for residents and updated the Commission on the services and programs provided at the Navigation Center including an update on rehabilitation services. Timothy Huynh, Chief Program Officer, updated the Commission on the men's restroom completed construction renovation project.

c. Homeless Outreach/Public Safety Update

Analisa Marquez, Homeless Outreach Coordinator, updated the Commission on statistics for the months of October through December which included shelter bed availability, family reconnections, assistance provided, and individuals and families that are on a waitlist. Officer Bourne, Homeless Liaison Officer, informed the Commission on the transient population from out of town and which areas have been scheduled for a clean-up. Office Lovetere, Homeless Liaison Officer, updated the Commission on the Hope Center and informed the Commission on the issues that occur from not having a cold shelter space.

5. DISCUSSION AND ACTION ITEMS:

- a. Selection of New Chair and Vice Chair
Ariana Chavez, Senior Administrative Assistant, informed the Commission on the elections and the selection of a new Chair and Vice Chair. Commissioner McAuley nominated Carol McCann for Chair. Commissioner Morrison seconded the motion. Vote passed 4-0. The Commission decided to postpone the selection for Vice Chair until next Commission meeting.
- b. Update on Ad Hoc Committee Addressing Homelessness
Rosemary Nielsen, Homeless Outreach Supervisor, updated the Commission on the recommendations from the Ad Hoc Committee before bringing the item forward to City Council. Matt Foulkes, Director of Community and Economic Development, informed the Commission on the City's ADU policy and State requirements for housing and development. The Commission motioned to move forward and take the Ad Hoc Committee's recommendation to City Council. Motion moved forward with a vote of 3 yes votes and 1 no vote.

6. INFORMATIONAL ITEMS

- a. Navigation Center Monthly Report – September 2024 – October 2024
Timothy Huynh, Chief Program Officer, informed the Commission on the length of stay of residents and the approach Mercy House staff is taking to assist with residents to move into permanent housing.

7. COMMISSION COMMENTS, FUTURE AGENDA ITEMS, ATTENDANCE

- a. Commissioner Morrison commented on Holiday events at the Navigation Center. Commissioner McAuley commented if it would be possible to attend Holiday events at the Navigation Center. Chair McCann thanked Commissioners for their input and invited Commissioners to the City Council meeting on January 28th.
- b. Attendance Report

8. ANNOUNCEMENTS:

- a. Next City Council Meeting: Tuesday, January 28, 2025 at 5:00 p.m.
- b. Next Regular Commission Meeting: Wednesday, April 16, 2024 at 10:00 a.m.

9. ADJOURNMENT: There being no further business, Chair McCann declared the meeting adjourned at 11:46 a.m.

ATTEST:

Ariana Chavez, Senior Administrative Assistant

Chair, Carol McCann



Navigation Center Oversight Commission Agenda Report

A. Selection of New Vice Chair

Meeting	Agenda Group
Wednesday, April 16, 2025, 10:00 AM	DISCUSSION AND ACTION ITEMS Item: 5A.
Prepared By	Approved By
Ariana Chavez, Senior Administrative Assistant	Jim Box, Director of Community Services
Presented By	
Ariana Chavez, Senior Administrative Assistant	

DISCUSSION

Annually, at the start of each calendar year, elections are held for the Chair and Vice Chair for the City's Commissions.



Navigation Center Oversight Commission Agenda Report

B. Update on Ad Hoc Committee Addressing Homelessness

Meeting	Agenda Group
Wednesday, April 16, 2025, 10:00 AM	DISCUSSION AND ACTION ITEMS Item: 5B.
Prepared By	Approved By
Rosemary Nielsen, Community Services Supervisor	Jim Box, Director of Community Services
Presented By	
Rosemary Nielsen, Community Services Supervisor	

RECOMMENDED ACTION

Receive and file.

PREVIOUS CITY COUNCIL ACTION

At the October 18, 2023 commission meeting, the Commission established an ad hoc committee dedicated to addressing homelessness. This committee comprises Navigation 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.

DISCUSSION

Commissioner Barry Ross, chair of the ad hoc committee held a sub-committee meeting on July 17, 2024 those attending the meeting were Barry Ross, Chair Carol McCann, City Staff including Matt Foulkes, Director of Community Development to address affordable housing. This discussion aims to provide a comprehensive overview of the initiatives discussed and the proposed actions to be take not mitigate homelessness in our city. This meeting generated a list of opportunities to advocate at the federal, state, and county levels on the homeless system of care.

This discussion lays out the efforts of an Ad Hoc Committee focused on addressing homelessness and housing issues, with a specific set of recommendations for the commission to consider.

On January 28, 2025, the Community Services Department and the Community Development Department jointly presented the Navigation Center Oversight Ad Hoc Committee's report to the City Council. In response, Council members expressed a strong interest in gaining a deeper understanding of the feasibility and potential impact of each recommendation. Specifically, they requested additional information regarding the level of effort required, projected costs, estimated timelines, and anticipated outcomes associated with each proposed strategy.

Council Member Susan Sonne recommended forming a joint ad hoc committee to collaborate with the existing Navigation Center Oversight Ad Hoc Committee. The purpose of this new group would be to evaluate each recommendation and report back to the City Council with a clearer understanding of the implementation requirements and expected benefits.

Following this directive, a subsequent meeting was held between the Community Services Department and the Director of Community Development, Matt Foulkes, to clarify roles and next steps. During that meeting, it was agreed that Mr. Matt Foulkes would take the lead in pursuing the City's Pro-Housing Designation. Given the technical nature of the designation and its alignment with the mission and expertise of the Community Development Department, this transition will support a more strategic and streamlined approach.

Since the City Council meeting on January 28, 2025, the Community Development Department has downloaded and reviewed the process for the City to obtain a Pro-Housing Designation from the State Department of Housing and Community Development (HCD). The Pro-Housing Designation Program acknowledges and supports cities that go above-and-beyond state housing law to help accelerate housing production. Cities that obtain the Pro-Housing Designation may receive priority processing or additional points when applying for several funding programs, including Affordable Housing and Sustainable Communities (AHSC), Infill Infrastructure Grant (IIG), Transformative Climate Communities (TCC), Solutions for Congested Corridors (SCCP), Local Partnership Program (LPP), Transit and Intercity Rail Capital Program (TIRCP), and Sustainable Transportation Planning Grant Program (STPG). Receiving a Pro-Housing Designation also allows cities to apply to the Pro-Housing Incentive Program (PIP). PIP is designed to reward local governments with additional funding to accelerate affordable housing production and preservation.

To achieve the Pro-Housing Designation, the City must prepare and submit application materials which includes a formal Resolution by the City Council authorizing the City to submit the Pro-Housing application to HCD. To obtain the Pro-Housing designation, there are threshold requirements that the City must meet including having a certified Housing Element, Complying with applicable state housing law related to the Permit Streamlining Act and CEQA, and the "7-Principles of Homeless Encampments." Once the City has confirmed that it meets the threshold criteria, it must then complete a "Diligent Public Participation Process." HCD allows cities to submit a draft application for preliminary review by HCD that does not have the criteria thresholds or public participation completed. HCD will provide feedback on preliminary application materials.

Community Development is currently reviewing the Threshold Criteria and the additional requirements for the City to obtain the Pro-Housing Designation. Upon preliminary review, it appears that the City does meet the threshold criteria, but does not have sufficient pro-housing policies in place to obtain the Pro-Housing Designation. The next step for Community Development is to review the additional pro-housing policies and determine the next steps for those to be reviewed by the Planning Commission and City Council. Community Development has indicated that they will be able to complete this review process and have recommendations in the next 120-days.



Navigation Center Oversight Commission Agenda Report

C. Presentation on 2025 Navigation Center Commission Audit

Meeting	Agenda Group
Wednesday, April 16, 2025, 10:00 AM	DISCUSSION AND ACTION ITEMS Item: 5C.
Prepared By	Approved By
Jim Box, Director of Community Services	Jim Box, Director of Community Services
Presented By	
Jim Box, Director of Community Services	

DISCUSSION

As part of the ongoing evaluation process for the successful operations at the Buena Park Navigation Center, a three-member audit team will be formed to assist with the coordination and implementation of an annual audit.

Commission Chair Carol McCann will provide an update.



Navigation Center Oversight Commission Agenda Report

A. Navigation Center Monthly Report - November 2024 - February 2025

Meeting	Agenda Group
Wednesday, April 16, 2025, 10:00 AM	INFORMATIONAL ITEMS Item: 6A.
Approved By	
Jim Box, Director of Community Services	

Navigation Center Monthly Report - November 2024 - February 2025.

Attachments

- [Buena Park Monthly Report -November 2024.pdf](#)
- [November 2024 - BPNC Supplemental Report.pdf](#)
- [Buena Park Monthly Report -December 2024.pdf](#)
- [December 2024 - BPNC Supplemental Report.pdf](#)
- [Buena Park Monthly Report -January 2025.pdf](#)
- [January 2025 - BPNC Supplemental Report.pdf](#)
- [Buena Park Monthly Report -February 2025.pdf](#)
- [February 2025 - BPNC Supplemental Report.pdf](#)

Buena Park Navigation Center

Monthly Report November 2024



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 November 2024, the shelter has served 313 unduplicated clients, 30 of which enrolled during the month.

To date, 28 shelter recipients have positively exited the program: 14 to permanent housing destination as a result of the program and 14 to a temporary housing destination.

	Monthly	Year To Date	FY 2023-2024	2020-Present
Individuals Served (unduplicated)	178	313	479	1,064
Individuals Discharged	30	182	343	921
Number of Intakes	31	195	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	0	11	17	41
Buena Park	11	150	247	424
Cypress	1	5	6	26
Fullerton	5	50	73	162
La Habra	4	25	32	64
La Palma	0	2	3	18
Los Alamitos	0	0	0	3
Orange	6	63	68	158
Placentia	0	5	5	31
Stanton	4	17	25	81
Villa Park	0	0	0	0
Yorba Linda	0	2	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	9	136	218	94
1 – 2 Years	10	73	117	175
3 – 4 Years	1	38	76	240
5 – 6 Years	6	40	51	189
7 – 8 Years	1	13	29	119
9 – 10 Years	1	8	17	84
11+ Years	3	22	46	157

3. City participant lived in prior to becoming homeless:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Anaheim	2	26	52	33
Brea	0	5	9	436
Buena Park	7	97	147	45
Cypress	0	5	8	143
Fullerton	5	41	47	3
La Habra	4	21	26	64
La Palma	0	0	3	20
Los Alamitos	0	0	1	6
Orange	6	31	30	125

Placentia	1	5	8	30
Stanton	3	12	14	3
Villa Park	0	0	20	87
Yorba Linda	0	3	4	1
Orange County- outside the NSPA	1	37	44	0
Other County in California	2	33	52	0
Outside the State of California	0	9	20	0
Outside the United States	0	3	3	0
Client Refused*	0	2	2	0

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

	Monthly	Year To Date	FY 2023-2024	2020-Present
Homeowner	2	25	32	N/A
Renting	11	145	189	N/A
Living with Family	10	86	118	N/A
Living with Friends	5	27	32	N/A
Mobile Home	0	2	4	N/A
Foster Home	0	1	3	N/A
Hotel	0	10	11	N/A
Incarcerated	2	7	10	N/A
Hospital	0	0	0	N/A
Substance Abuse Treatment Facility or Detox Center	0	1	2	N/A
Other	1	26	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	4	17	33	N/A
Brea	0	1	3	N/A
Buena Park	4	41	50	N/A
Cypress	0	1	3	N/A
Fullerton	1	24	34	N/A
La Habra	2	16	17	N/A
La Palma	0	0	1	N/A
Los Alamitos	0	1	2	N/A
Orange	2	19	16	N/A
Placentia	1	5	6	N/A
Stanton	2	5	4	N/A
Villa Park	0	0	0	N/A
Yorba Linda	0	5	5	N/A
Orange County- outside the NSPA	8	37	44	N/A
Other County in California	1	76	109	N/A
Outside the State of California	3	66	86	N/A
Outside the United States	3	3	0	N/A
Client Prefers not to answer	0	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	2	9	37	N/A
Brea	0	1	3	N/A
Buena Park	3	28	32	N/A
Cypress	0	1	6	N/A
Fullerton	1	31	32	N/A
La Habra	2	11	14	N/A
La Palma	0	2	2	N/A
Los Alamitos	0	1	3	N/A
Orange	1	15	13	N/A
Placentia	1	5	8	N/A
Stanton	1	2	1	N/A
Villa Park	0	4	1	N/A
Yorba Linda	0	4	4	N/A
Orange County- outside the NSPA	11	51	52	N/A
Other County in California	1	83	110	N/A
Outside the State of California	3	66	99	N/A
Outside the United States	4	4	0	N/A
Client Prefers not to Answer	0	12	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	140
Percent of Active Clients on Community Queue	94%
Number of Active Clients Matched to a Housing Opportunity	14
Percent of Active Clients Matched to a Housing Opportunity	9%

Program Exits:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Positive Exits (Housing, reunification, rehab facility)	6	28	60	191
Negative Exits (Streets, jail, prison)	7	64	21	136
Unknown Exits (Unknown, deceased)	17	90	281	579

Destination Detail of Exits:

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

Progress towards benchmark: 15% of clients who have exited to a known destination have exited to permanent housing.

