



ANNUAL REPORT

July 2024 – June 2025

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

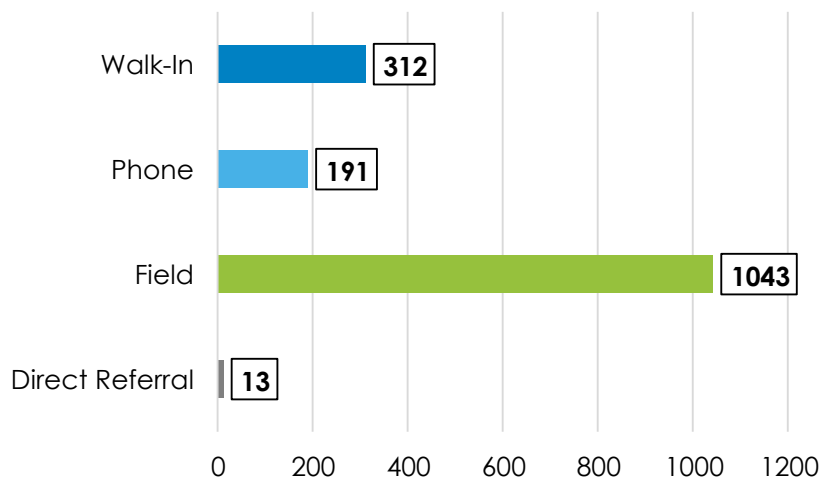


Access to emergency shelters, housing services, and respite care

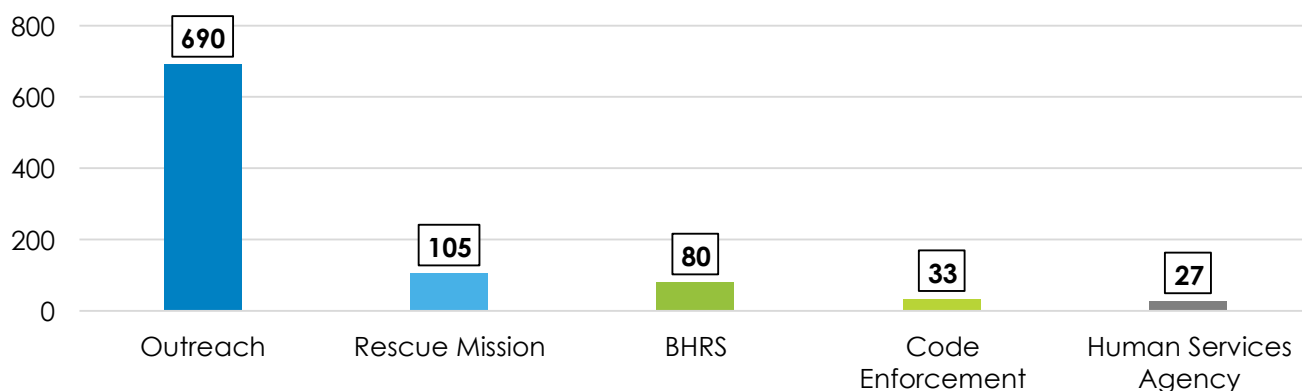
CENSUS & REFERRALS



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=1559).

	#
Age Group	
18 – 25 years (TAY)	73
26 – 54 years (Adult)	997
55+ years (Older Adult)	489
Sex	
Female	612
Male	940
Non-binary	6
Other	1
Sexual Orientation	
Bisexual	53
Gay/Lesbian	21
Heterosexual/Straight	1439
Unknown/Declined	25
Data Not Available	21
Race	
American Indian/Alaska Native	66
Asian	25
Black/African American	204
Hispanic/Latino	406
Multiracial	24
Native Hawaiian/Pacific Islander	17
Unknown/Declined	7
White	809
Data not Available	1

