



New Direction – Outreach & Engagement Center

ANNUAL REPORT

July 2020 – June 2021

WHAT WE DO

New Direction is an Outreach and Engagement Center that is available to individuals and families who are experiencing homelessness, or who are at risk of homelessness.

Our program focuses on connecting individuals to housing services and other community service providers.



Employment and training services, document readiness assistance, computer access



Linkages to resources including Human Services, Mental Health & SUD services, and payee services

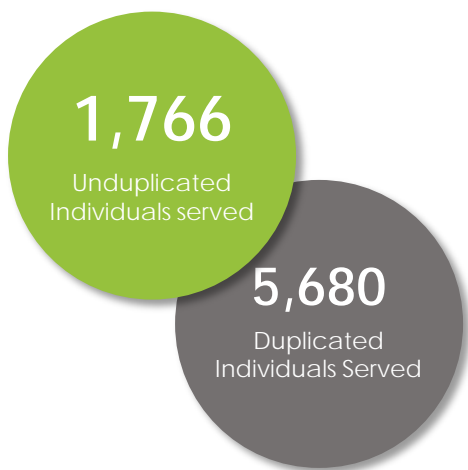


Collaboration with community providers and help obtaining permanent supportive housing and rapid re-housing

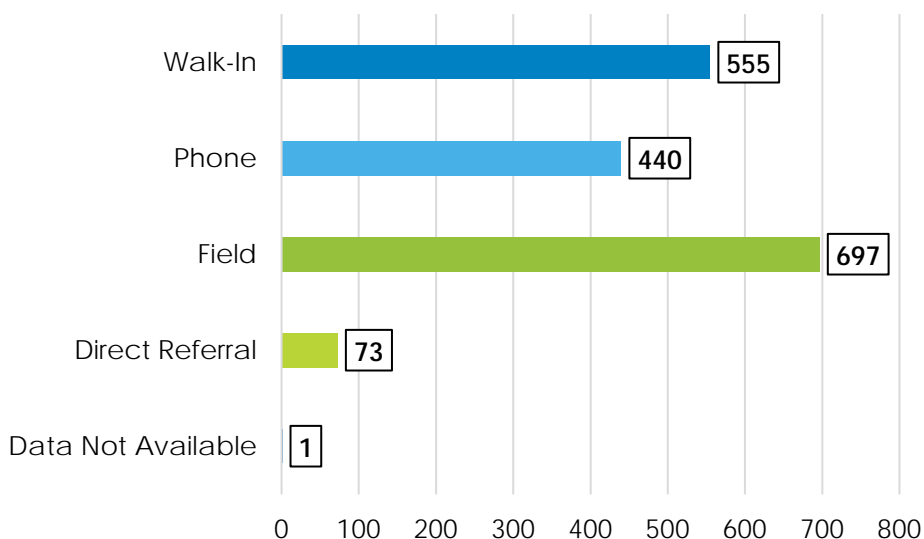


Access to emergency shelters, housing services, and respite care

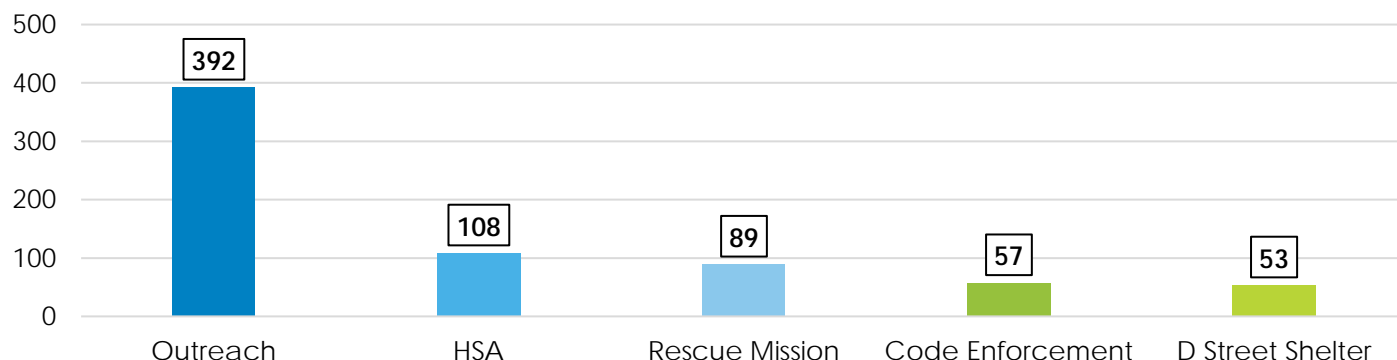
CENSUS & REFERRALS



Service Location



Top 5 Agency Referral Sources*



*A breakdown of all referral sources can be found in Appendix A

DEMOGRAPHICS

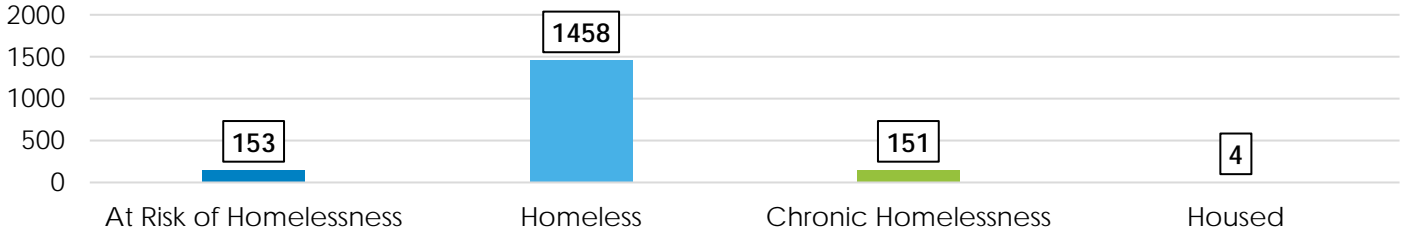
All demographics below include individuals who had a completed Client Intake Form (N = 1766).

	#
Age Group	
<18 years (Youth)	1