1. Positive Exits from the Buena Park Navigation Center:

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

Received Permanent Housing in long-term care facility or nursing home	0	1	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	1	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	2	7	1	7
Received Temporary Housing at Substance Abuse Treatment Facility or Detox Center	1	1	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:	6	55	7	N/A*
Returned to homelessness by choosing to leave Navigation Center:	0	8	20	N/A*
Placed in jail, prison, or juvenile detention facility	1	1	2	8
Unknown location- client choose not disclose information	0	0	9	62
Unknown location- no exit interview was completed	16	89	272	526
Deceased:	1	1	0	2

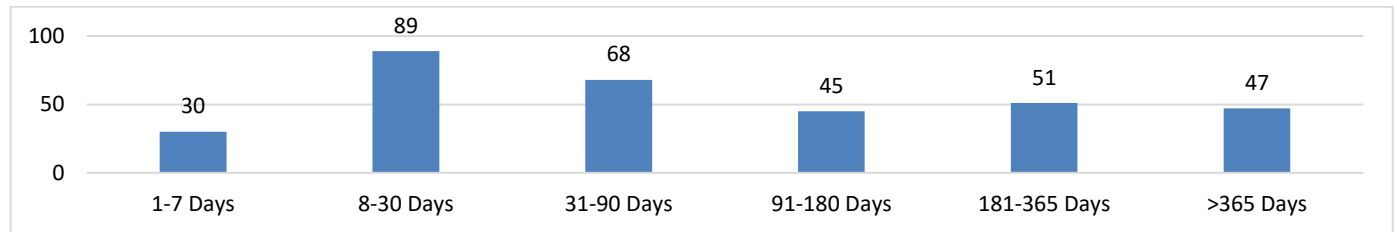
*Mercy House began collecting data set in FY23-24, data presented is for exits from the program beginning July 2023.
Prior historical data is not available for all data sets.

Length of Stay (Year to Date):

Benchmark: National Average for shelter stays is 151 days.

Progress toward benchmark: Shelter average is 171 days for the year.

The average length of stay for a successful housing placement is currently 353 days for the year.



Length of Stay for Successful Exits:

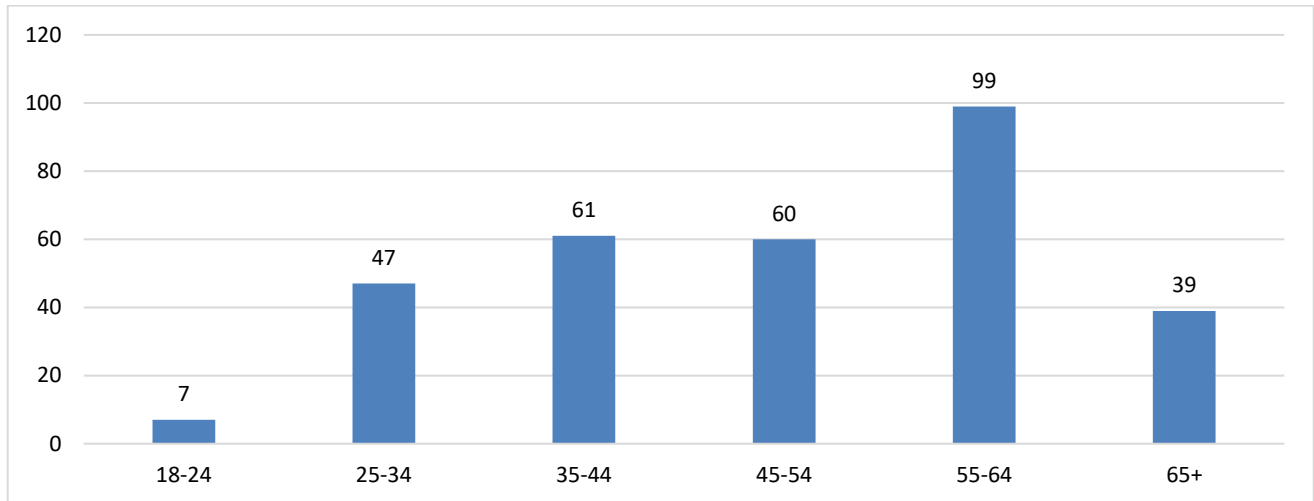
	Monthly	Year To Date	FY 2023-2024	2020-Present
Less than 1 month in Navigation Center	1	3	0	30
1 – 2 months in Navigation Center	2	8	48	33
3 – 6 months in Navigation Center	0	3	30	29
7 – 12 months in Navigation Center	1	4	32	24
Over 1 Year in Navigation Center	2	10	33	38

Length of Stay for Unsuccessful Exits:

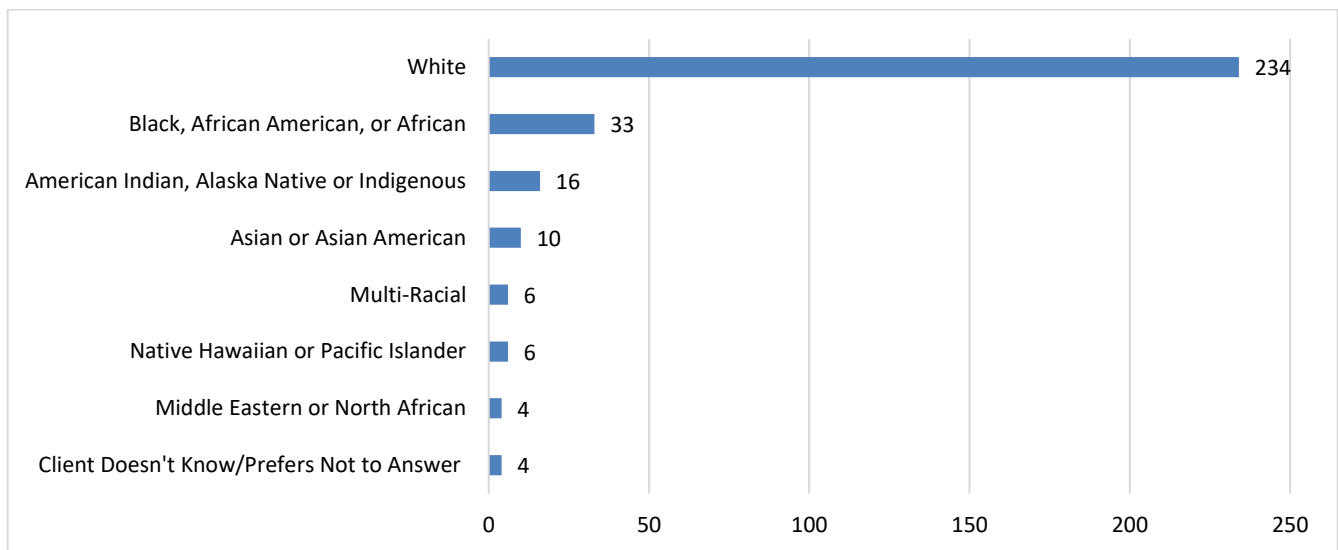
	Monthly	Year To Date	FY 2023-2024	2020-Present
Less than 1 month in Navigation Center	14	91	6	501
1 – 2 months in Navigation Center	4	32	45	496
3 – 6 months in Navigation Center	5	17	19	189
7 – 12 months in Navigation Center	0	7	116	48
Over 1 Year in Navigation Center	1	7	0	24

Client Demographics:

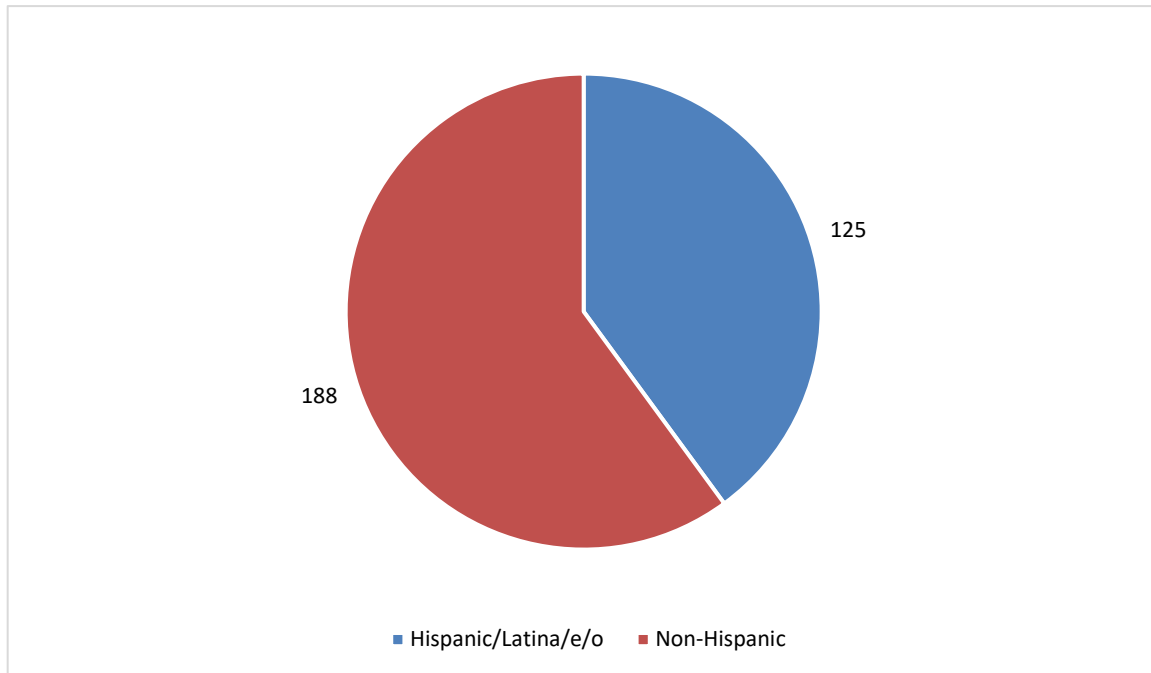
Age



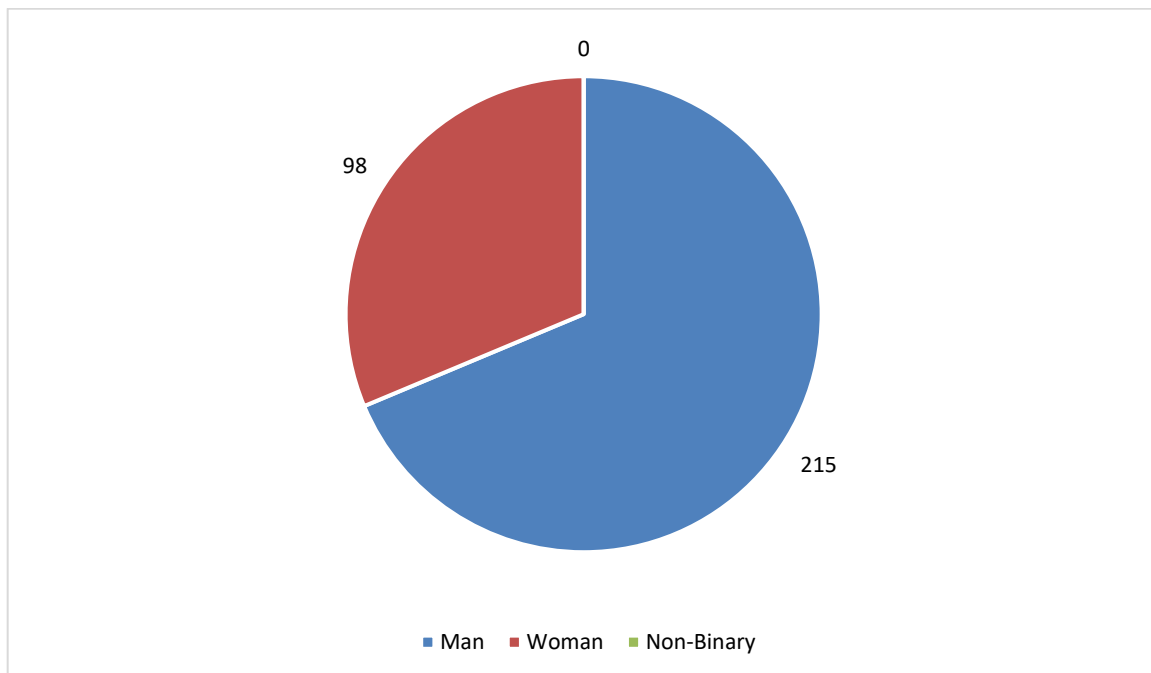
Race



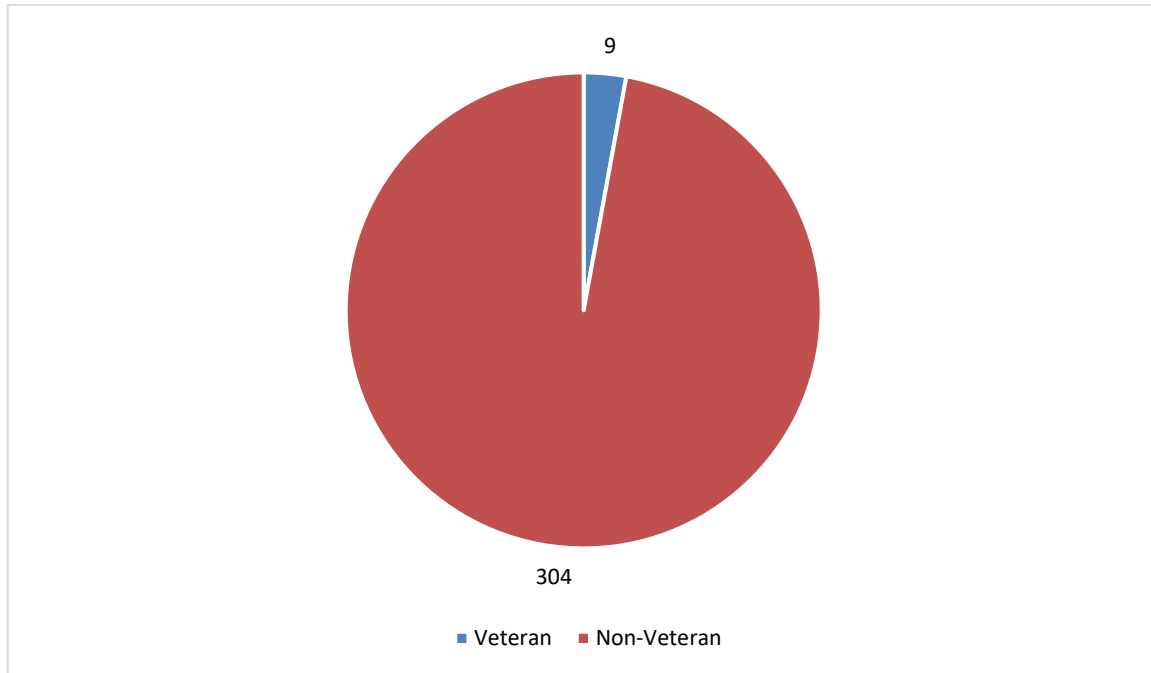
Ethnicity



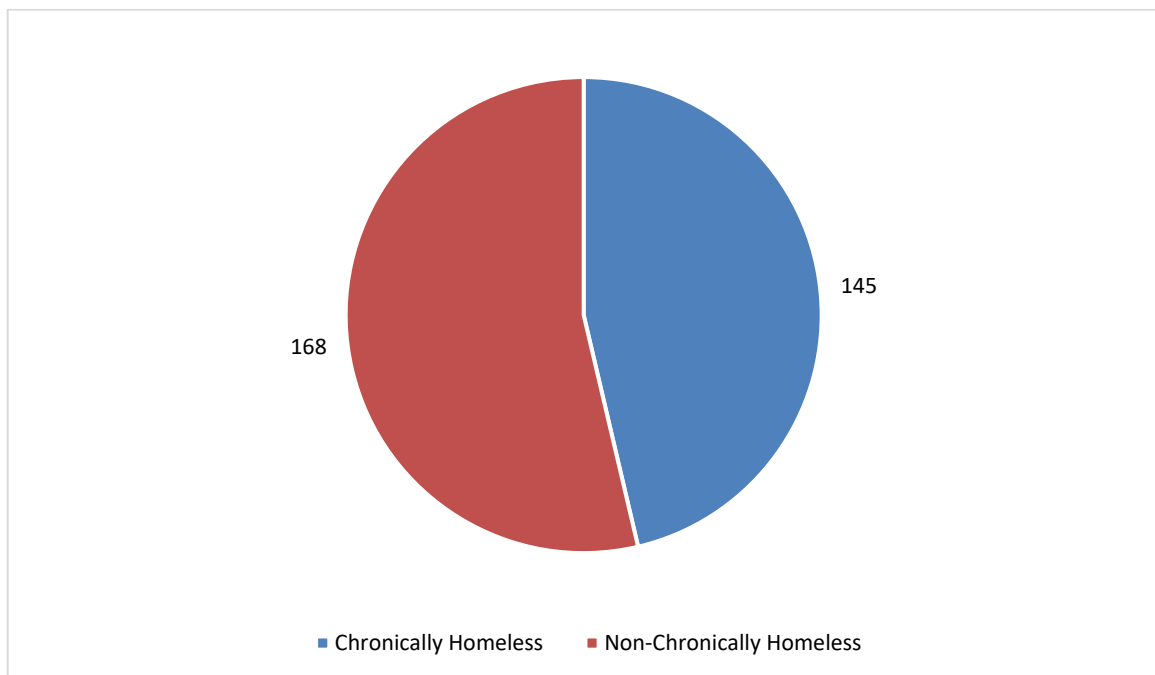
Gender



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 November 2024, (2) guests exited to permanent housing situations.

Community Engagement and Events:

November's community engagement at the Buena Park Navigation Center saw contributions from volunteers and in-kind donations.

BPNC continued to host engagement events started in the previous month including a vision board class, movie night, and bingo night. The vision board night had materials provided from Eastside Christian Church, while the movie and bingo night had refreshments donated by the same anonymous donor as in October. Additionally, a group from Buena Park served a donated Thanksgiving dinner at the shelter on Wednesday, November 27th.

In-kind donations continued as well, with continued Gardening Club support from Alexis Lawrence as well as several other means. BPNC received a supply of hygiene and cleaning supply donations from Giving Children Hope, a non-profit based in Anaheim. Finally, major supporters from previous months including Hyatt in Newport Beach and Fluor (whose official hygiene drive ended a month ago but continues to support) giving towels and hygiene items, respectively.

Volunteers

- An increase in standard volunteers at the shelter from 16 in October to 21 in November
- Continued non-standard volunteer engagements including movie and bingo night, vision board activities, and gardening club
- Thanksgiving dinner provided by a local church group.

Donations

- Giving Children Hope donated cleaning supplies and hygiene items
- Continued material support from Fluor, Hyatt, and Eastside Christian Church

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.

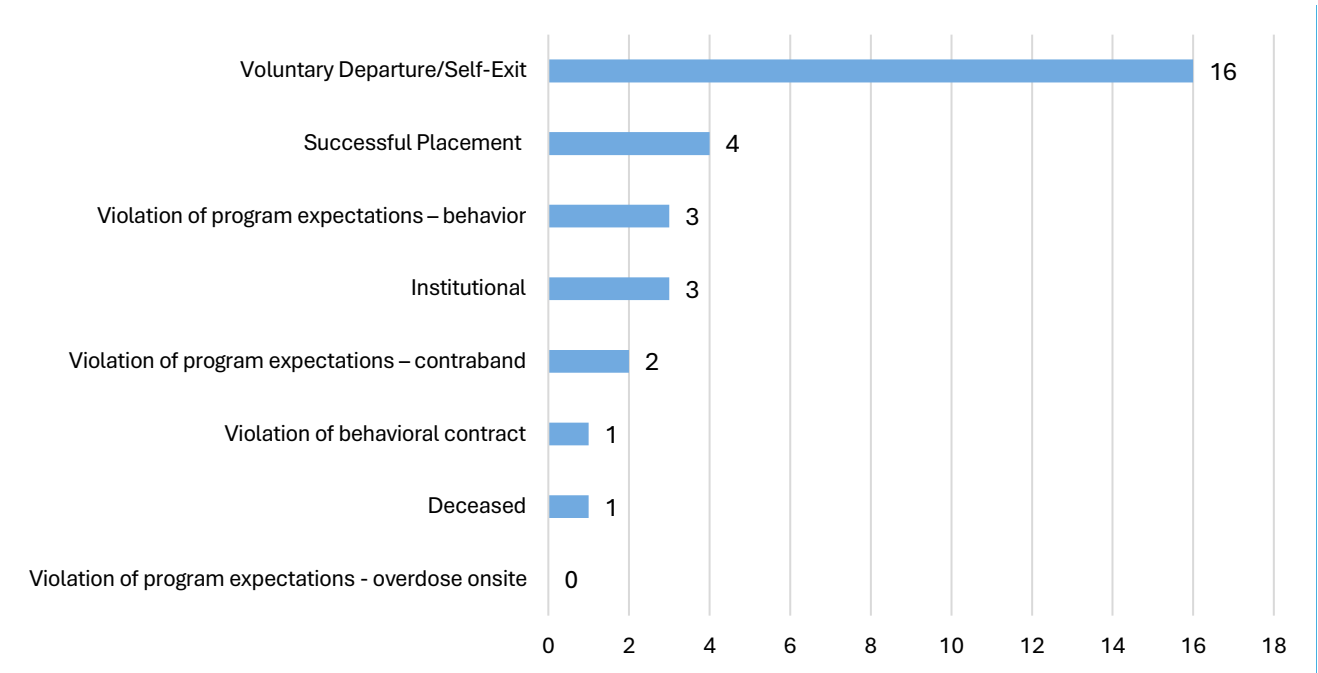
During the month of November 2024, 1 guest tested positive for COVID-19.

The following organizations/agencies visited the shelter during the month of November 2024:

- Family Health Matters Mobile Clinic.
- KCS Health Center.
- Support Group - City of Buena Park.
- KCS mobile dental
- Life wireless
- Community Health of Orange County Social Services
- Bomba Socks

Buena Park Navigation Center Supplemental Report

Reasons for Exit – 11/1/2024-11/30/2024



Buena Park Navigation Center

Monthly Report December 2024



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

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Report Summary

Number's Served:

By the end of December 2024, the shelter has served 336 unduplicated clients, 27 of which enrolled during the month.

To date, 31 shelter recipients have positively exited the program: 16 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)	176	336	479	1,064
Individuals Discharged	27	209	343	921
Number of Intakes	27	223	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	12	17	41
Buena Park	12	162	247	424
Cypress	1	6	6	26
Fullerton	1	52	73	162
La Habra	1	26	32	64
La Palma	1	3	3	18
Los Alamitos	0	0	0	3
Orange	6	69	68	158
Placentia	3	8	5	31
Stanton	1	18	25	81
Villa Park	0	0	0	0
Yorba Linda	0	2	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	9	140	218	94
1 – 2 Years	7	80	117	175
3 – 4 Years	1	39	76	240
5 – 6 Years	5	46	51	189
7 – 8 Years	2	15	29	119
9 – 10 Years	0	8	17	84
11+ Years	3	25	46	157

3. City participant lived in prior to becoming homeless:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Anaheim	1	27	52	33
Brea	1	6	9	436
Buena Park	5	102	147	45
Cypress	2	7	8	143
Fullerton	3	46	47	3
La Habra	1	22	26	64
La Palma	0	0	3	20
Los Alamitos	0	0	1	6
Orange	5	36	30	125

Placentia	2	7	8	30
Stanton	2	14	14	3
Villa Park	0	0	20	87
Yorba Linda	0	3	4	1
Orange County- outside the NSPA	0	37	44	0
Other County in California	3	36	52	0
Outside the State of California	1	10	20	0
Outside the United States	1	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	0	25	32	N/A
Renting	15	160	189	N/A
Living with Family	7	95	118	N/A
Living with Friends	1	28	32	N/A
Mobile Home	1	3	4	N/A
Foster Home	1	2	3	N/A
Hotel	0	10	11	N/A
Incarcerated	0	7	10	N/A
Hospital	0	0	0	N/A
Substance Abuse Treatment Facility or Detox Center	1	2	2	N/A
Other	1	26	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	1	18	33	N/A
Brea	0	1	3	N/A
Buena Park	1	42	50	N/A
Cypress	1	2	3	N/A
Fullerton	2	26	34	N/A
La Habra	0	16	17	N/A
La Palma	0	0	1	N/A
Los Alamitos	0	1	2	N/A
Orange	4	23	16	N/A
Placentia	2	7	6	N/A
Stanton	2	7	4	N/A
Villa Park	0	0	0	N/A
Yorba Linda	0	5	5	N/A
Orange County- outside the NSPA	6	44	44	N/A
Other County in California	7	83	109	N/A
Outside the State of California	1	67	86	N/A
Outside the United States	0	5	0	N/A
Client Prefers not to answer	0	10	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	1	10	37	N/A
Brea	0	1	3	N/A
Buena Park	0	28	32	N/A
Cypress	0	1	6	N/A
Fullerton	1	32	32	N/A
La Habra	1	12	14	N/A
La Palma	0	2	2	N/A
Los Alamitos	0	1	3	N/A
Orange	1	16	13	N/A
Placentia	2	7	8	N/A
Stanton	0	2	1	N/A
Villa Park	1	5	1	N/A
Yorba Linda	0	4	4	N/A
Orange County- outside the NSPA	10	62	52	N/A
Other County in California	4	87	110	N/A
Outside the State of California	2	67	99	N/A
Outside the United States	3	9	0	N/A
Client Prefers not to Answer	1	12	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	142
Percent of Active Clients on Community Queue	96%
Number of Active Clients Matched to a Housing Opportunity	14
Percent of Active Clients Matched to a Housing Opportunity	9%

Program Exits:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Positive Exits (Housing, reunification, rehab facility)	2	31	60	191
Negative Exits (Streets, jail, prison)	11	73	21	136
Unknown Exits (Unknown, deceased)	14	105	281	579

Destination Detail of Exits:

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

Progress towards benchmark: 30% 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 31	FY 2023- 2024	2020-Present 191
Received Permanent Housing with housing subsidy	0	3	11	32
Received Permanent Housing with no ongoing subsidy	0	6	12	21
Received Permanent Housing with Housing Voucher (tenant or project base)	0	2	8	34
Received Permanent Housing with Rapid Re-housing	0	1	0	7

Permanent Housing with Family or Friends	0	1	7	28
Received Permanent Housing in long-term care facility or nursing home	1	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	1	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:	10	65	7	N/A*
Returned to homelessness by choosing to leave Navigation Center:	0	6	20	N/A*
Placed in jail, prison, or juvenile detention facility	1	2	2	8
Unknown location- client choose not disclose information	0	1	9	62
Unknown location- no exit interview was completed	14	103	272	526
Deceased:	0	1	0	2

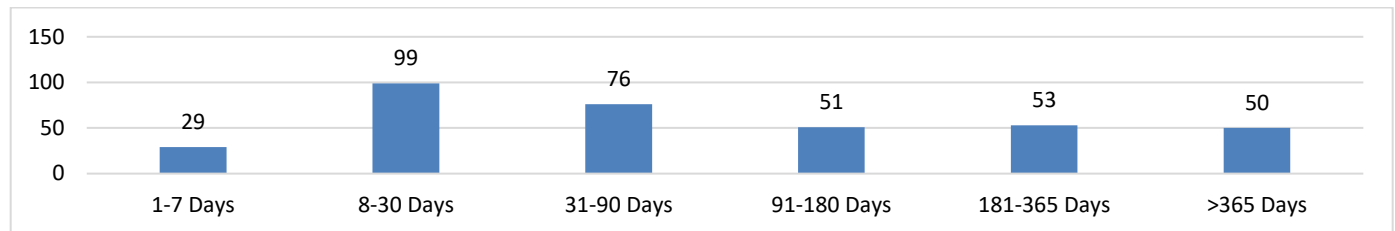
*Mercy House began collecting data set in FY23-24, data presented is for exits from the program beginning July 2023. Prior historical data is not available for all data sets.

Length of Stay (Year to Date):

Benchmark: National Average for shelter stays is 151 days.

Progress toward benchmark: Shelter average is 170 days for the year.

The average length of stay for a successful housing placement is currently 387 days for the year.



