



ANNUAL REPORT

July 2023 – June 2024

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

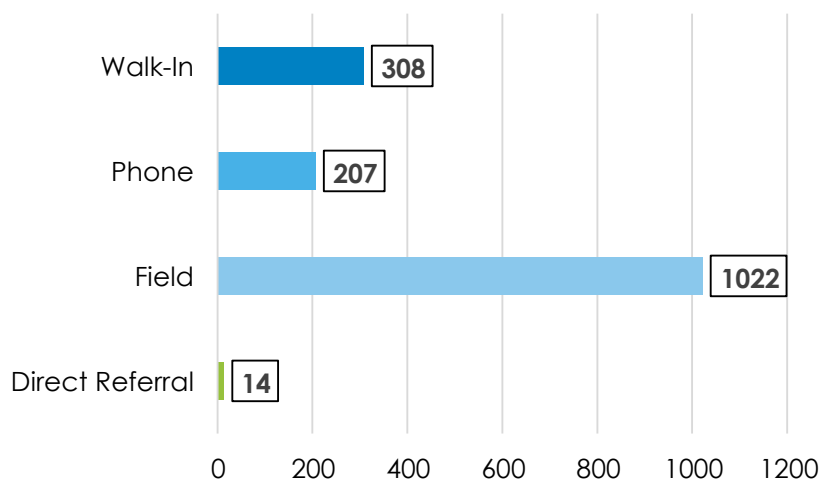


Access to emergency shelters, housing services, and respite care

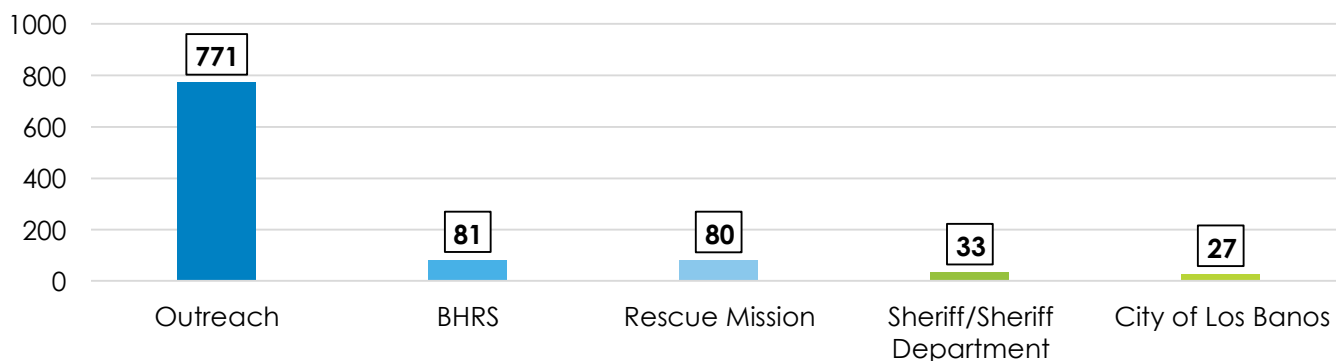
CENSUS & REFERRALS



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=1551).

	#
Age Group	
18 – 25 years (TAY)	110
26 – 54 years (Adult)	980
55+ years (Older Adult)	461
Sex	
Female	590
Male	961
Sexual Orientation	
Bisexual	31
Gay/Lesbian/Homosexual	24
Heterosexual/Straight	1451
Other	2
Unknown	14
Declined to State	15
Data Not Available	14
Race	
American Indian or Alaska Native	62
Asian or Pacific Islander	45
African American or Black	232
Multiple	34
Other	365
White or Caucasian	806
Unknown	5
Declined to State	2
Ethnicity	
Hispanic/Latino	682
Non-Hispanic/Non-Latino	855
Unknown	8
Declined to State	6
Veteran Status	
Yes, Client is a Veteran	36
No, Client is not a Veteran	1515