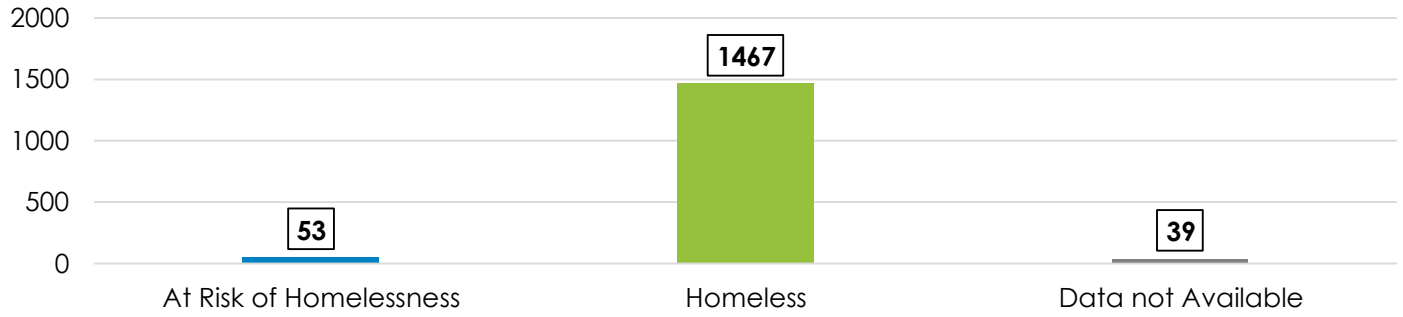
Ethnicity	
Hispanic/Latino	702
Non-Hispanic/Non-Latino	834
Unknown/Declined	22
Data not Available	1

Veteran Status	
Yes, Client is a Veteran	34
No, Client is not a Veteran	1325

	#
Primary Language	
English	1457
Farsi	1
Hmong	2
Lao	3
Portuguese	3
Spanish; Castilian	1
Unknown/Declined	1
Data not Available	87
Declined to State	3
City of Residence	
Aromas	1
Atwater	48
Delhi	6
Dos Palos	8
Fort Wayne	1
Fresno	1
Gustine	2
Hilmar	2
Livingston	18
Los Banos	293
Merced	1138
Modesto	5
Newman	1
Planada	7
Santa Nella	9
South Dos Palos	7
Winton	12

