

CHAIR CAROL MCCANN
VICE CHAIR BARRY ROSS
COMMISSIONER SHEENA INNOCENTE
COMMISSIONER LISA JESSUP
COMMISSIONER TANYA MASSED
COMMISSIONER ALAN MCAULEY
COMMISSIONER MADELINE MORRISON
COMMISSIONER TINA ROTH
COMMISSIONER FIZA VALIULLA



Wednesday, July 15, 2026, 10:00 AM
COUNCIL CHAMBER
6650 Beach Boulevard
Buena Park, CA 90621

NAVIGATION CENTER OVERSIGHT COMMISSION AGENDA

1. GENERAL

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

2. ORAL COMMUNICATIONS

2.A. Oral Communications

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

3. APPROVAL OF MINUTES

- 3.A. Approval of Minutes - April 15, 2026

4. UPDATES

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

5. DISCUSSION AND ACTION ITEMS

- 5.A. Update on the Status of the Strategic Goals for the Ad-Hoc Committee Addressing Homelessness
- 5.B. Discussion of the Buena Park Navigation Center Grievance Policy

5.C. Navigation Center Costs and Funding

5.D. Update on the 2026 Point-In-Time Count

6. INFORMATIONAL ITEMS

6.A. Navigation Center Monthly Report - April 2026 - May 2026

7. COMMISSION COMMENTS, FUTURE AGENDA ITEMS

7.A. REPORTS

8. ANNOUNCEMENTS

8.A. Next City Council Meeting: Tuesday, July 28, 2026 at 5:00 p.m.

8.B. Next Regular Commission Meeting: Wednesday, October 21, 2026 at 10:00 a.m.

9. ADJOURNMENT

9.A. Adjournment

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

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

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

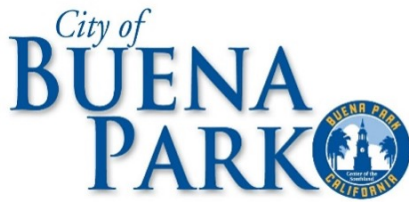
시의회 목록에 있는 정식 안건에 대해 의견을 발표하고 싶으신 경우, 중국어, 한국어, 스페인어, 타갈로에 대한 통역사가 필요하시면 시미팅 48시간전 시서기 오피스로 (714-562-3860) 연락하시면 됩니다. 정식안건이 아닌 주민 발언시간에 발표하실 경우, 본인의 통역사를 직접 모시고 오시면 감사하겠습니다.

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

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

Ariana Chavez
Senior Administrative Assistant
Community Services Department

Date Posted: July 9, 2026



July 15, 2026
APPROVAL OF MINUTES
Item No. 3A.

**Navigation Center Oversight Commission
Agenda Report**

APPROVAL OF MINUTES - APRIL 15, 2026

PREPARED BY	PRESENTED BY
Ariana Chavez, Senior Administrative Assistant	Ariana Chavez, Senior Administrative Assistant
DEPARTMENT HEAD APPROVAL	
Jim Box, Director of Community Services	

RECOMMENDED ACTION

Approve the minutes from the April 15, 2026 meeting.

Attachments

[2026 04 15 NAVIGATION COMMISSION.pdf](#)

CITY OF BUENA PARK
NAVIGATION CENTER OVERSIGHT COMMISSION
April 15, 2026

1. GENERAL

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

b. ROLL CALL:

Present: Innocente, Massed, McAuley, McCann, Morrison, Ross, Roth, Valiulla

Absent: Jessup

Also Present: Jim Box, Director of Community Services

Ariana Chavez, Senior Administrative Assistant

Rosemary Nielsen, Homeless Outreach Supervisor

Analisa Marquez, Homeless Outreach Coordinator

Maddie Villapando, Community Services Supervisor

Saul Contreras, Senior Office Assistant

Timothy Huynh, Chief Program Officer Mercy House

Officer Rodriguez, Homeless Liaison Officer

Officer Beltran, Homeless Liaison Officer

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

- 2. ORAL COMMUNICATIONS:** Amy, Navigation Center resident, addressed the Commission on her experience inside the shelter, pet issues, limitation on bedding, and described other issues that cause her stress. Holly, Navigation Center resident, addressed the Commission regarding the lack of communication from Mercy House during the heat treatment for infestation, issue with the refrigerators, and the temperature inside the dorms. Ginger Cruz, Buena Park resident, addressed the Commission on the homeless issue in the City and offered her assistance.