18 – 25 years (TAY)	125
26 – 54 years (Adult)	1135
55+ years (Older Adult)	504
Data Not Available	1
Sex	
Female	779
Male	983
Data Not Available	4
Sexual Orientation	
Bisexual	35
Gay/Lesbian/Homosexual	30
Heterosexual/Straight	1461
Other	1
Unknown	26
Declined to State	45
Data Not Available	168
Race	
American Indian or Alaska Native	83
Asian or Pacific Islander	36
African American or Black	265
Hmong	8
Multiple	42
Other	591
White or Caucasian	699
Unknown	17
Declined to State	21
Data Not Available	4
Ethnicity	
Hispanic/Latino	692
Non-Hispanic/Non-Latino	994
Unknown	37
Declined to State	38
Data Not Available	5
Veteran Status	
Yes, Client is a Veteran	51
No, Client is not a Veteran	1715

	#
Primary Language	
American Sign Language	1
Chinese	1
English	1694
French	3
German	1
Hmong	6
Lao	2
Mien	1
Spanish	51
Other	1
Data Not Available	5
City of Residence	
Alameda	1
Atwater	99
Ceres	1
Citrus Heights	1
Delhi	14
Dos Palos	34
Gilroy	1
Gustine	12
Hesperia	1
Hilmar	2
Lafayette	1
Le Grand	1
Livingston	29
Los Banos	204
Mariposa	2
Merced	1309
Midpines	1
Modesto	12
Oakland	1
Parlier	1
Pharr	1
Planada	7
Sacramento	4
Santa Clara	1
Santa Cruz	1
Santa Margarita	2
Santa Nella	11
Snelling	4
Tracy	1
Winton	7