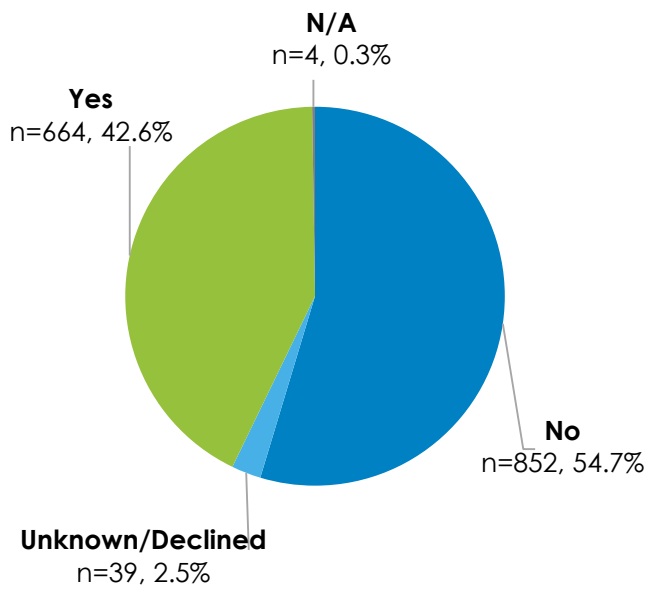
HOMELESS DETAIL

Housing Status

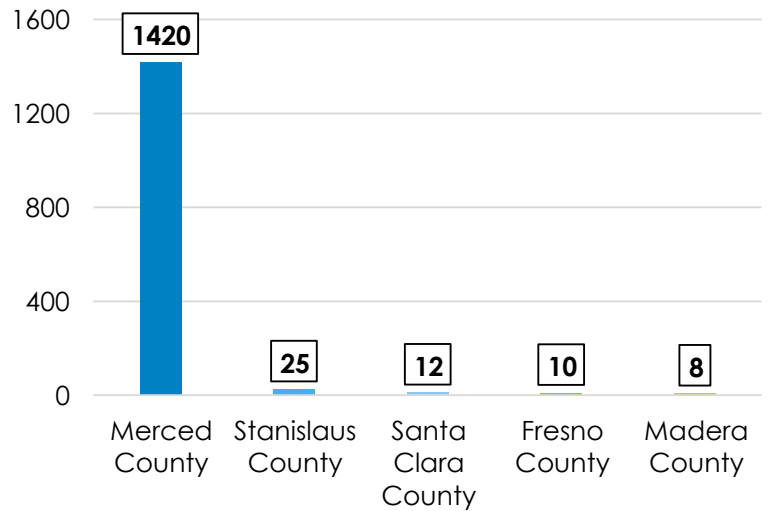


Of the 1467 individuals who were reported as being homeless or chronically homeless...

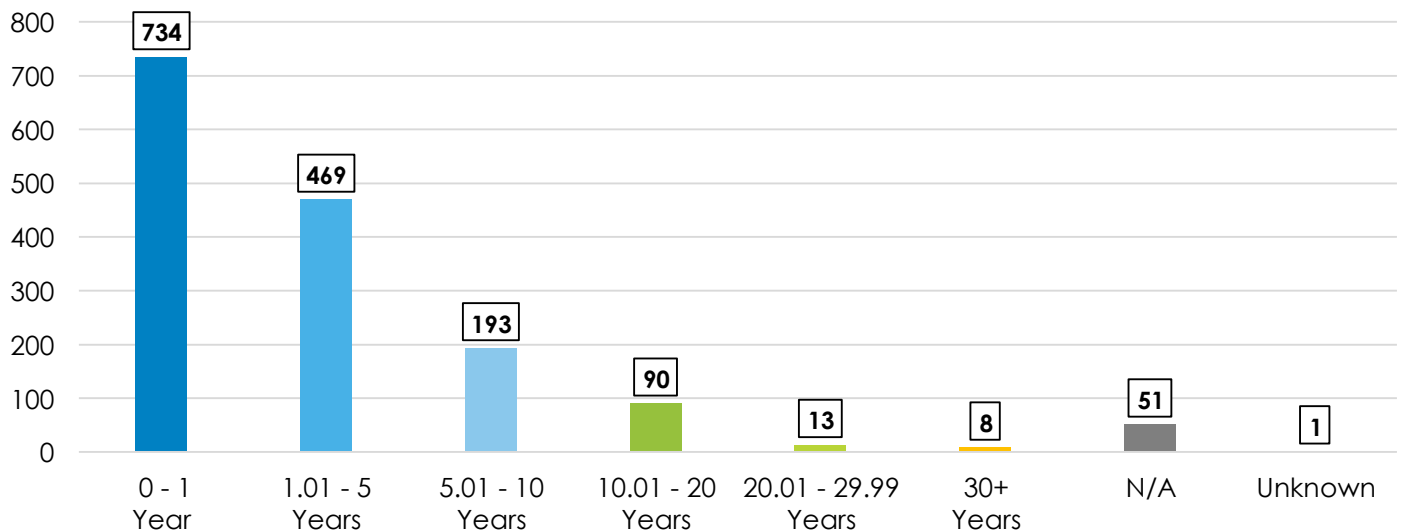
First Time Homeless?