- 3. APPROVAL OF MINUTES: January 21, 2026 & Buena Park Navigation Center Tour**
***M/S/P – Vice Chair Ross motioned to approve the minutes from January 21, 2026 meeting. Commissioner Innocente seconded the motion. All in favor, motion passed. Commissioner Massed motioned to approve the Buena Park Navigation Center Tour minutes. Commissioner Innocente seconded the motion. All in favor, motion passed.

4. DIRECTOR AND CITY STAFF REPORTS:

- a. City - News and Recent Happenings**

Jim Box, Director of Community Services, invited the Commission to the visioning session for the Arts and Master Plan and to the Love Buena Park event.

- b. Navigation Center/Mercy House - Recent Happenings**

Timothy Huynh, Chief Program Officer for Mercy House, informed the Commission on the closure of the Navigation Center resulting in a pause in accepting new clients into the shelter and reported to the Commission on the success of the heat treatment.

Timothy Huynh, Chief Program Officer, updated the Commission on the temperature inside the men's and women's dorms in the shelter and the policy regarding the storage of client's belongings inside the shelter. Timothy Huynh, Chief Program

Officer, provided the timeframe when bed bugs were discovered in the men's dorm. Timothy Huynh, Chief Program Officer, informed the Commission on Mercy House's protocol and best practices when it comes to infestations and keeping up with their cleanliness standard. Timothy Huynh, Chief Program Officer, informed the Commission on Mercy House's communication with residents during the heat treatment. Flordeliss Payes, Mercy House Program Manager, informed the Commission on success stories from the Navigation Center involving clients moving out of the shelter and into their own residency and updated the Commission on staffing numbers at the Navigation Center. Flordeliss Payes, Mercy House Program Manager, informed the Commission on the programs and events offered to residents at the shelter.

c. Homeless Outreach/Public Safety Update

Analisa Marquez, Homeless Outreach Coordinator, provided statistics from January to March regarding the services and number of individuals the Buena Park Homeless Outreach team assisted during that time period. Analisa Marquez, Homeless Outreach Coordinator, updated the Commission on the waitlist for housing, motel vouchers distributed, reconnections with family, and on the Point-In Time Count. Analisa Marquez, Homeless Outreach Coordinator, informed the Commission on the Homeless Outreach team's collaboration with Homeless Liaison Officers on visiting homeless individual hotspots. Analisa Marquez, Homeless Outreach Coordinator, informed the Commission on staff development and training. Officer Beltran, informed the Commission on the Point-In Time Count, visiting the railroad tracks where encampments are common, collaborating with Union Pacific for encampment clean ups, and reasons why individuals experiencing homelessness refuse to receive assistance into a shelter. Officer Rodriguez informed the Commission on the grants they received for their team along with the process on cleaning up homeless encampments near the railroad tracks. Maddie Villapando, Community Services Supervisor, informed the Commission on Medical enrollments and on AB130 a law that requires cities and operators to report to the state on the conditions of the shelter.

5. DISCUSSION AND ACTION ITEMS:

a. Update on the Status of the Action Items and Strategic Goals for the Ad-Hoc Committee Addressing Homelessness

Rosemary Nielsen, Homeless Outreach Supervisor, updated the Commission on the work staff has been tasked to do at the request from the ad hoc committee and on the collaboration with the Hope Center to address homelessness. Rosemary Nielsen, Homeless Outreach Supervisor, informed the Commission on receiving additional data from the Point-In Time Count and on working with local faith-based groups.

b. Update Regarding Commission and Guests Tour of the Buena Park Navigation Center

Chair McCann informed the Commission on the Buena Park Navigation Center tour that occurred on March 5th and provided an update on the tour of the shelter guided by Mercy House staff.