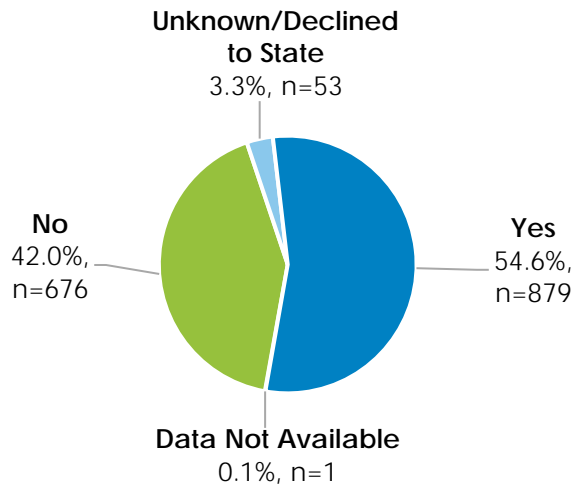
HOMELESS DETAIL

Housing Status

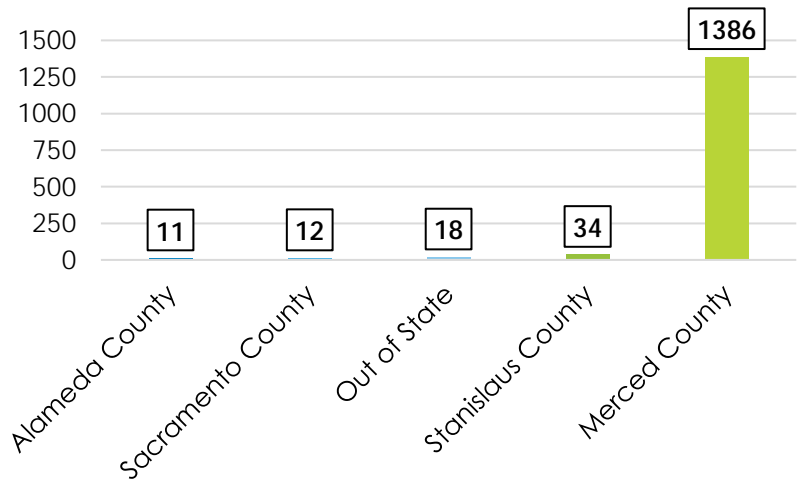


Of the 1609 individuals who were reported as being homeless or chronically homeless...

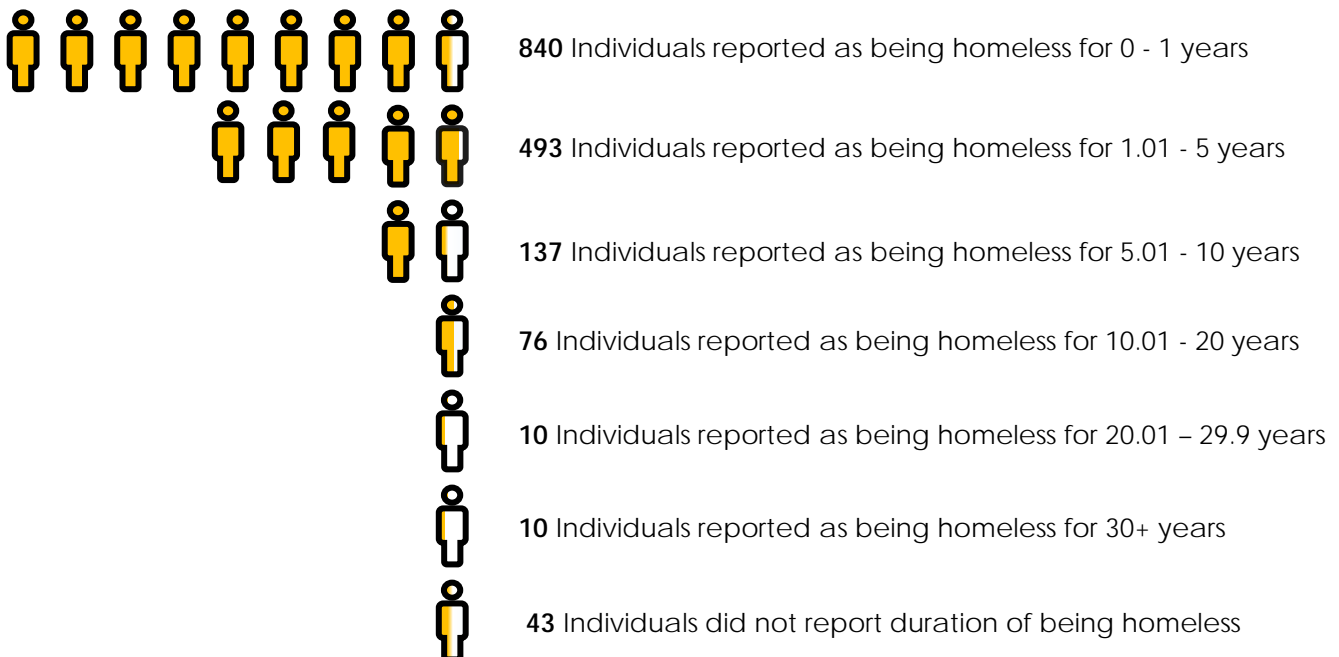
First Time Homeless?