	#
Primary Language	
American Sign Language	1
English	1450
Farsi	1
French	1
Hmong	3
Lao	3
Portuguese	1
Russian	1
Spanish	87
Declined to State	3
City of Residence	
Aromas	1
Atwater	65
Delhi	5
Dos Palos	12
El Nido	1
Fort Wayne	1
Fresno	2
Gustine	3
Hilmar	2
Livingston	12
Los Banos	223
Malvern	1
Merced	1176
Modesto	3
Newman	3
Planada	7
Saint Paul	1
Santa Nella	8
Snelling	2
South Dos Palos	3
Stevenson	1
Stockton	1
Tracy	1
Winton	17

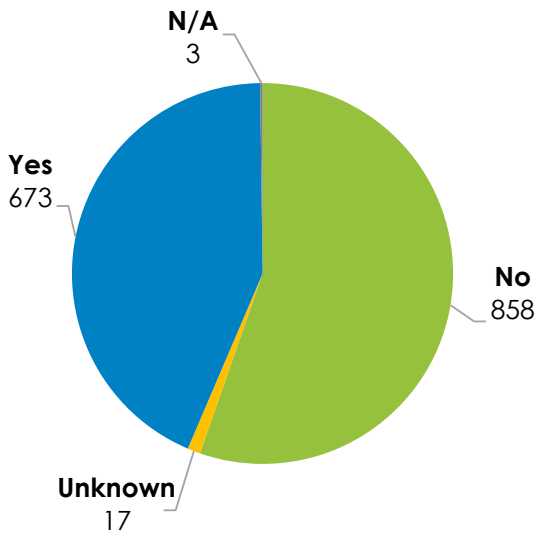
HOMELESS DETAIL

Housing Status

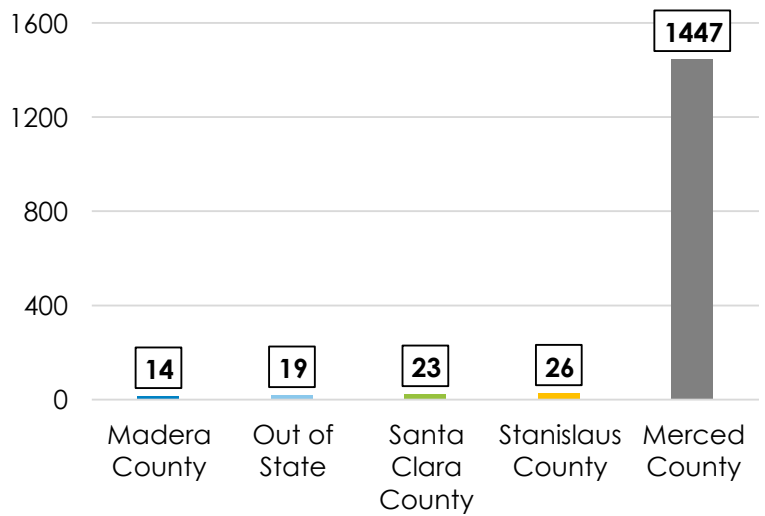


Of the 1498 individuals who were reported as being homeless or chronically homeless...

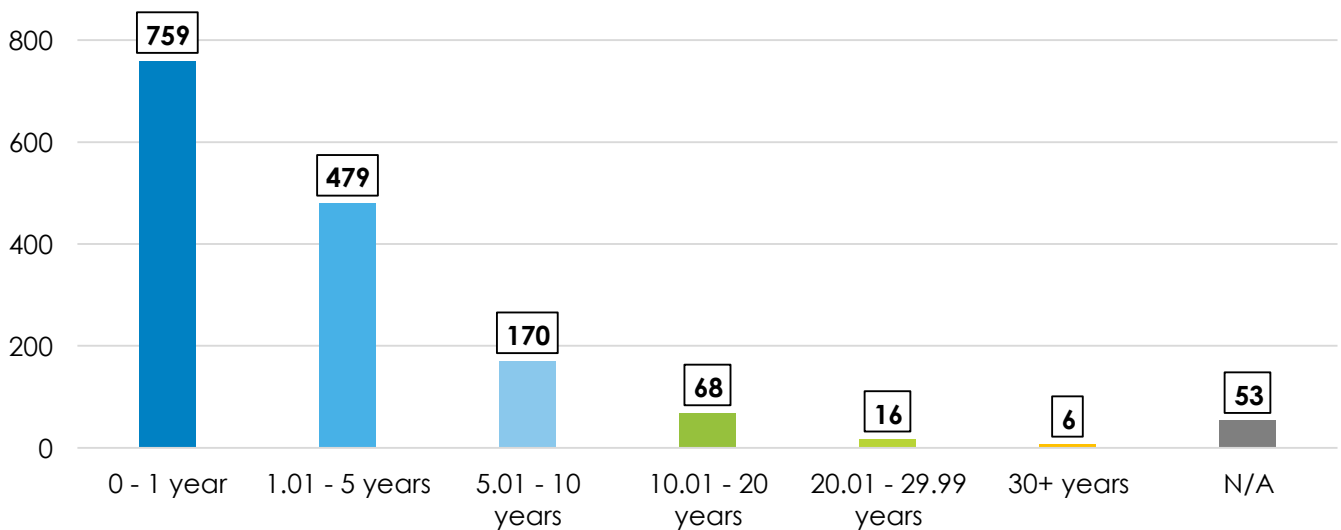
First Time Homeless?