Length of Stay for Successful Exits:

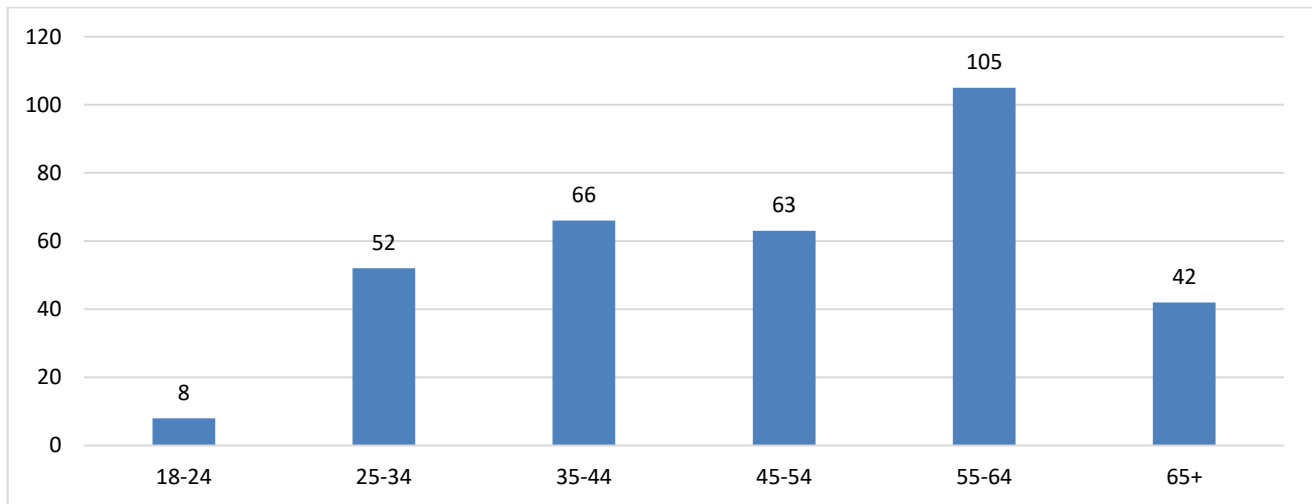
	Monthly	Year To Date	FY 2023-2024	2020-Present
Less than 1 month in Navigation Center	2	5	0	30
1 – 2 months in Navigation Center	0	8	48	33
3 – 6 months in Navigation Center	1	4	30	29
7 – 12 months in Navigation Center	0	4	32	24
Over 1 Year in Navigation Center	0	10	33	38

Length of Stay for Unsuccessful Exits:

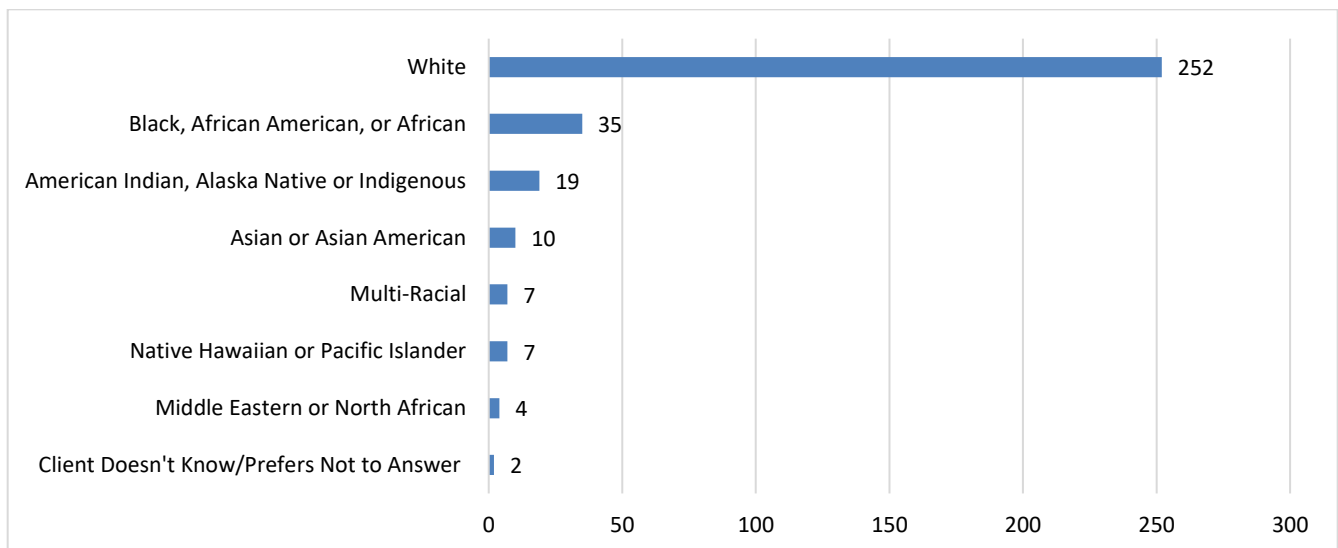
	Monthly	Year To Date	FY 2023-2024	2020-Present
Less than 1 month in Navigation Center	7	97	6	501
1 – 2 months in Navigation Center	9	41	45	496
3 – 6 months in Navigation Center	4	21	19	189
7 – 12 months in Navigation Center	3	10	116	48
Over 1 Year in Navigation Center	2	9	0	24

Client Demographics:

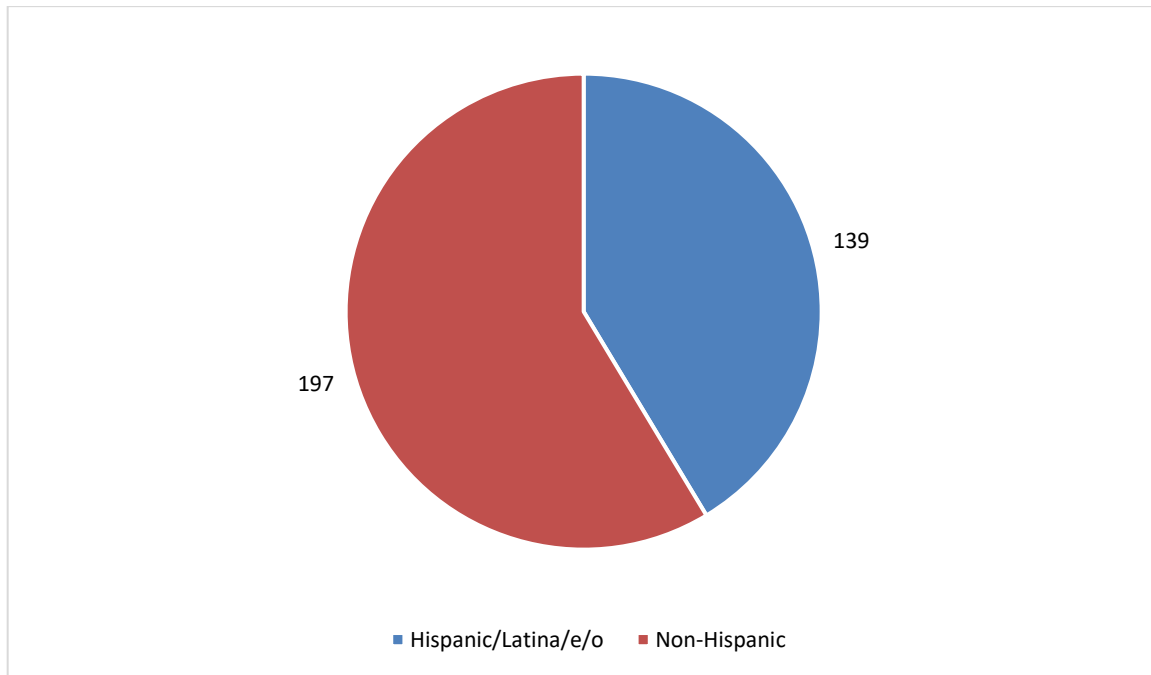
Age



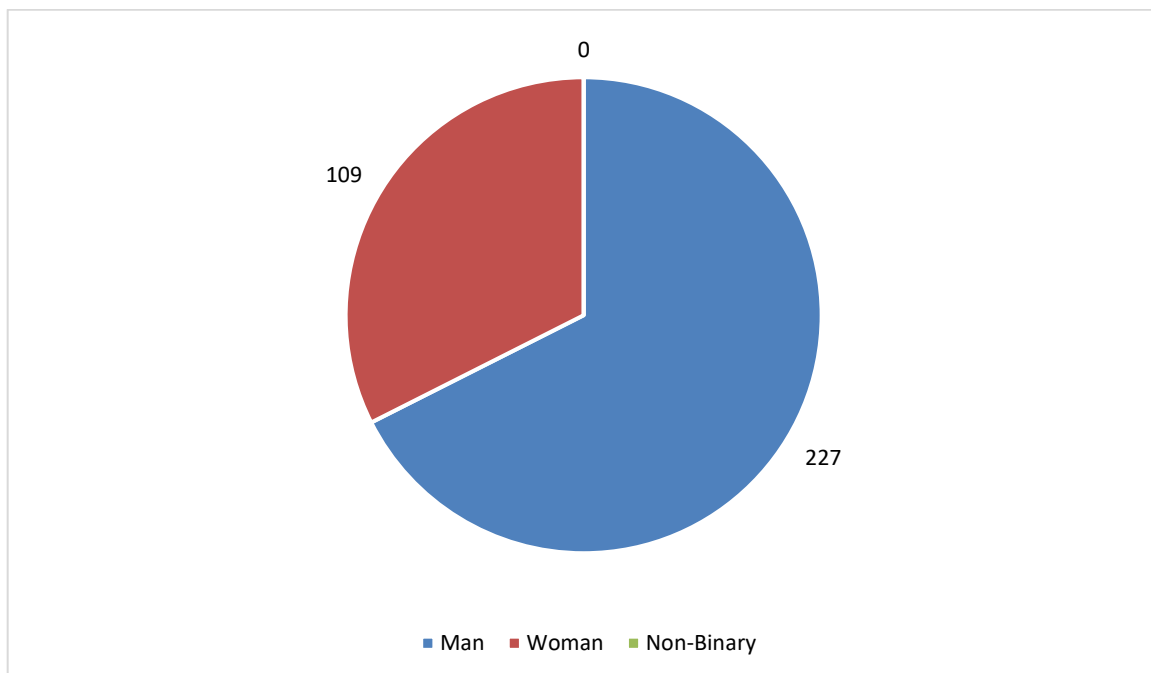
Race



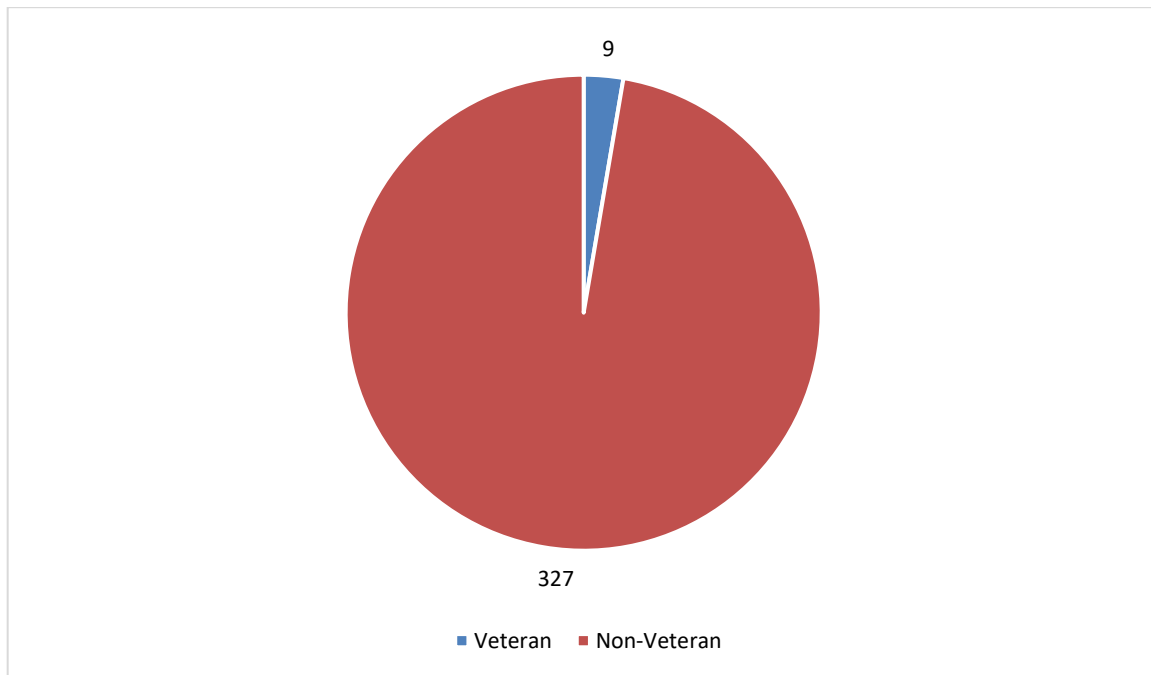
Ethnicity



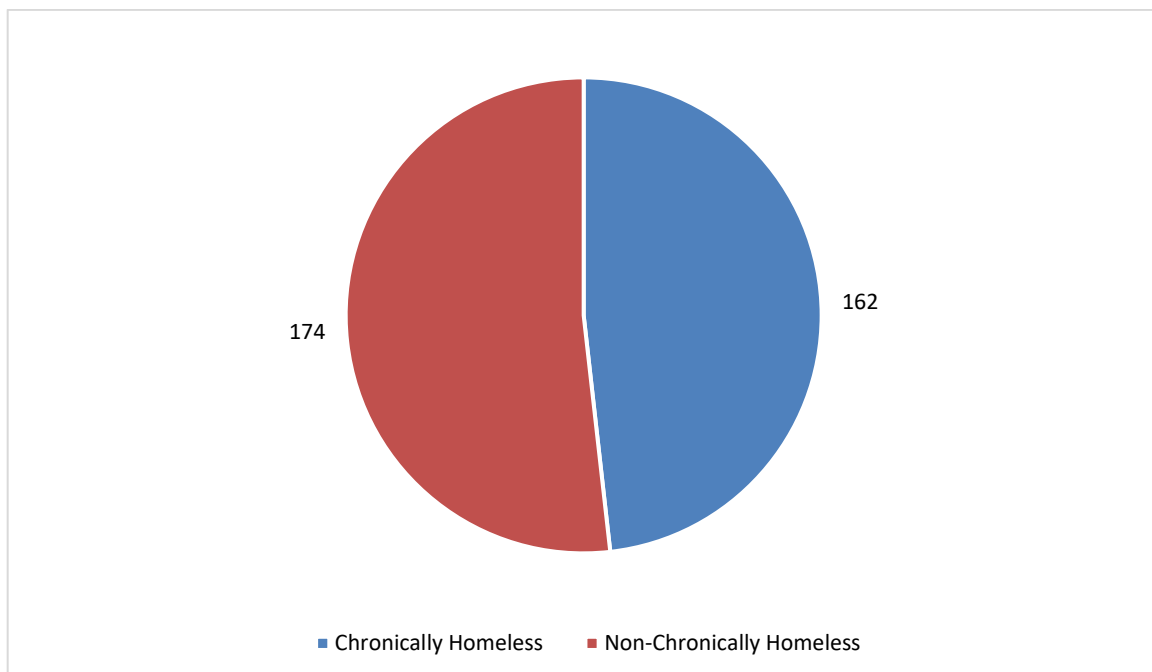
Gender



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 December 2024, (2) guests exited to permanent housing situations in long-term care facility and 1 exited to temporary housing at a Substance Abuse Treatment Center to better met their health needs and goals.