6. INFORMATIONAL ITEMS

- a. Navigation Center Monthly Report – January 2026 – March 2026
Vice Chair Ross commented on the negative exits at Mercy House. Timothy Huynh, Chief Program Officer, highlighted the positive exits to the Commission and informed the Commission on the issues on tracking unknown exits from the shelter.

7. COMMISSION COMMENTS, FUTURE AGENDA ITEMS, ATENDANCE

- a. Commissioner Roth commented on the resources and support programs offered to residents at the Navigation Center after they leave the shelter and if there can be an update or presentation on the topic. Commissioner McAuley commented on the challenges the Navigation Center faces and to keep the shelter's goals in focus. Commissioner Innocente commented on the funding and being updated on the matter. Vice Chair Ross commented on getting more information regarding behavior exits and how the Navigation Center is funded in order to analyze risk. Commissioner Valiulla commented on having a discussion for a staff and management training for emergency situations and creating a sub-committee that could focus on budgetary issues for the residents at the shelter. Commissioner Massed commented on the mental health issue and drug use from the homeless population and asked on the services that assist individuals experiencing those problems. Commissioner Morrison commented collaboration between the City and local schools in assisting to address students and families experiencing homelessness and informed the Commission and staff on the food pantry provided at the Buena Park Middle School and Whitaker Elementary. Chair McCann commented on the sub-committees and asked if Commissioners are interested in joining to reach out to Vice Chair Ross. Chair McCann commented on the annual audit of the Navigation Center for 2026 and on the monthly Navigation Center Zoom meetings.

8. ANNOUNCEMENTS:

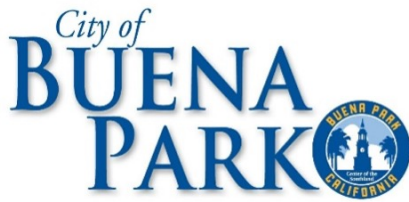
- a. Next City Council Meeting: Tuesday, April 28, 2026 at 5:00 p.m.
- b. Next Regular Commission Meeting: Wednesday, July 15, 2026 at 10:00 a.m.

- 9. ADJOURNMENT:** There being no further business, Chair McCann declared the meeting adjourned at 12:01 p.m.

ATTEST:

Ariana Chavez, Senior Administrative Assistant

Chair, Carol McCann



**Navigation Center Oversight Commission
Agenda Report**

UPDATE ON THE STATUS OF THE STRATEGIC GOALS FOR THE AD-HOC COMMITTEE ADDRESSING HOMELESSNESS

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

RECOMMENDED ACTION

Receive and File.

DISCUSSION

Pro-Housing & Revenue Strategy

- **State Designation:** Staff is addressing state recommendations to modify and re-submit the Pro-Housing application. The time is yet to be determined.
- **Dedicated Funding:** The committee discussed allocating local revenue for long-term homelessness prevention and affordable housing. Staff is analyzing fiscal impacts, City Council actions, and peer-city models.
- **Partnerships:** Strategy development is underway to engage local landlords and the Interfaith Consortium, alongside evaluating stakeholder incentive programs.
- **Rental Assistance:** The committee reviewed framework options for a localized emergency rental assistance program to prevent displacement.