County Clients Became Homeless In (Top 5)*



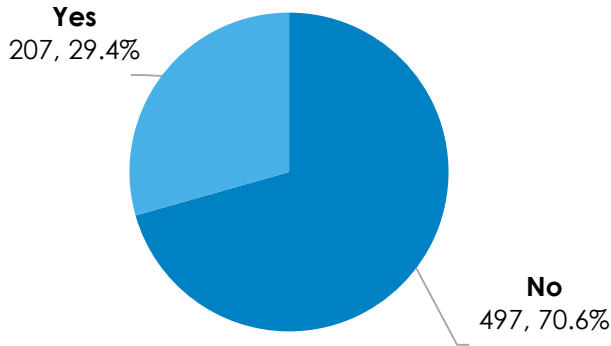
Length of Homelessness



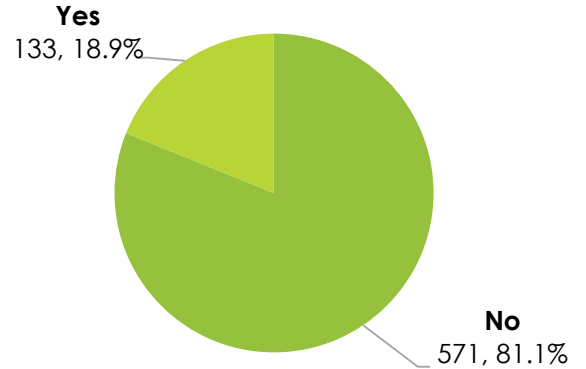
*A breakdown of counties clients became homeless in can be found in Appendix B

HISTORY OF DOMESTIC VIOLENCE AND FOSTER CARE

Domestic Violence



Foster Care



IDENTIFIED NEEDS & RESOURCES

Services Provided by Agency

Four (4) agencies provided 4380 services to the clients at New Direction. The frequency of services by agency is below.

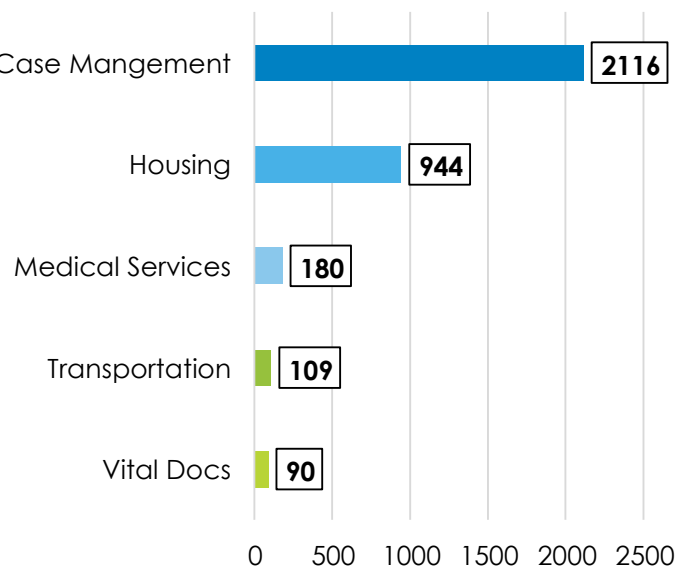


Identified Need by Category

Within the reporting period, a total of **4380** needs were identified among the 890 unduplicated individuals served. The frequencies of the identified categories of need are as follows.



Top 5 Identified Needs*



*A breakdown of all organizations 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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 /TurningPointCP  @TurningPointCP

APPENDIX A Referral Sources

	#
411	1
Adult Protective Services	8
Behavioral Health and Recovery Services	18
Bethel Church	58
Braking Barriers	8
CalWORKS Housing Support Program	2
Catholic Charities of Merced	3
Central California Alliance for Health	3
Central Valley Regional Center	1
City of Los Banos	21
Code Enforcement	45
Community Action Agency	8
D St. Shelter	21
DaVita	1
Dayout	1
Dignity Health	1
Evacuation Center	1
Golden Valley Health Center	1
Haven of Hope	1
Healthy House	8
Hobie House	3
Homeless Connect	8
HOPE Center	1
Housing Authority	2
Human Services Agency	24
In Home Support Services	1
Innovative Strategies Network	1
Jail	2
John Muir Hospital	1
La Sierra Care Center	1
Legacy Project	2
Marie Greens Psychiatry	10
Merced Crisis Residential Unit	4
Mercy Hospital	10
Navigation Center	1
Other Church	1
Other Hospital	2
Other Shelter	4
Outreach	690
Parole/Parole Officer	14
Police/Police Department	11
Probation/Probation Officer	9
Project Room Key	4
Rescue Mission	105
Salvation Army	27
Sheriff/Sheriff Department	17
Sierra Saving Grace	5
St. Francis	2
Sutter Hospital	4
The Rose Julia Riordan Tranquility Village	7
Turning Point Community Programs	16
Upward Health	1
Valley Crisis Center	3
Valley Veterans	3