County Clients Became Homeless In (Top 5)*



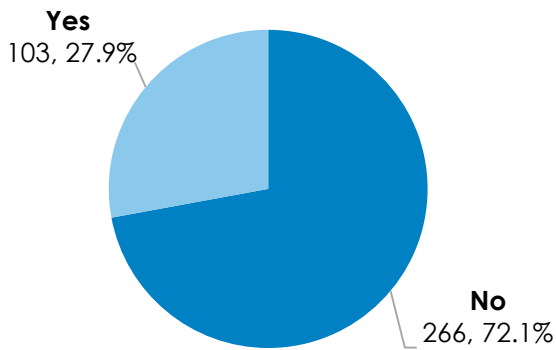
Length of Homelessness



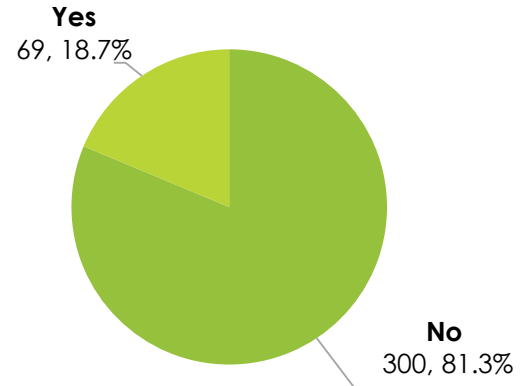
*A breakdown of counties clients became homeless in can be found in Appendix B

HISTORY OF DOMESTIC VIOLENCE AND FOSTER CARE*

Domestic Violence



Foster Care



IDENTIFIED NEEDS & RESOURCES

Services Provided by Agency

Four (4) agencies provided 7501 services to the clients at New Direction. The frequency of services by agency is below.