Point-In-Time (PIT) Count Results

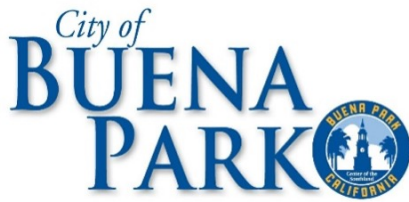
The committee discussed the regional Point-in-Time data which revealed a total homeless population of **6,321** individuals for Orange County, distributed as follows:

- **North SPA:** 2,894 total (1,296 unsheltered / 1,598 sheltered)
- **Central SPA:** 2,919 total (1,463 unsheltered / 1,456 sheltered)
- **South SPA:** 508 total (306 unsheltered / 202 sheltered)

Areas of Opportunity & Program Optimization

- **Elder Homelessness:** Enhancing intake forms to specifically track late-life homelessness.
- **Targeted Sub-counts:** Maintaining specialized street canvassing to locate medically frail seniors living in vehicles.
- **Early Intervention:** Expanding community education and preventative outreach for at-risk individuals.
- **Inclement Weather Response:** Strengthening emergency protocols to expand low-barrier emergency beds, coordinate warming/cooling drop-in centers, and streamline regional communication during severe weather events. It was determined that CDBG funds could be used for motel vouchers during inclement weather.

- **Operational Performance & Exits at Buena Park Navigation Center:** Analyzing current trends regarding participants leaving the center for unknown destinations or facing negative exits. Staff will design retention strategies targeting systemic gaps, behavioral health needs, and programmatic shifts to maximize positive housing transitions.
- **Creating a Sense of Community:** Mercy House staff will analyze trends and strategically implement best practices in creating a community inside the Navigation Center.



Navigation Center Oversight Commission Agenda Report

DISCUSSION OF THE BUENA PARK NAVIGATION CENTER GRIEVANCE POLICY

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

RECOMMENDED ACTION

Receive and discuss the current grievance policy for the Buena Park Navigation Center as adopted by the City Council as part of the Management, Operations and Public Safety Plan (MOPS), and consider whether the existing policy provides adequate independence, transparency, accountability, and oversight for clients utilizing Navigation Center services.

BACKGROUND

On June 25, 2024, the Buena Park City Council approved a Professional Services Agreement with Mercy House to operate the year-round Emergency Shelter/Multi-Service Center located at 6490 Caballero Boulevard.

As part of that approval, the City Council adopted the Buena Park Navigation Center Management, Operations and Public Safety Plan (MOPS). Section 2 of the MOPS establishes the shelter's administrative policies, including the client grievance process.

The grievance policy is intended to provide clients with a formal process to address conflicts, disputes, complaints regarding staff actions, client interactions, disciplinary actions, or appeals of program decisions while maintaining shelter rules and expectations.

Summary of the Current Grievance Policy

Under the current MOPS, clients may file grievances without fear of retaliation and may request assistance from a third party during the grievance process.

The policy provides the following process:

- Access to the Grievance Process
- The Grievance Procedure is posted throughout the shelter.
- Copies are available in the Policy and Procedure Manual and at the Front Service Desk.
- Clients receive grievance information whenever a conflict cannot be informally resolved.
- Available forms include:
 - Request for Consideration
 - Formal Grievance Form
 - Termination Appeal Form

Step 1 - Filing a Grievance

- Clients must submit a Formal Grievance Form within 48 hours of disputed action.
- Grievances are submitted to the Program Manager unless the complaint involves the Program Manager, in which case it is submitted directly to the Regional Director.

Step 2 - Program Manager Review

- The Program Manager acknowledges receipt within three business days and attempts to resolve the matter.
- If unresolved, the grievance is forwarded to the Regional Director.

Step 3 - Regional Director Review

- The Regional Director investigates the complaint, interviews involved parties as appropriate, and issues a written determination within ten business days.

Step 4 - Executive Appeal

- Clients may appeal the Regional Director's decision within ten business days to the Mercy House Chief Program Officer (or Chief Operations Officer, when applicable).
- A written decision is issued within ten business days.

Step 5 - County Appeal

After Mercy House's internal process has concluded, clients may utilize the County Grievance Appeal Process.

Whistleblower and Confidentiality Provisions

The policy also provides:

- Anonymous grievances may be submitted.
- Complaints may be made verbally, in writing, or through a third party.
- A Suggestion and Grievance Box is available within the shelter.
- Staff are expected to maintain confidentiality to the extent practical during investigations.