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APPENDIX A
Referral Sources

	#
Veteran's Association	4
Wellness Center	1
No Referral Source	345
Data not Available	2
TOTAL	1559

APPENDIX B
Counties Clients First Became Homeless In

There were 1467 clients indicated as homeless or chronically homeless at intake. The table below shows all counties in which clients became homeless.

	#
Alameda County	1
Butte County	1
Fresno County	8
Humboldt County	1
Kern County	4
Los Angeles County	3
Madera County	7
Mariposa County	4
Merced County	1364
Monterey County	1
Napa County	1
Orange County	1
Riverside County	2
Sacramento County	4
San Bernadino County	1
San Francisco County	3
San Joaquin County	4
San Luis Obispo County	1
Santa Clara County	12
Santa Cruz County	2
Shasta County	2
Solano County	1
Stanislaus County	23
Trinity County	2
Tulare County	1
Out of State	7
Did not Specify	4
Unknown	2
TOTAL	1467

APPENDIX C

Referrals Made to Meet Identified Needs

There were 4380 needs provided to clients in FY 24-25. 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	6
AEGIS	2
Behavioral Health and Recovery Services	1
Probation/Probation Officer	1
Rescue Mission	2
Benefits	65
Behavioral Health and Recovery Services	1
City of Los Banos	1
Department of Social Services	1
Disability Resources Agency for Independent Living	5
Enhanced Care Management	7
Employment Development Department	4
HDAP	5
Housing Authority	1
Human Services Agency	9
Social Security Administration	8
SSI	1
Veteran's Association	1
No Direct Referral Source	6
Data not Available	15
Court/Legal	30
Breaking Barriers	1
Central California Legal Services	3
Enhanced Care Management	3
Legal Services	2
Parole/Parole Officer	1
Police/Police Department	1
Probation/Probation Officer	2
Turning Point Community Programs	2
No Direct Referral Source	12
Data not Available	3
Employment	60
Behavioral Health and Recovery Services	1
Breaking Barriers	11
City of Los Banos	1
Department of Rehabilitation	1
Department of Workforce Investments	23
Employment Development Department	15
Employment Services	2
Turning Point Community Programs	1
No Direct Referral Source	3
Data not Available	2
Finance	20
Enhanced Care Management	11
Human Services Agency	1
No Direct Referral Source	6
Data not Available	2

Table continues on next page.

APPENDIX C
Referrals Made to Meet Identified Needs

	FY TOTAL
Food/Clothing	42
Bethel Church	2
Catholic Charities	7
Enhanced Care Management	6
Food Bank	1
Project Food Box	1
Rescue Mission	5
Salvation Army	1
Turning Point Community Programs	9
No Direct Referral Source	10
Housing	944
Aspiranet	1
Behavioral Health and Recovery Services	33
Central Valley Coalition	4
City of Los Banos	42
Community Action Agency	42
Community Impact Central Valley	2
D Street Shelter	60
Enhanced Care Management	12
Healthy House	5
Hope for Women	1
Housing Authority	35
Human Services Agency	12
Mainstream	1
Probation/Probation Officer	1
Rescue Mission	208
Salvation Army	1
Sierra Saving Grace	1
Stanislaus Youth Navigation Center	1
Turning Point Community Programs	431
Valley Crisis Center	2
Veteran's Association	4
No Direct Referral Source	26
Data not Available	19
Medical Services	180
Apex Health Center	8
Behavioral Health and Recovery Services	15
Community Action Agency	2
Enhanced Care Management	13
Golden Valley Health Center	6
Health Insurance	1
Human Services Agency	4
In Home Support Services	2
Other Hospital	15
Other Medical Facility	36
Planned Parenthood	1
Rescue Mission	3
Turning Point Community Programs	41
No Direct Referral Source	21
Data not Available	12