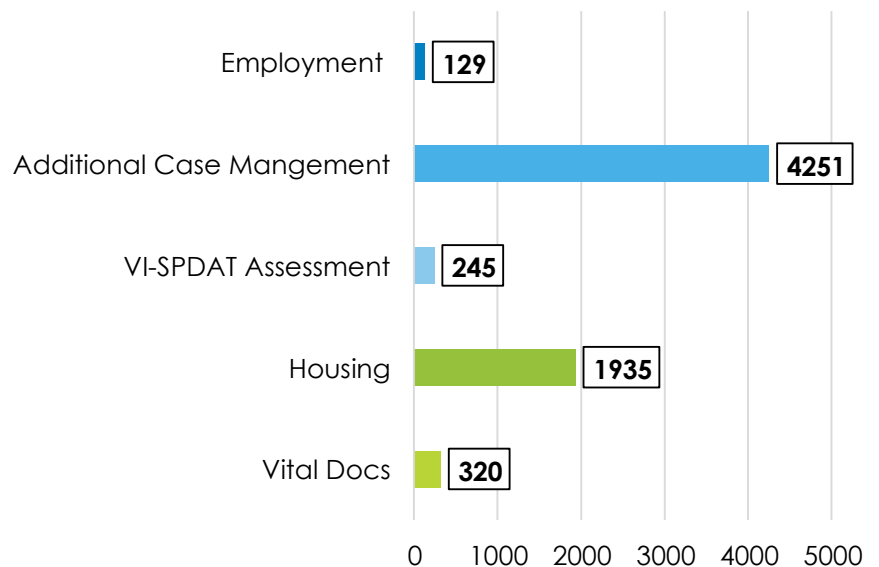


Identified Need by Category

Within the reporting period, a total of **7501** needs were identified among the 1551 unduplicated individuals served. The frequencies of the identified categories of need are as follows.



Top 5 Identified Needs**



* This information is a part of two new data points that were being collected as of Q3 for FY23-24.

**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	5
Aspiranet	1
Behavioral Health and Recovery Services	81
Bethel Church	16
Breaking Barriers	4
Catholic Charities	2
Central California Alliance for Health	1
City of Los Banos	27
Code Enforcement	26
Community Action Agency	8
Crisis Services	1
D St. Shelter	12
DaVita	1
Department of Rehabilitation	1
Evacuation Center	2
Healthy House	11
Hobie House	3
Homeless Connect	4
Hope for Men	1
House of Prayer	1
Housing Authority	1
Human Services Agency	18
In Home Support Services	1
Innovative Strategies Network	1
Jail	3
La Sierra Care Center	1
Legacy Project	2
Marie Greens Psychiatry	14
Mercy Hospital	13
Other Church	3
Other Hospital	8
Other Shelter	4
Outreach	771
Parole/Parole Officer	17
Police/Police Department	6
Probation/Probation Officer	25
Project Room Key	1
Rescue Mission	80
Salvation Army	24
Santa Rosa Behavioral Healthcare Hospital	1
Sheriff/Sheriff Department	33
Sierra Saving Grace	5
St. Francis	1
State Park	1
Sutter Hospital	3
The Rose Julia Riordan Tranquility Village	3
Turning Point Community Programs	11
Valley Crisis Center	4
Valley Veterans	1
Veteran's Association	11
Wellness Center	2
No Referral Source	273
TOTAL	1551

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APPENDIX B
Counties Clients First Became Homeless In

There were 1498 clients indicated as homeless or chronically homeless at intake. The table below shows all counties in which clients became homeless.

	#
Alameda County	3
Butte County	1
Contra Costa County	2
Fresno County	8
Humboldt County	1
Kern County	2
Kings County	1
Lassen County	1
Los Angeles County	4
Madera County	8
Mariposa County	1
Merced County	1415
Monterey County	2
Sacramento County	5
San Benito County	2
San Diego County	2
San Francisco County	3
San Joaquin County	11
San Luis Obispo County	1
San Mateo County	2
Santa Clara County	16
Santa Cruz County	5
Shasta County	1
Solano County	2
Stanislaus County	15
Ventura County	1
Out of State	6
Did not Specify	4
Unknown	1
Data Not Available	0
TOTAL	1498

APPENDIX C

Referrals Made to Meet Identified Needs

There were 7501 needs provided to clients in FY 23-24. 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
City of Los Banos	1
Hobie House	1
The Rose Julia Riordan Tranquility Village	1
Turning Point Community Programs	5
No Direct Referral Source	1
Benefits	40
Breaking Barriers	1
California Central Legal Services	1
Catholic Charities	1
City of Los Banos	1
Community Action Agency	1
Healthy House	1
Human Services Agency	28
Rescue Mission	4
Turning Point Community Programs	2
Court/Legal	17
Breaking Barriers	7
Central California Legal Services	5
Catholic Charities	2
Turning Point Community Programs	1
Valley Crisis Center	1
No Direct Referral Source	1
Employment	129
Breaking Barriers	12
Department of Workforce Investment	108
Turning Point Community Programs	6
No Direct Referral Source	3
Food/Clothing	37
Bear Creek Community Church	1
Behavioral Health and Recovery Services	2
Bethel Church	1
Catholic Charities	18
City of Los Banos	2
Rescue Mission	2
Salvation Army	2
Turning Point Community Programs	8
No Direct Referral Source	1
Medical Services	17
Behavioral Health and Recovery Services	4
Cal-AIM	2
Central California Alliance for Health	1
Golden Valley Health Center	7
Human Services Agency	1
Rescue Mission	1
No Direct Referral Source	1

Table continues on next page.