DISCUSSION

The current grievance process is administered entirely within Mercy House's organizational structure. Initial review, investigation, appeals, and final determinations remain internal to the shelter operator before clients may pursue an external County appeal.

As the Navigation Center Oversight Commission continues its oversight responsibilities, discussion may include whether the current grievance process adequately provides:

- Transparency regarding complaint investigations and outcomes.
- Independent review of complaints involving staff or management.
- Accessibility for clients experiencing homelessness.
- Timely resolution of grievances.
- Client confidence that complaints can be made without retaliation.
- Appropriate reporting to the Oversight Commission while protecting client confidentiality.
- Opportunities for the Commission to receive aggregate data regarding grievances, appeals, response times, and resolutions.

The Commission may also discuss whether amendments or recommendations to the grievance policy should be forwarded to the City Council for future consideration.

Potential Discussion Questions

- Does the current grievance policy provide sufficient independence from the shelter operator?
- Should the Oversight Commission receive periodic reports summarizing grievance activity while maintaining client confidentiality?
- Should clients have access to an independent ombudsperson or third-party review prior to completion of Mercy House's internal appeal process?
- Are the existing timelines appropriate for resolving grievances?
- Is the grievance procedure adequately communicated to Navigation Center clients?
- Are there additional safeguards that could strengthen client confidence and accountability?

BUDGET IMPACT

None associated with discussion.

Attachments

[BPNC_GrievanceForm.pdf](#)

[MHS_Grievance_Policy_CasefileCopy_OC.pdf](#)

[MHS_GrievancePolicy_24x36Poster.pdf](#)

[MHS_GrievancePolicy_SIMPLIFIED_24x36Poster_2026.03.26.pdf](#)

MERCYHOUSE
BUENA PARK NAVIGATION CENTER
Guest Grievance Form

STAFF: Receipt Information

Print Name: _____

Receipt Date: _____

Guest Name: _____ Date: _____

Other Parties Involved: _____

Topic of Concern:

- ☐ Facility or Maintenance Issue
 - ☐ Services Provided
 - ☐ Shelter Staff or Program Vendor
 - ☐ Exit/Termination Appeal
 - ☐ Other Program Participants
 - ☐ Reasonable Accommodations (Disability-Related Need)
 - ☐ Other (*explain in detail below*)

Grievance:

[illegible]

Please continue on next page...

Action Requested:

Guest Signature: _____

Number of Pages: _____

Program Manager

Flordeliss Payes, flordelissp@mercyhouse.net

Phone: 714-836-7188 x 415

Regional Director

Yolanda Haslip, yolandav@mercyhouse.net

Phone: 714-836-7188 x 279

(OFFICE USE ONLY)

Notes:

Program Manager or Regional Director: Please confirm receipt of this document with the client within 3 business days of receipt. If the grievance requires review by a higher administrator, the Manager will forward the grievance to them asap. The Director should make every effort to resolve the concern with the guest within 10 business days of the original grievance filing date.

Program Manager: _____
Signature

Date: _____

Regional Director: _____
Signature

Date: _____

Emergency Services**Grievance Policies – Casefile Copy (Orange County)**

Purpose: Mercy House believes in transparency, and in the spirit of fair and honest communication, the following policies and procedures have been written to ensure that clients can be heard and have a voice in the shelter community.

Scope: To the greatest extent possible, this policy applies to all Mercy House emergency shelters and navigation centers, including congregate and non-congregate facilities.

Glossary:

- *Formal Grievance* - a documented complaint that follows a detailed process, requiring further review and resolution by higher levels of authority within the organization, with formal written responses.

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Encouraging Client Feedback

To ensure that clients know they have a voice, these policies, procedures, and documents will be kept in a common area accessible by clients at any time, and that every shelter has within its spaces signage or posters that remind clients that their voices are important, and that if they have a complaint or grievance, they can be heard in a timely and respectful manner. These flyers will also note the location of these documents, which will be kept in an organized binder at the front service desk of every site.