County Clients Became Homeless In (Top 5)*



Length of Homelessness



*A breakdown of counties clients became homeless in can be found in Appendix B



IDENTIFIED NEEDS & RESOURCES

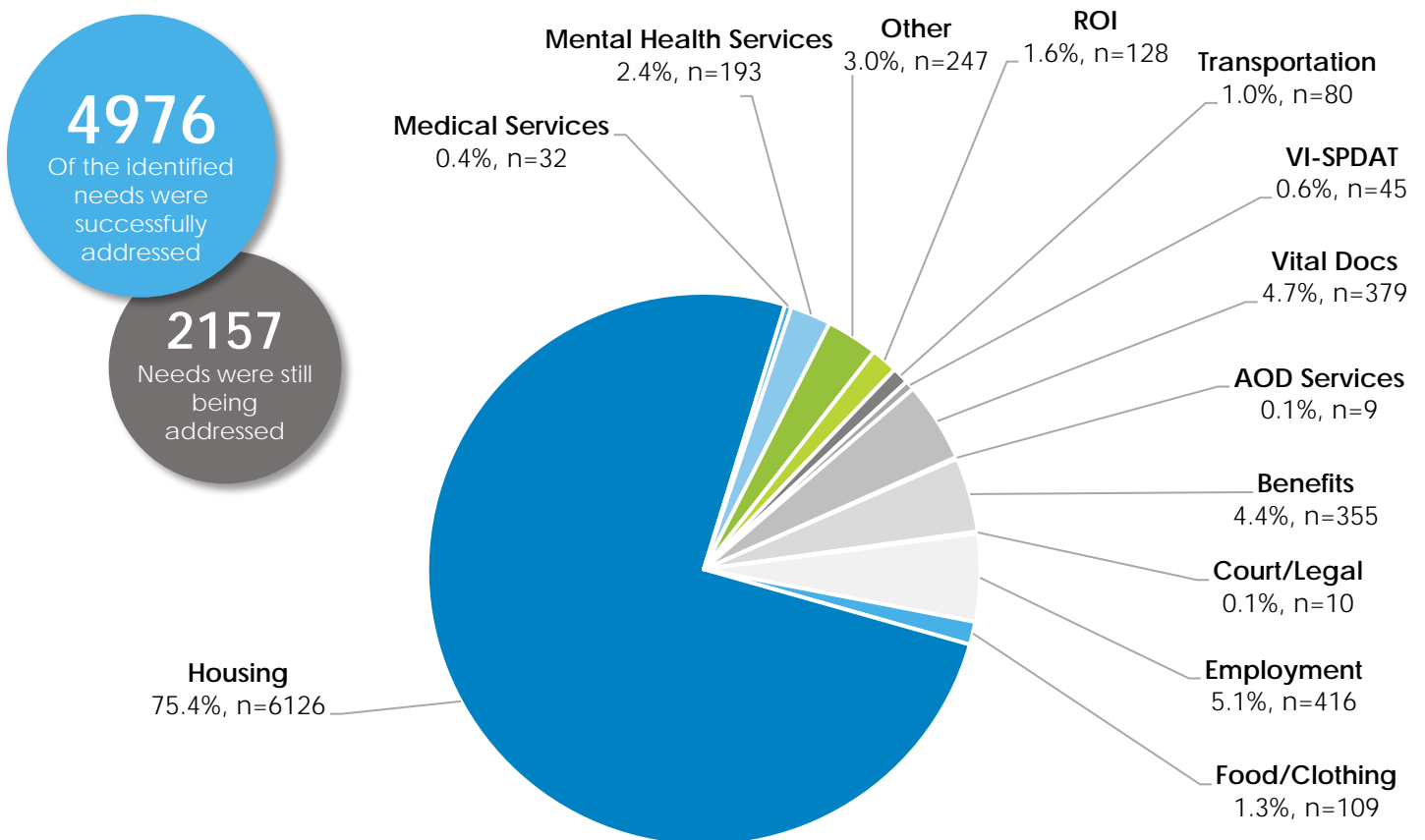
Services Provided by Agency

Thirteen (13) agencies provided 8,129 services to the clients at New Direction. The frequency of services by agency is below.