Community Engagement and Events:

The community engagement at BPNC in December remained robust, featuring both dedicated volunteers and generous in-kind donations, enhancing the services and experiences provided to guests.

- Vision Board Event: BPNC continued its monthly Vision Board event, initiated earlier in the year, offering guests an opportunity to set goals and visualize their futures. Supplies for this event were purchased with Amazon gift cards donated by Burris Law, a firm based in Orange. Snacks and drinks for the event were funded by grocery store gift cards provided by Eastside Christian Church.
- Hygiene Supplies: Fluor maintained its support of the shelter by providing additional hygiene items throughout December. This continued their ongoing contributions, which had included significant donations in October and December.
- Welcome Home Baskets: Hyatt Newport Beach continued to contribute towels for residents receiving Welcome Home Baskets, supporting guests transitioning successfully from the shelter to permanent housing.
- Christmas Dinner: La Palma Christian Center, which had provided the Thanksgiving meal, generously donated and served Christmas Dinner at BPNC. Their group of volunteers made the meal a special experience for guests.

Volunteers

- While December saw a slight decrease in the total number of volunteers (2 fewer) and hours volunteered (9 fewer) compared to December, the average number of hours served per volunteer reached its highest point of the year.
- La Palma Christian Center sent a dedicated group to assist with serving Christmas Dinner, highlighting the community's commitment to making the holiday season meaningful for shelter residents.

Donations

- Gift Cards and Supplies: Burris Law's donation of gift cards enabled the purchase of supplies for the Vision Board event, reinforcing its role in empowering guests to focus on personal growth and aspirations.
- Clothing and Household Goods: Linda Crans generously donated clothing and household items, providing essential support to residents.

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.

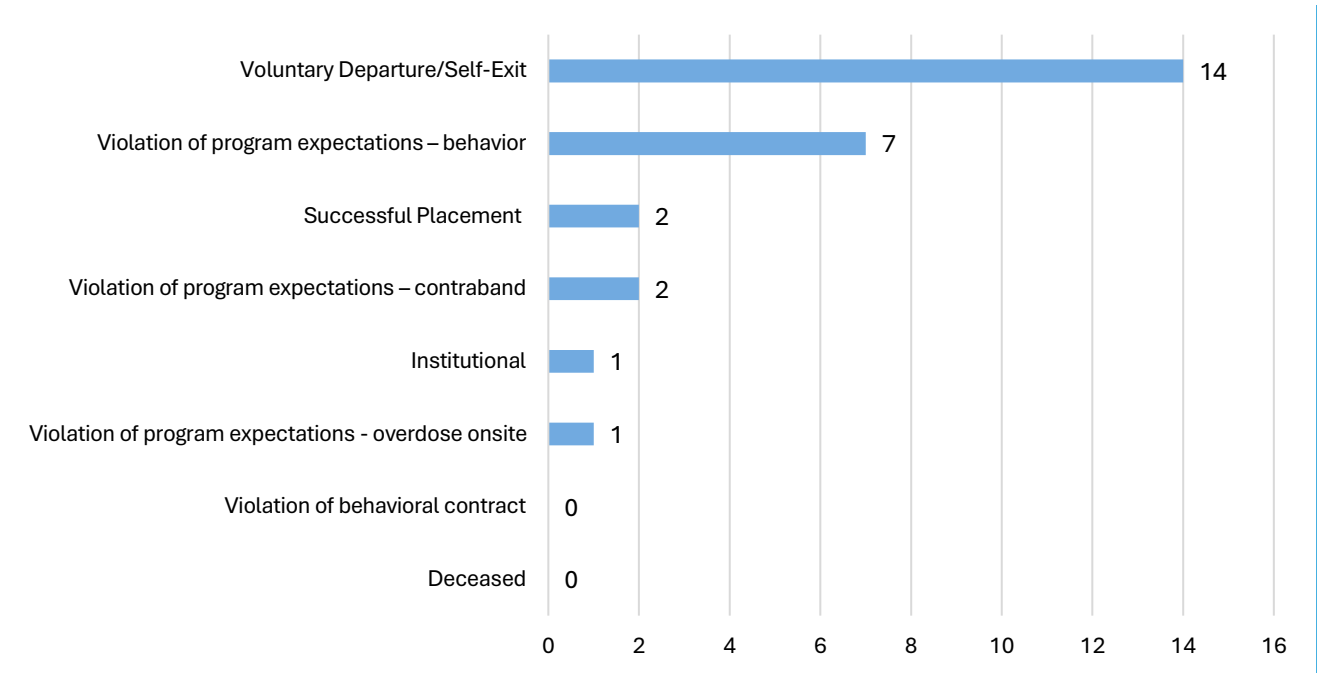
During the month of December 2024, 0 guests tested positive for COVID-19.

The following organizations/agencies visited the shelter during the month of December 2024:

- Family Health Matters Mobile Clinic
- KCS - Health Center
- KCS - Counseling
- KCS - Healthy Living 101 Support Group
- Life wireless
- Community Health of Orange County Social Services
- Serve the people vision clinic
- Financial Literacy Classes (Banking)- NeighborWorks OC

Buena Park Navigation Center Supplemental Report

Reasons for Exit – 12/1/2024-12/31/2024



Buena Park Navigation Center

Monthly Report January 2025



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

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Report Summary

Number's Served:

By the end of January 2025, the shelter has served 352 unduplicated clients, 24 of which enrolled during the month.

To date, 39 shelter recipients have positively exited the program: 24 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)	170	352	479	1,064
Individuals Discharged	21	233	343	921
Number of Intakes	24	247	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	0	12	17	41
Buena Park	11	173	247	424
Cypress	0	6	6	26
Fullerton	2	54	73	162
La Habra	1	27	32	64
La Palma	0	3	3	18
Los Alamitos	0	0	0	3
Orange	7	76	68	158
Placentia	1	9	5	31
Stanton	0	18	25	81
Villa Park	0	0	0	0
Yorba Linda	2	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	9	154	218	94
1 – 2 Years	7	87	117	175
3 – 4 Years	1	40	76	240
5 – 6 Years	4	50	51	189
7 – 8 Years	0	15	29	119
9 – 10 Years	0	8	17	84
11+ Years	3	28	46	157

3. City participant lived in prior to becoming homeless:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Anaheim	3	30	52	33
Brea	0	6	9	436
Buena Park	4	106	147	45
Cypress	0	7	8	143
Fullerton	3	49	47	3
La Habra	1	23	26	64
La Palma	0	0	3	20
Los Alamitos	0	0	1	6
Orange	3	39	30	125

Placentia	2	9	8	30
Stanton	1	15	14	3
Villa Park	0	0	20	87
Yorba Linda	1	4	4	1
Orange County- outside the NSPA	1	38	44	0
Other County in California	4	40	52	0
Outside the State of California	1	11	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	0	25	32	N/A
Renting	13	173	189	N/A
Living with Family	4	99	118	N/A
Living with Friends	6	34	32	N/A
Mobile Home	1	4	4	N/A
Foster Home	0	2	3	N/A
Hotel	0	10	11	N/A
Incarcerated	0	7	10	N/A
Hospital	0	0	0	N/A
Substance Abuse Treatment Facility or Detox Center	0	2	2	N/A
Other	0	26	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	1	19	33	N/A
Brea	0	1	3	N/A
Buena Park	5	47	50	N/A
Cypress	0	2	3	N/A
Fullerton	0	26	34	N/A
La Habra	0	16	17	N/A
La Palma	0	0	1	N/A
Los Alamitos	0	1	2	N/A
Orange	1	24	16	N/A
Placentia	1	8	6	N/A
Stanton	0	7	4	N/A
Villa Park	0	0	0	N/A
Yorba Linda	1	6	5	N/A
Orange County- outside the NSPA	4	48	44	N/A
Other County in California	4	87	109	N/A
Outside the State of California	4	71	86	N/A
Outside the United States	3	8	0	N/A
Client Prefers not to answer	0	10	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	3	13	37	N/A
Brea	0	1	3	N/A
Buena Park	2	30	32	N/A
Cypress	0	1	6	N/A
Fullerton	1	33	32	N/A
La Habra	0	12	14	N/A
La Palma	0	2	2	N/A
Los Alamitos	0	1	3	N/A
Orange	2	18	13	N/A
Placentia	0	7	8	N/A
Stanton	0	2	1	N/A
Villa Park	0	5	1	N/A
Yorba Linda	0	4	4	N/A
Orange County- outside the NSPA	6	67	52	N/A
Other County in California	4	92	110	N/A
Outside the State of California	1	68	99	N/A
Outside the United States	4	13	0	N/A
Client Prefers not to Answer	0	13	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	139
Percent of Active Clients on Community Queue	95%
Number of Active Clients Matched to a Housing Opportunity	12
Percent of Active Clients Matched to a Housing Opportunity	8%

Program Exits:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Positive Exits (Housing, reunification, rehab facility)	6	39	60	191
Negative Exits (Streets, jail, prison)	8	83	21	136
Unknown Exits (Unknown, deceased)	7	111	281	579

Destination Detail of Exits:

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

Progress towards benchmark: 32% of clients who have exited to a known destination have exited to permanent housing.

1. Positive Exits from the Buena Park Navigation Center:

	Monthly 6	Year To Date 39	FY 2023- 2024	2020-Present 191
Received Permanent Housing with housing subsidy	1	5	11	32
Received Permanent Housing with no ongoing subsidy	1	8	12	21
Received Permanent Housing with Housing Voucher (tenant or project base)	2	4	8	34
Received Permanent Housing with Rapid Re-housing	1	2	0	7

Permanent Housing with Family or Friends	0	2	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:	5	70	7	N/A*
Returned to homelessness by choosing to leave Navigation Center:	1	7	20	N/A*
Placed in jail, prison, or juvenile detention facility	0	2	2	8
Unknown location- client choose not disclose information	2	3	9	62
Unknown location- no exit interview was completed	7	111	272	526
Deceased:	0	1	0	2

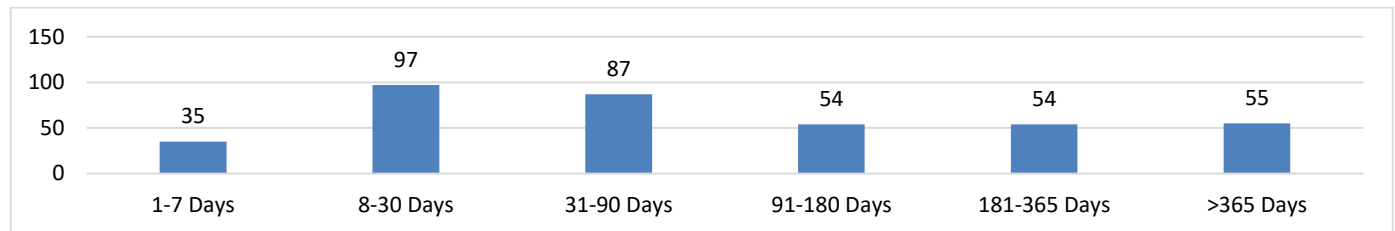
*Mercy House began collecting data set in FY23-24, data presented is for exits from the program beginning July 2023. Prior historical data is not available for all data sets.

Length of Stay (Year to Date):

Benchmark: National Average for shelter stays is 151 days.

Progress toward benchmark: Shelter average is 253 days for the year.

The average length of stay for a successful housing placement is currently 301 days for the year.