APPENDIX C
Referrals Made to Meet Identified Needs

	FY TOTAL
Housing	1935
Adult Protective Services	2
AIM High	4
Behavioral Health and Recovery Services	79
Breaking Barriers	4
Cal-AIM	15
Catholic Charities	1
Central California Alliance for Health	36
Central Valley Opportunity Center	1
City of Los Banos	67
Community Action Agency	85
D St Shelter	209
Department of Motor Vehicles	1
Healthy House	27
Homeward Bound	14
Hope for Men	1
Hope for Women	2
House of Prayer	1
Housing and Disability Advocacy Program	3
Housing Authority	7
Human Services Agency	5
Other Shelter	57
Outreach	1
Rescue Mission	707
Sierra Saving Grace	4
Social Security Administration	1
Turning Point Community Programs	541
Valley Crisis Center	3
Valley Veterans	1
Veteran's Association	27
WestCare	7
No Direct Referral Source	22
ROI	92
Healthy House	1
Housing Authority	1
Turning Point Community Programs	89
No Direct Referral Source	1
Mental Health Services (BHRS)	100
BHRS	90
Breaking Barriers	6
Human Services Agency	1
Outreach	1
Turning Point Community Programs	2
VI-SPDAT Assessment	245
BHRS	1
City of Los Banos	1
Turning Point Community Programs	233
No Direct Referral Source	10

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APPENDIX C
Referrals Made to Meet Identified Needs

	FY TOTAL
Transportation	54
Department of Rehabilitation	1
Homeward Bound	6
Human Services Agency	4
Rescue Mission	1
Social Security Administration	1
Turning Point Community Programs	31
No Direct Referral Source	10
Vital Docs	320
Breaking Barriers	1
City of Los Banos	35
Department of Motor Vehicles	56
Healthy House	1
Housing Authority	1
Human Services Agency	26
Rescue Mission	8
Sierra Saving Grace	2
Social Security Administration	4
Turning Point Community Programs	139
No Direct Referral Provided	47
Other	41
Adult Protective Services	1
Breaking Barriers	7
Catholic Charities	1
City of Los Banos	3
Housing Authority	1
Human Services Agency	20
Rescue Mission	1
Turning Point Community Programs	6
No Direct Referral Source	1
Data Not Available	214
Behavioral Health and Recovery Services	9
Breaking Barriers	3
Cal-AIM	3
Central California Alliance for Health	1
City of Los Banos	11
D St Shelter	7
Department of Workforce Investments	3
Golden Valley Health Center	2
Housing and Disability Advocacy Program	2
Housing Authority	4
Human Services Agency	5
Other Shelter	2
Outreach	1
Rescue Mission	22
Salvation Army	1
Turning Point Community Programs	136
Valley Crisis Center	1
No Direct Referral Source	1

Table continues on next page.

APPENDIX C
Referrals Made to Meet Identified Needs

	FY TOTAL
Additional Case Management	4251
Behavioral Health and Recovery Services	67
Breaking Barriers	16
Cal-AIM	7
Catholic Charities	1
Central California Alliance for Health	2
City of Los Banos	68
Community Action Center	16
D St Shelter	23
Department of Motor Vehicles	1
Department of Workforce Investments	27
Enhanced Care Management	3
Golden Valley Health Center	1
Healthy House	16
Hobie House	8
Homeward Bound	1
House of Prayer	1
Housing and Disability Advocacy Program	1
Housing Authority	10
Human Services Agency	28
J&J Maternity	1
La Familia Central Valley	3
Other Church	2
Other Hospital	2
Rescue Mission	199
Salvation Army	3
Sierra Saving Grace	8
Sober Living	1
Social Security Administration	3
Turning Point Community Programs	3694
Veteran's Association	3
West Care	4
No Direct Referral Source	29
Data Not Available	2