Identified Need by Category*

Within the reporting period, a total of **8,129** needs were identified among the 1,766 unduplicated individuals served. The frequencies of the identified categories of need are as follows.



*A breakdown of organization referred to in order to meet identified needs can be found in Appendix C

This report was developed and distributed by
Turning Point Community Program's
Outcomes & Evaluation Department



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APPENDIX A
Referral Sources

	#
211	1
Applegate Park	7
ASOC	1
Bakersfield Behavioral	2
Bethel Church	25
BHRS	51
Brookdale Gardens	1
Case Manager	4
Catholic Charities	9
Central California Alliance for Health	1
Central California Legal Services	1
Church	3
Code Enforcement	57
County	8
Community Action Agency	4
Court	2
Child Protective Services	4
Crisis Center	1
CRU	4
CUBE	3
D Street Shelter	53
DART	14
Deferred Entry of Judgement	1
GEO Reentry	1
GLOM	7
HAT	1
HDAP	3
Healthy House	12
Help Hub	3
Hobie House	12
Homeless Connect	25
Homeless Event	3
Hospital	6
House of Prayer	7
Housing Authority	7
Housing Specialist	1
Human Services Agency	108
Housing Support Program	1
In-House Supportive Services	2
Jail/Prison	3
Joe's Place	1
Leadership for Life	1
Legal Services	1
Livingston Community Health	5
Love, Faith & Hope	1
Love, Inc	2
Marie Green	6
Mental Health Court	1
Merced Connect	1
Motel/Hotel	4
Navigation Center	1
New Direction	8
NewsBreak	1
Outreach	392
PATH	5

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APPENDIX A
Referral Sources

	#
Primary Care Physician	1
Police Department	20
Probation/Parole	28
Project Room Key	7
Rail Trail	1
Rescue Mission	89
Salvation Army	15
San Jose Behavioral Health	1
Shelter	26
Sheriff/Sheriff's Department	40
Sierra Saving Grace	9
SLE	1
Social Worker	6
Turning Point Community Programs	4
Turning Point Community Programs - CARE	1
Turning Point Community Programs - Housing Specialist	2
Tranquility	3
UC San Francisco	1
Veteran's Association	1
Valley Crisis Center	11
Welfare Department	2
Wellness Center	5
West Care	2
Work Fair	1
WorkNet	2
Unknown	34
No Direct Referral (self, family, word of mouth, etc.)	563
Data Not Available	1
TOTAL	1766

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APPENDIX B
Counties Clients First Became Homeless In

There were 1,609 clients indicated as homeless or chronically homeless at intake. The table below shows all counties in which clients became homeless.

	#
Alameda County	11
Calaveras County	2
Fresno County	10
Kern County	4
Lake County	1
Los Angeles County	5
Madera County	10
Marin County	1
Mariposa County	5
Merced County	1386
Monterey County	1
Napa County	1
Orange County	1
Placer County	1
Riverside County	2
Sacramento County	12
San Benito County	1
San Bernardino County	3
San Diego County	3
San Francisco County	4
San Joaquin County	7
San Luis Obispo County	2
San Mateo County	1
Santa Barbara County	1
Santa Clara County	10
Santa Cruz County	4
Siskiyou County	2
Solano County	1
Stanislaus County	34
Sutter County	1
Tulare County	1
Tuolumne County	1
Yuba County	1
Out of State	18
Did Not Specify	12
Unknown	8
Data Not Available	41
TOTAL	1609

APPENDIX C
Referrals Made to Meet Identified Needs

There were 8,129 needs provided to clients in FY 20-21. The table below shows to where clients were referred, based on need category. "No Direct Referral Provided" indicates that a service was provided based on need, but it did not include a referral to another agency (i.e., Credit Karma, EHR entry, follow-ups on applications, providing phone numbers, etc.)