Length of Stay for Successful Exits:

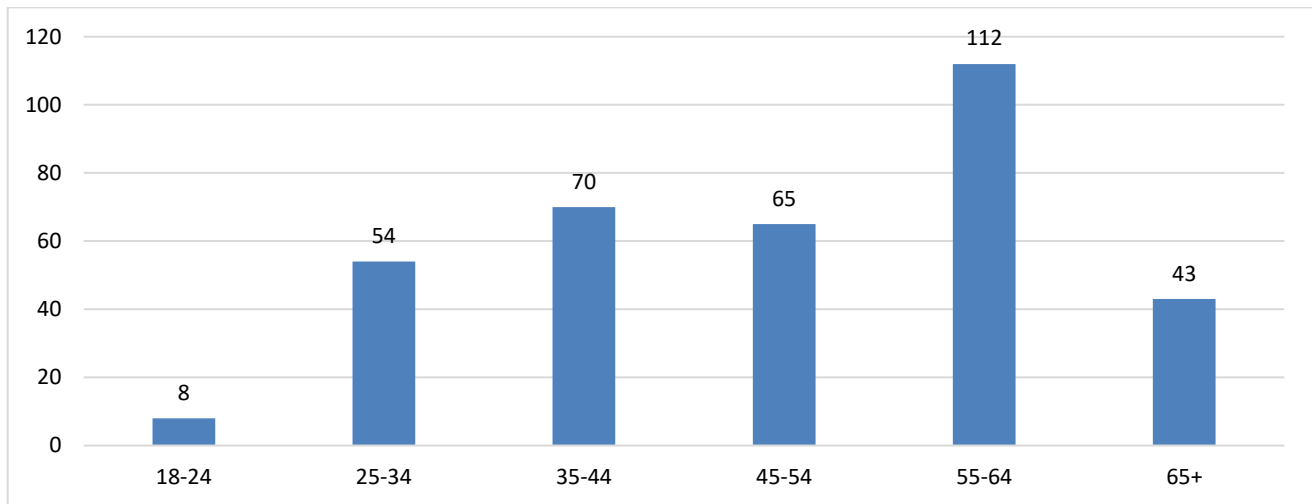
	Monthly	Year To Date	FY 2023-2024	2020-Present
Less than 1 month in Navigation Center	0	5	0	30
1 – 2 months in Navigation Center	2	10	48	33
3 – 6 months in Navigation Center	1	7	30	29
7 – 12 months in Navigation Center	3	7	32	24
Over 1 Year in Navigation Center	0	10	33	38

Length of Stay for Unsuccessful Exits:

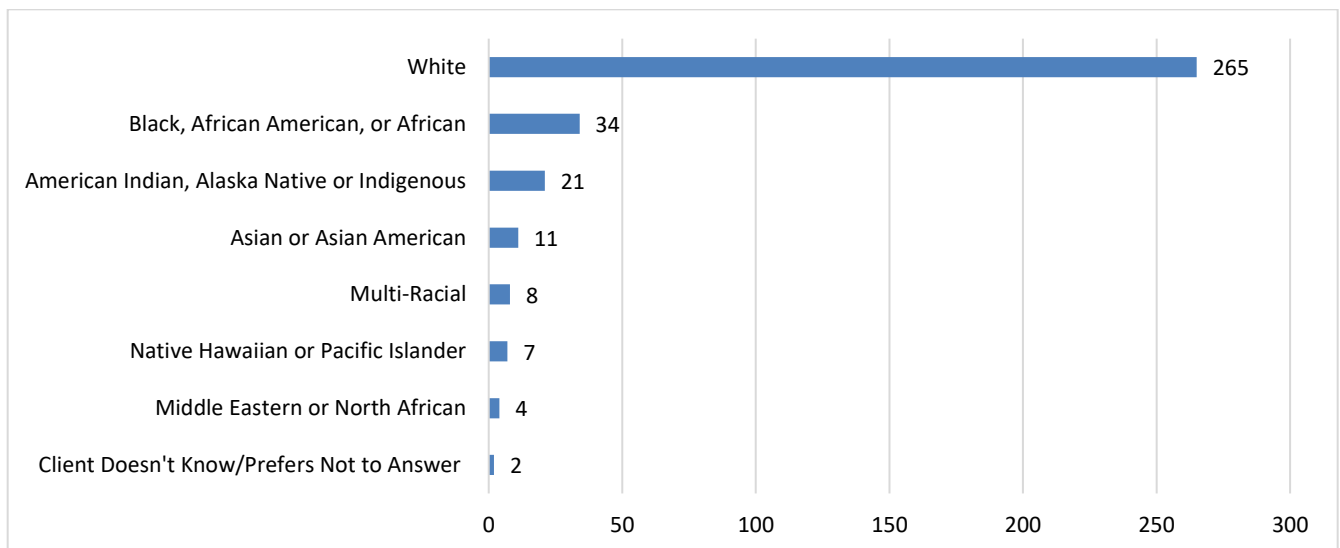
	Monthly	Year To Date	FY 2023-2024	2020-Present
Less than 1 month in Navigation Center	8	106	6	501
1 – 2 months in Navigation Center	3	44	45	496
3 – 6 months in Navigation Center	3	24	19	189
7 – 12 months in Navigation Center	0	10	116	48
Over 1 Year in Navigation Center	1	10	0	24

Client Demographics:

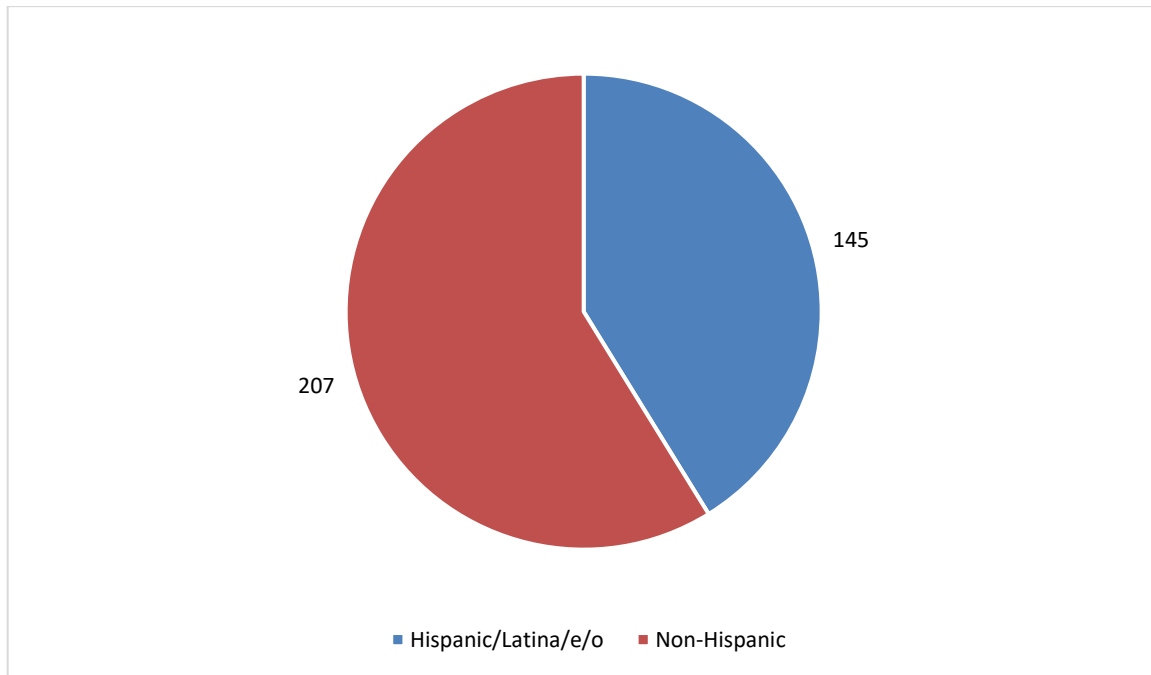
Age



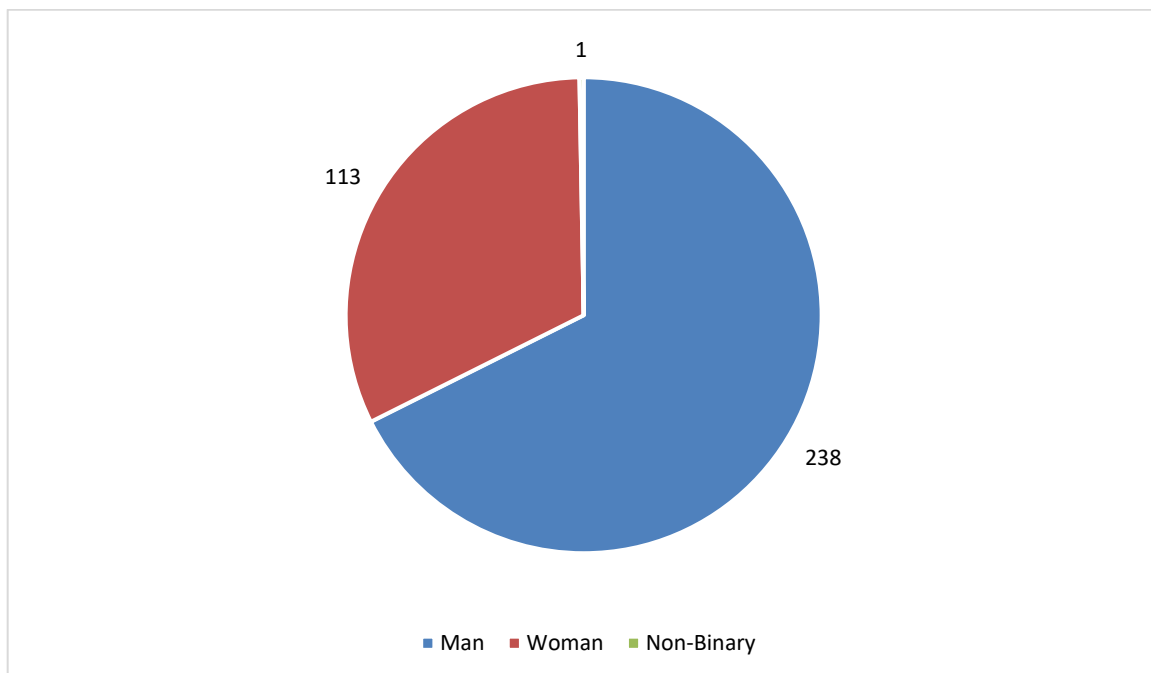
Race



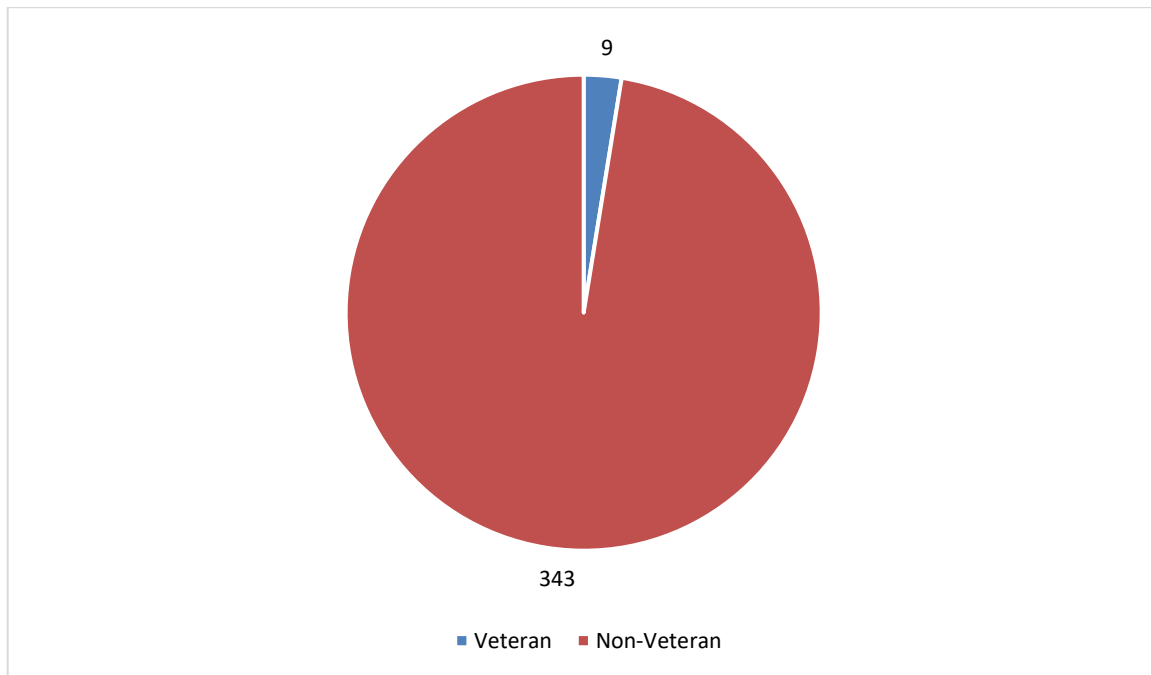
Ethnicity



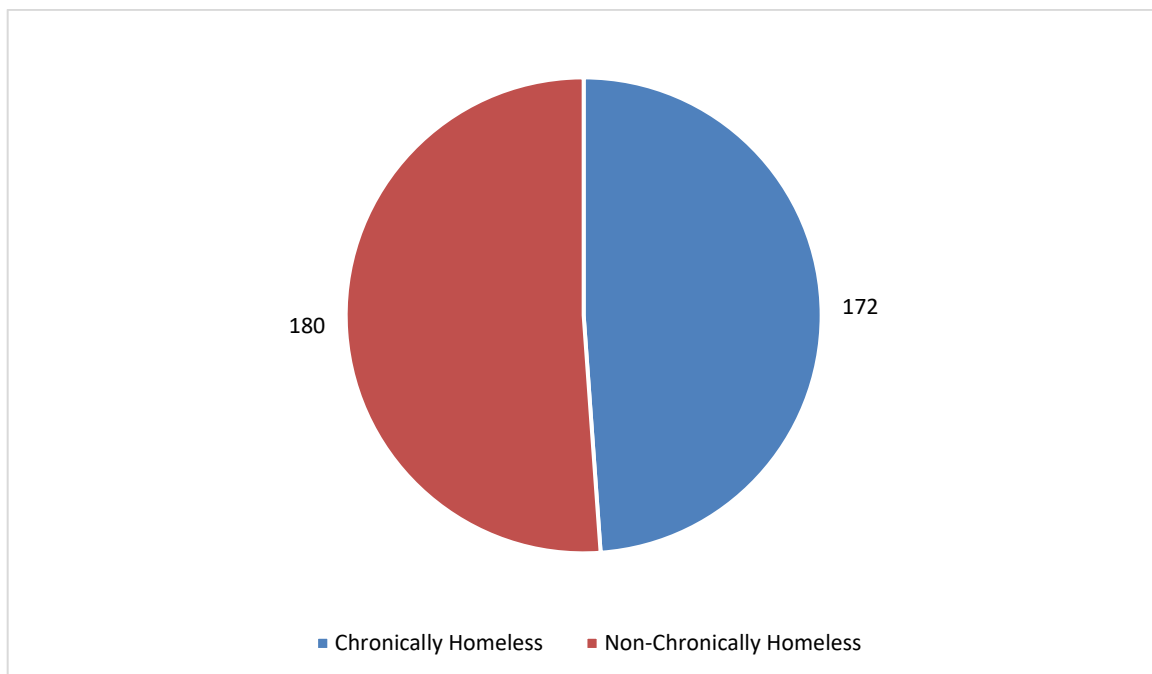
Gender



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 January 2025, (6) guests exited to permanent housing situations.