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APPENDIX C
Referrals Made to Meet Identified Needs

	FY TOTAL
Mental Health Services (BHRS)	81
Apex Health Center	1
Aspiranet	1
Behavioral Health and Recovery Services	18
Enhanced Care Management	3
Golden Valley Health Center	1
Other Medical Facility	3
Telecare	2
Turning Point Community Programs	29
No Direct Referral Source	14
Data not Available	9
Other	47
Bethel Church	1
Behavioral Health and Recovery Services	1
Breaking Barriers	3
City of Los Banos	4
Enhanced Care Management	2
In Home Support Services	1
Modesto Fellowship	1
Probation/Probation Officer	1
Rescue Mission	10
Turning Point Community Programs	11
No Direct Referral Source	8
Data not Available	4
ROI	51
Housing Authority	2
Legal Services	1
Other Medical Facility	1
Probation/Probation Officer	1
Social Security Administration	1
Turning Point Community Programs	44
Valley Crisis Center	1
Transportation	109
Apex Health Center	3
Behavioral Health and Recovery Services	6
Catholic Charities	2
Department of Motor Vehicles	2
Department of Rehabilitation	4
Department of Workforce Investments	3
Enhanced Care Management	5
Golden Valley Health Center	1
Hobie House	1
Homeward Bound	1
Human Services Agency	2
New Beginnings	1
Other Hospital	3
Other Medical Facility	3
Rescue Mission	4
Social Security Administration	1
Turning Point Community Programs	56
No Direct Referral Source	11

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APPENDIX C
Referrals Made to Meet Identified Needs

	FY TOTAL
VI-SPDAT Assessment	4251
Catholic Charities	67
Enhanced Care Management	16
Rescue Mission	7
Turning Point Community Programs	1
No Direct Referral Source	2
Vital Docs	90
Behavioral Health and Recovery Services	1
City of Los Banos	4
Community Action Agency	2
Department of Motor Vehicles	6
Enhanced Care Management	8
Rescue Mission	1
Social Security Administration	2
Turning Point Community Programs	54
No Direct Referral Source	11
Data not Available	1
Progress Notes	2116
Adult Protective Services	1
AEGIS	1
Apex Health Center	4
Behavioral Health and Recovery Services	13
Breaking Barriers	5
California Central Legal Services	3
City of Los Banos	19
Community Action Agency	17
D Street Shelter	8
Department of Rehabilitation	2
Department of Workforce Investments	6
Enhanced Care Management	27
Employment Services	1
Health Insurance	1
Hobie House	1
Homeward Bound	1
Housing Authorities	9
Human Services Agency	11
Lifeline	1
Other Hospital	6
Other Medical Facility	6
Other Shelter	1
Planned Parenthood	2
Project Food Box	3
Rescue Mission	55
Sierra Saving Grace	2
Social Security Administration	5
The Rose Julia Riordan Tranquility Village	1
Turning Point Community Programs	1888
Valley Crisis Center	1
Veteran's Association	2
No Direct Referral Source	13

Table continues on next page.

APPENDIX C
Referrals Made to Meet Identified Needs

	FY TOTAL
Data not Available	474
Adult Protective Services	7
AEGIS	1
Apex Health Center	5
Behavioral Health and Recovery Services	4
Breaking Barriers	4
City of Los Banos	4
Code Enforcement	1
Community Action Agency	7
D Street Shelter	6
Department of Motor Vehicles	1
Department of Rehabilitation	2
Department of Workforce Investments	1
Enhanced Care Management	7
Employment Services	3
Golden Valley Health Center	1
HAVEN Women	1
Housing Authorities	3
Human Services Agency	2
In Home Support Services	3
Internal Revenue Service	1
Learning Quest	1
Other Hospital	9
Other Medical Facility	7
Probation/Probation Officer	2
Project Food Box	2
Rescue Mission	12
Social Security Administration	3
SSI	1
Turning Point Community Programs	335
Veteran's Association	1
No Direct Referral Source	23
Data not Available	14