	FY TOTAL
AOD Services	9
Narcotic's Anonymous	1
Rescue Mission	5
Sober Living	2
Turning Point Community Programs	1
Benefits	355
BHRS	2
CalWORKs	1
D Street Shelter	1
Department of Workforce Investment	2
Employment Development Department	4
Health Center	1
Healthy House	13
Housing & Disability Advocacy Program	17
Housing Authority	3
Human Services Agency	250
In-Home Supportive Services	1
Shelter Plus Care	1
Social Security Administration	10
Turning Point Community Programs	42
Data Not Available	3
No Direct Referral Provided	4
Court/Legal	10
Adult Protective Services	1
Central California Legal Aid	2
Human Services Agency	1
Probation/Parole	1
Rescue Mission	1
Turning Point Community Programs	4
Employment	416
Department of Rehabilitation	1
Department of Workforce Investment	394
Human Services Agency	2
In-Home Supportive Services	1
Rescue Mission	1
Turning Point Community Programs	15
Data Not Available	2
Food/Clothing	109
Bethel Church	1
Catholic Charities	27
Department of Workforce Investment	2
Goodwill	2
Healthy House	1
Love INC	4
Salvation Army	1
Turning Point Community Programs	69
No Direct Referral Provided	1
Data Not Available	1

Table continues on next page.

APPENDIX C
Referrals Made to Meet Identified Needs

	FY TOTAL
Housing	6126
Adult Protective Services	7
AIM HIGH	3
Amtrak	2
BHRS	349
Catholic Charities	2
Central Valley Coalition	2
Central California Legal Aid	1
Code Enforcement	1
Collectibles Management Resources	1
Community Action Agency	6
D Street Shelter	403
Department of Motor Vehicles	2
Department of Workforce Investment	12
Healthy House	156
Homeward Bound Program	2
House of Prayer	8
Housing and Disability Advocacy Program	262
Housing Authority	125
Human Services Agency	222
Insurance Company	2
J&J Maternity	1
Landlord/Apartment Complex/Property Management	121
Love INC	1
Motel/Hotel	7
Other Shelter	4
Project Room Key	66
Rescue Mission	856
Room & Board	8
Shelter Plus Care	16
Sober Living	1
Social Security Administration	7
Storage Facility	5
Turning Point Community Programs	3256
USPS	1
Valley Crisis Center	6
Veteran's Association	28
WestCare	41
No Direct Referral Provided	98
Data Not Available	35
Medical Services	32
Adult Protective Services	1
BHRS	4
Code Enforcement	1
D Street Shelter	2
Golden Valley Health Centers	2
Healthy House	1
Hospital	3
Human Services Agency	2
Medical Group	5
Rescue Mission	1
Turlock Nursing and Rehab	1
Turning Point Community Programs	9

Table continues on next page.

APPENDIX C
Referrals Made to Meet Identified Needs

	FY TOTAL
Mental Health Services (BHRS)	193
BHRS	184
Innovative Strategist Network	1
Turning Point Community Programs	6
No Direct Referral Provided	2
Transportation	80
Homeward Bound Program	27
Housing and Disability Advocacy Program	1
Human Services Agency	2
Landlord/Apartment Complex/Property Management	1
Probation/Parole	1
Rescue Mission	9
Salvation Army	1
Turning Point Community Programs	38
VI-SPDAT Assessment	45
BHRS	2
Department of Motor Vehicles	1
Turning Point Community Programs	41
No Direct Referral Provided	1
Vital Docs	379
BHRS	2
Catholic Charities	1
D Street Shelter	1
Department of Motor Vehicles	22
Department of Workforce Investment	1
Healthy House	1
Human Services Agency	95
Immigration Office	1
Insurance Company	1
Merced Lao Family Community, Inc.	1
Rescue Mission	6
Social Security Administration	33
Turning Point Community Programs	206
No Direct Referral Provided	6
Data Not Available	2
Other	247
Bethel Church	1
BHRS	3
Catholic Charities	1
Community Action Agency	2
Covid Testing Location	1
D Street Shelter	2
Healthy House	1
Housing Authority	4
Insurance Company	2
Love INC	1
Probation/Parole	1
Rescue Mission	38
Salvation Army	3
Social Security Administration	1
Storage Facility	1
Turning Point Community Programs	150

Table continues on next page.

APPENDIX C
Referrals Made to Meet Identified Needs

	FY TOTAL
Other (con't)	247
USPS	1
Valley Crisis Center	2
Veteran's Association	1
No Direct Referral Provided	30
ROI	128
BHRS	1
Housing Authority	1
Love INC	1
Out of State Housing Service	1
Salvation Army	2
Turning Point Community Programs	108
No Direct Referral Provided	13
Data Not Available	1