Community Engagement and Events:

In January, BPNC continued to foster a sense of community through several volunteer-led engagement events. The Center maintained its now-regular schedule, hosting Bingo Night during the first week, Vision Board Night in the third week, and Movie Night in the final week of the month. Additionally, the Gardening Club, led by Alexis Lawrence and now approaching its conclusion, conducted another successful session during the second week. The final gardening class is scheduled for February.

Volunteers:

- Recurring monthly events included a bingo night, board game night, and a vision board event
- Penultimate gardening club meeting was held in January. February will be the final class conducted by Alexis Lawrence.

Donations

- Burris Law, based in Orange, contributed gift cards to purchase supplies for Bingo Night and Movie Night. Eastside Christian Church provided all materials needed for the Vision Board event.
- Fluor, a consistent supporter of the shelter in recent months, donated additional hygiene packs, further enhancing the well-being of BPNC residents.

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.

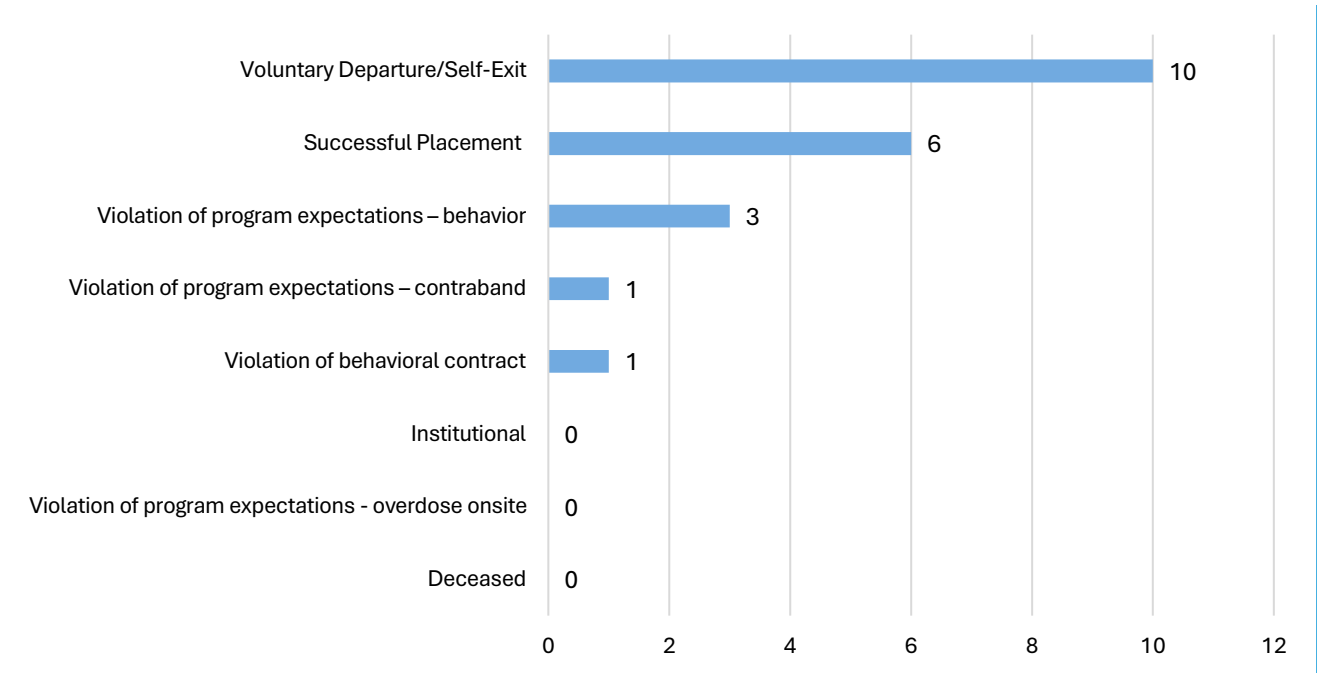
During the month of January 2025, five (5) guests tested positive for COVID-19.

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

- Family Health Matters Mobile Clinic
- KCS - Health Center
- KCS - Counseling
- KCS - Healthy Living 101 Support Group
- Life wireless
- Community Health of Orange County Social Services
- Serve the people vision clinic
- Financial Literacy Classes (Banking)- NeighborWorks OC

Buena Park Navigation Center Supplemental Report

Reasons for Exit – 1/1/2025-1/31/2025



Buena Park Navigation Center

Monthly Report February 2025



Report Contact:
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Report Summary

Number's Served:

By the end of February 2025, the shelter has served 373 unduplicated clients, 33 of which enrolled during the month.

To date, 40 shelter recipients have positively exited the program: 25 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)	182	373	479	1,064
Individuals Discharged	37	270	343	921
Number of Intakes	33	280	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	13	17	41
Buena Park	15	188	247	424
Cypress	3	9	6	26
Fullerton	3	57	73	162
La Habra	3	30	32	64
La Palma	0	3	3	18
Los Alamitos	0	0	0	3
Orange	7	83	68	158
Placentia	1	10	5	31
Stanton	0	18	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	7	161	218	94
1 – 2 Years	8	95	117	175
3 – 4 Years	10	50	76	240
5 – 6 Years	2	52	51	189
7 – 8 Years	2	17	29	119
9 – 10 Years	1	9	17	84
11+ Years	3	31	46	157

3. City participant lived in prior to becoming homeless:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Anaheim	4	34	52	33
Brea	0	6	9	436
Buena Park	9	115	147	45
Cypress	1	8	8	143
Fullerton	3	52	47	3
La Habra	4	27	26	64
La Palma	0	0	3	20
Los Alamitos	0	0	1	6
Orange	4	43	30	125

Placentia	2	11	8	30
Stanton	0	15	14	3
Villa Park	0	0	20	87
Yorba Linda	0	4	4	1
Orange County- outside the NSPA	1	39	44	0
Other County in California	3	43	52	0
Outside the State of California	2	13	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	1	26	32	N/A
Renting	16	189	189	N/A
Living with Family	13	112	118	N/A
Living with Friends	2	36	32	N/A
Mobile Home	0	4	4	N/A
Foster Home	0	2	3	N/A
Hotel	1	11	11	N/A
Incarcerated	0	7	10	N/A
Hospital	0	0	0	N/A
Substance Abuse Treatment Facility or Detox Center	0	2	2	N/A
Other	0	26	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	5	25	33	N/A
Brea	0	1	3	N/A
Buena Park	4	51	50	N/A
Cypress	2	4	3	N/A
Fullerton	2	28	34	N/A
La Habra	4	20	17	N/A
La Palma	0	0	1	N/A
Los Alamitos	1	2	2	N/A
Orange	2	26	16	N/A
Placentia	0	8	6	N/A
Stanton	0	7	4	N/A
Villa Park	0	0	0	N/A
Yorba Linda	0	6	5	N/A
Orange County- outside the NSPA	4	52	44	N/A
Other County in California	3	90	109	N/A
Outside the State of California	4	75	86	N/A
Outside the United States	1	9	0	N/A
Client Prefers not to answer	1	11	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	3	17	37	N/A
Brea	0	1	3	N/A
Buena Park	3	33	32	N/A
Cypress	2	3	6	N/A
Fullerton	1	34	32	N/A
La Habra	3	15	14	N/A
La Palma	1	3	2	N/A
Los Alamitos	1	2	3	N/A
Orange	1	19	13	N/A
Placentia	0	7	8	N/A
Stanton	1	3	1	N/A
Villa Park	0	5	1	N/A
Yorba Linda	0	4	4	N/A
Orange County- outside the NSPA	3	69	52	N/A
Other County in California	7	99	110	N/A
Outside the State of California	4	72	99	N/A
Outside the United States	2	15	0	N/A
Client Prefers not to Answer	1	13	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	139
Percent of Active Clients on Community Queue	95%
Number of Active Clients Matched to a Housing Opportunity	12
Percent of Active Clients Matched to a Housing Opportunity	8%

Program Exits:

	Monthly	Year To Date	FY 2023-2024	2020-Present
Positive Exits (Housing, reunification, rehab facility)	1	40	60	191
Negative Exits (Streets, jail, prison)	26	108	21	136
Unknown Exits (Unknown, deceased)	10	122	281	579

Destination Detail of Exits:

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

Progress towards benchmark: 17% of clients who have exited to a known destination have exited to permanent housing.

1. Positive Exits from the Buena Park Navigation Center:

	Monthly 1	Year To Date 40	FY 2023- 2024	2020-Present 191
Received Permanent Housing with housing subsidy	0	5	11	32
Received Permanent Housing with no ongoing subsidy	1	9	12	21
Received Permanent Housing with Housing Voucher (tenant or project base)	0	4	8	34
Received Permanent Housing with Rapid Re-housing	0	2	0	7

Permanent Housing with Family or Friends	0	2	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:	14	84	7	N/A*
Returned to homelessness by choosing to leave Navigation Center:	4	11	20	N/A*
Placed in jail, prison, or juvenile detention facility	0	2	2	8
Unknown location- client choose not disclose information	8	11	9	62
Unknown location- no exit interview was completed	10	121	272	526
Deceased:	0	1	0	2

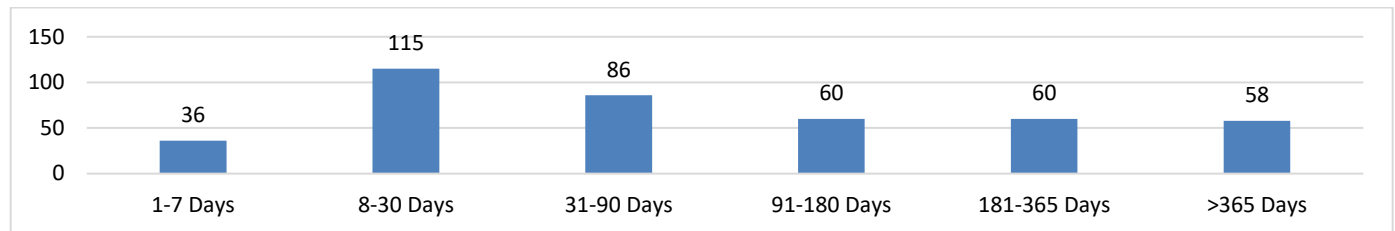
*Mercy House began collecting data set in FY23-24, data presented is for exits from the program beginning July 2023. Prior historical data is not available for all data sets.

Length of Stay (Year to Date):

Benchmark: National Average for shelter stays is 151 days.

Progress toward benchmark: Shelter average is 168 days for the year.

The average length of stay for a successful housing placement is currently 309 days for the year.



Length of Stay for Successful Exits:

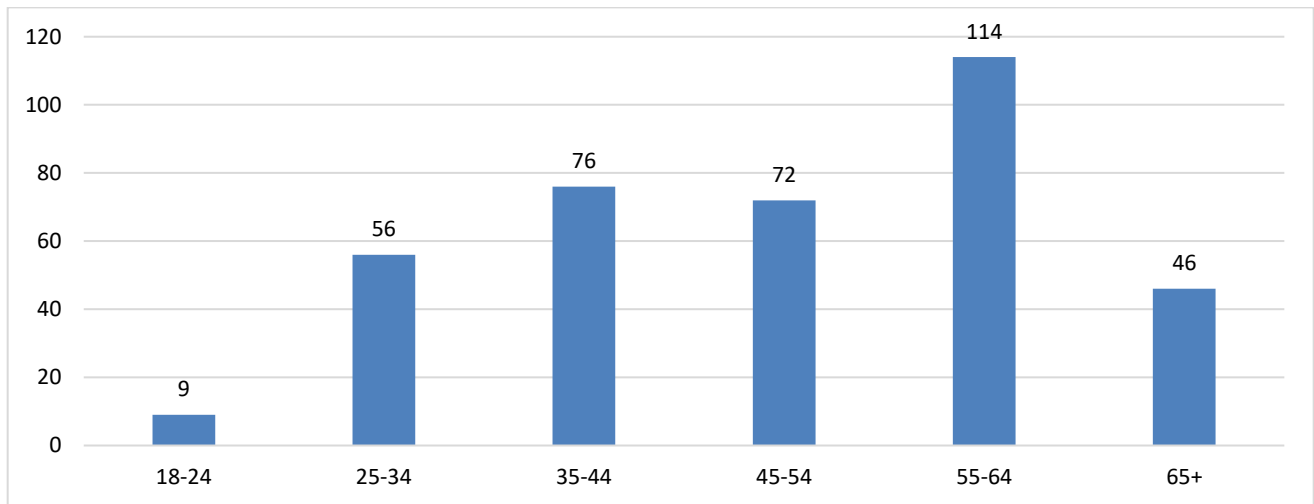
	Monthly	Year To Date	FY 2023-2024	2020-Present
Less than 1 month in Navigation Center	0	5	0	30
1 – 2 months in Navigation Center	0	10	48	33
3 – 6 months in Navigation Center	0	7	30	29
7 – 12 months in Navigation Center	0	7	32	24
Over 1 Year in Navigation Center	1	11	33	38

Length of Stay for Unsuccessful Exits:

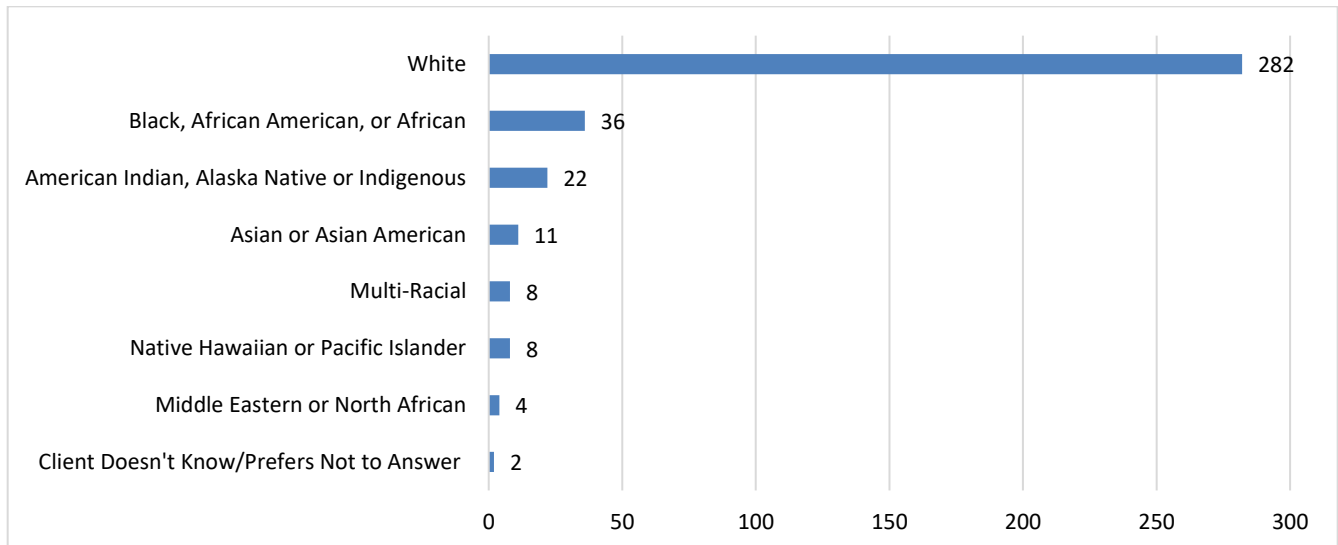
	Monthly	Year To Date	FY 2023-2024	2020-Present
Less than 1 month in Navigation Center	14	120	6	501
1 – 2 months in Navigation Center	7	51	45	496
3 – 6 months in Navigation Center	9	33	19	189
7 – 12 months in Navigation Center	3	13	116	48
Over 1 Year in Navigation Center	3	13	0	24

Client Demographics:

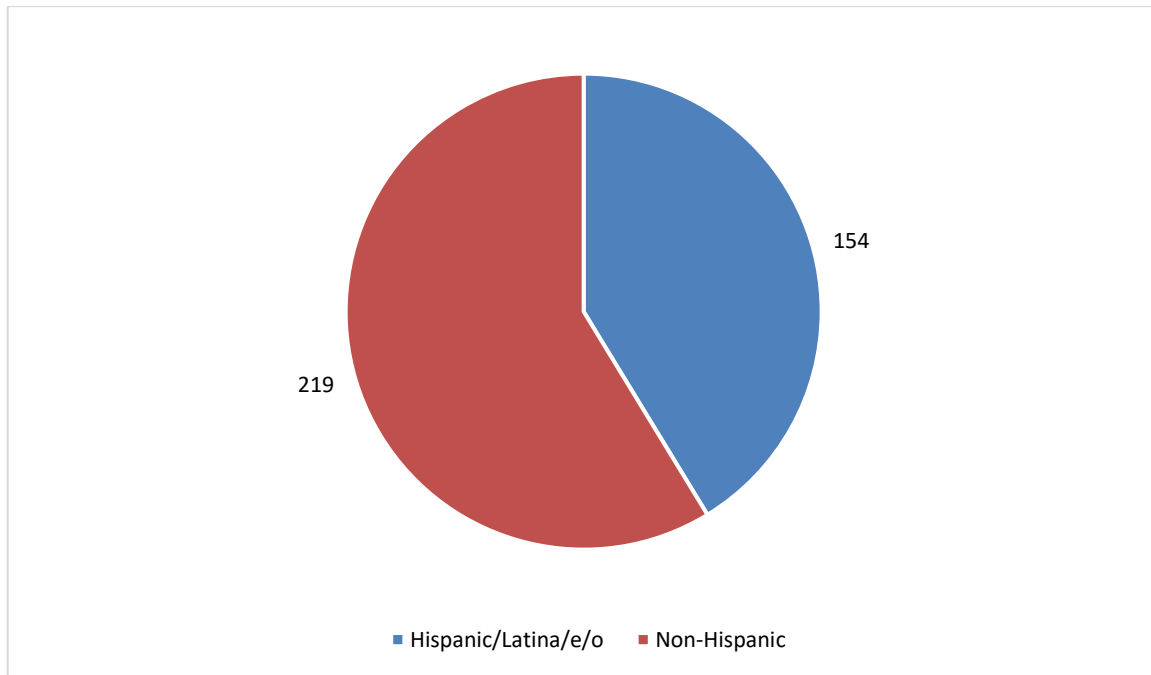
Age



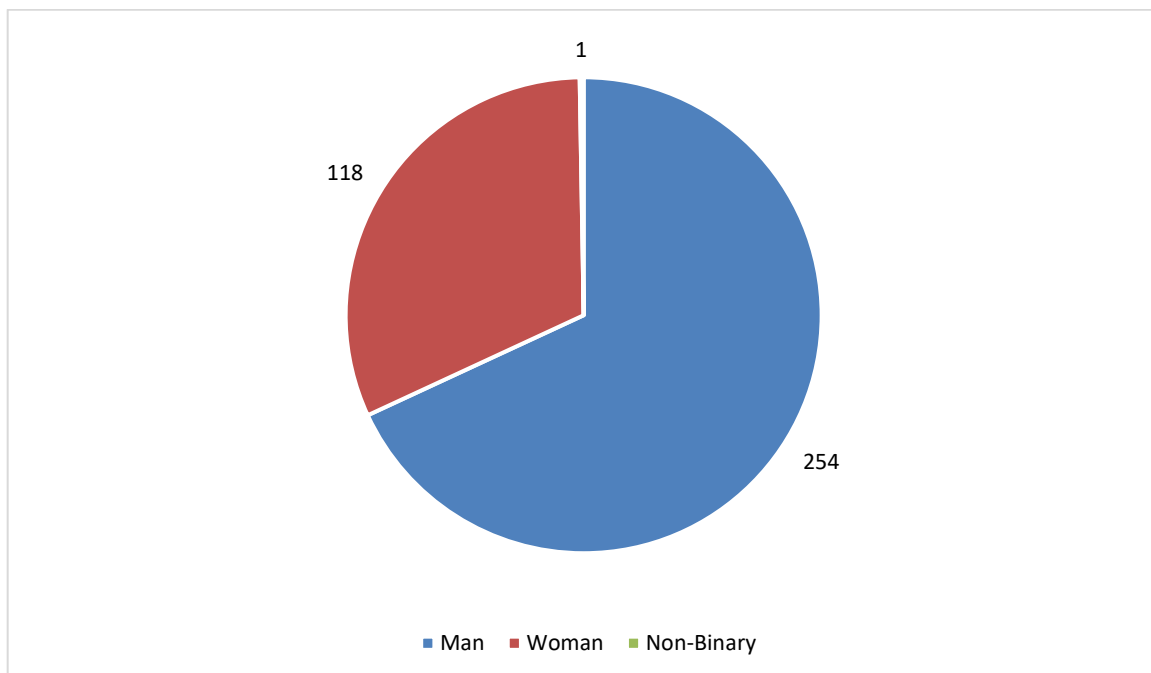
Race



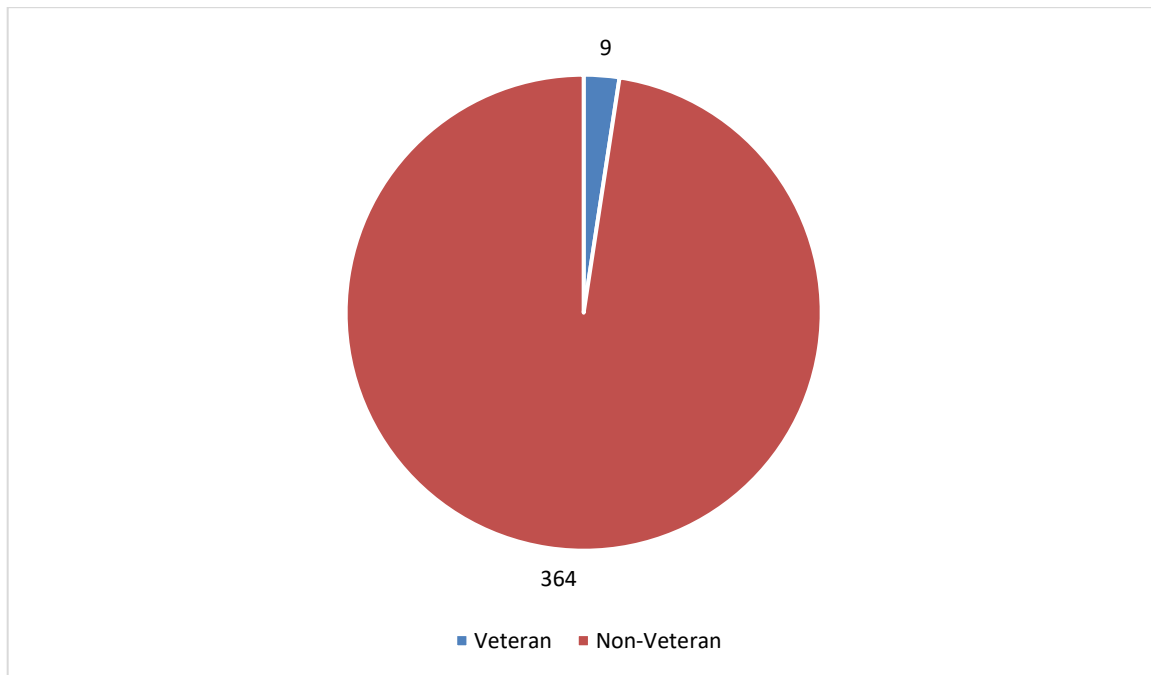
Ethnicity



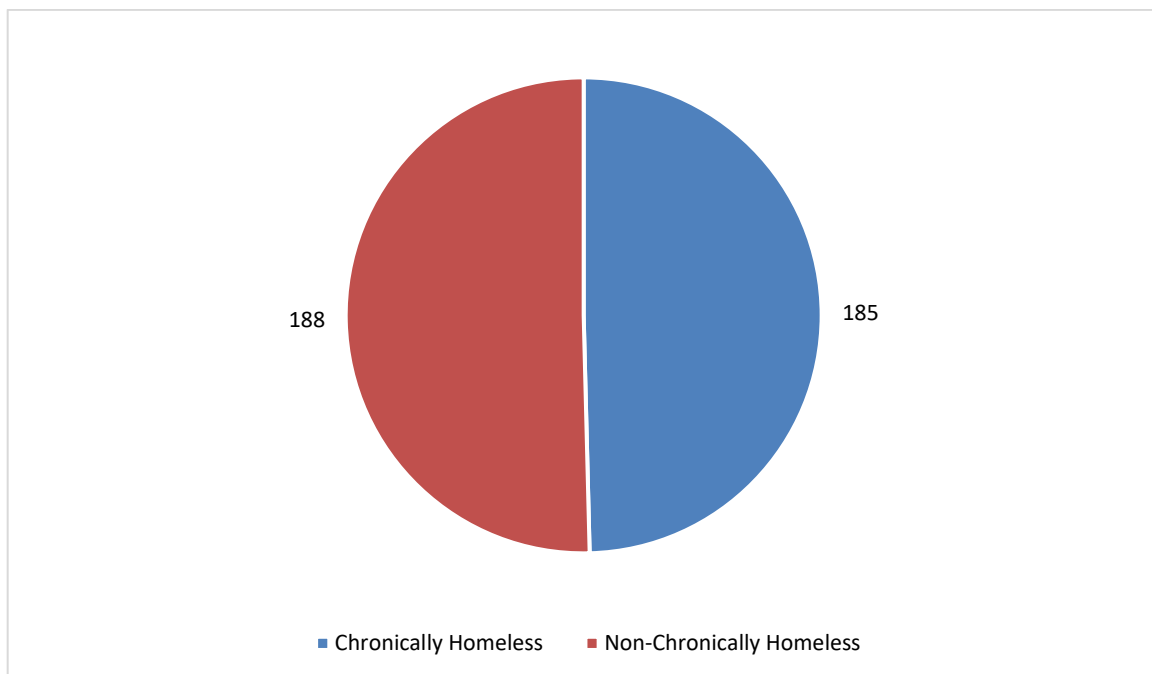
Gender



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 February 2025, (1) guest exited to permanent housing situations.

Community Engagement and Events:

February was another strong month for community engagement at BPNC, with volunteer-led events continuing to bring residents together. The center maintained its now-monthly schedule of engagement activities, including:

- Bingo Night – Held the first week of the month
- Vision Board Night – Hosted during the third week of the month
- Movie Night – Concluded the month with an entertaining community gathering

Additionally, the Gardening Club wrapped up its year-long run with its twelfth and final session in February. BPNC will explore new weekday daytime events to fill this programming gap and continue offering meaningful engagement opportunities.

Volunteers:

- Volunteers led and supported all community events throughout the month.
- Alexis Lawrence facilitated the final Gardening Club session.
- Volunteer participation has remained steady in 2025, averaging approximately 300 hours per month, in line with engagement levels during the holiday season of 2024.

Donations

- Eastside Christian Church continued its support by donating supplies for the Vision Board event.
- Burris Law gift cards, originally donated in January, provided additional resources for February's community events.

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 February 2025, two (2) guests tested positive for COVID-19.

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

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

Buena Park Navigation Center Supplemental Report

Reasons for Exit – 2/1/2025-2/28/2025