Clear Communication

If one of the following procedures or policies requires a working phone number, email or mailing address, Mercy House will encourage someone without these options to call the manager or regional director of the program for updates.

If a client would like to file a grievance or appeal with the program but is no longer enrolled in the program, they would be able to receive a grievance form either via email, or by calling the director. Current clients wishing to submit a grievance may also do so by email or by calling the director and notifying them that they have a formal complaint.

A third party or appointed advocate may assist the client in requesting the Grievance Form.

Timely Response

If the client would like to move forward with a formal grievance, they will have 48 hours from the point of action/inaction to submit their complaint to staff.

Each program's Program Manager will be responsible for receiving and initially responding to formal grievances. They will be expected to review any formal grievance and provide a written acknowledgement of receipt to the client within three (3) business days. If the Program

Manager cannot resolve the grievance, they will forward it to the Regional Supervisor for additional review and determination.

A formal written decision will be delivered to the client within ten (10) business days by either the Program Manager or Regional Director.

Documentation of Formal Grievances

Copies of formal grievances will be kept in each client's casefile, and a copy may be requested at any time by the client that made the complaint. Complaints and grievances are kept confidential to protect client privacy but may be shared with the Contracting Partner as needed on a case-by-case basis and may be subject to subpoena by a court of law.

Formal Grievance Procedures

A program guest can file a grievance to dispute any action or inaction within 48 hours, by submitting a Formal Grievance Form to the Program Manager. The Program Manager will review the grievance to determine if the issue can be immediately resolved at their level of supervision. If the Program Manager is unable to resolve the grievance, or if they are named in the grievance themselves, they will immediately forward it to the Regional Supervisor, who will make every effort to investigate and provide a written decision within 10 business days.

The grievance procedure does not suspend the rules or consequences established in the Shelter Expectations.

Clients have the right to file a grievance without fear of harmful repercussions from staff. The client also has the right to request a third party to assist them through the grievance process. If they choose to have a third-party present for the grievance, the client must file a signed release of information prior to the third party's involvement.

Step 1:

If you wish to file a grievance, you may obtain a Grievance Form from any program staff member. They are also located within the grievance binder.

Grievances should be written clearly and include the names of all parties involved, a detailed account of the problem and requested action to be taken. Any staff member may assist you if you need assistance in completing the form.

Formal grievance forms could be submitted to the Program Manager. If the complaint is directed towards the Program Manager, the client should submit their grievance directly to the Regional Supervisor whose information can be located on the grievance form.

Step 2:

The Program Manager will provide a thorough review of any grievance within three (3) business days. If the Program Manager can resolve the grievance, they will provide a written determination to the client during that time.

If the issue cannot be resolved at the Program Manager level, they will confirm receipt of the grievance via a written acknowledgement to the client, and the Grievance will be forwarded to the Regional Supervisor.

Step 3:

The Regional Manager will review grievances submitted and investigate the complaint and may acquire all documentation and interview the involved parties, as necessary.

The Regional Supervisor will make every effort to resolve the conflict or concern with the client and parties involved within ten (10) business days of receiving the Grievance from the client. This

will include an opportunity for the client to discuss their concern, during a meeting, phone call, or videoconference with the Regional Supervisor. The Regional Supervisor will provide a written determination to the client during that time.

Step 4:

If after receiving the final determination from the Regional Supervisor, the person filing the grievance may appeal the decision by writing to the Chief Program Officer (or the Chief Operations Officer if the Chief Program Officer made the prior grievance determination) within ten (10) business days of receiving the written decision. The Mercy House Officer receiving the appeal shall issue a written decision in response to the appeal no later than ten (10) business days after its filing.

Step 5:

Depending on the preference of the Contracting Partner, there may also be a County or City-specific Grievance Appeal Process that may be filed after the Grievance and appeals process is completed. Information regarding this step will be kept in the Grievance Binder at the Front Desk of every program.

County of Orange – Grievance Appeals

The County's grievance appeal process checks to ensure that the shelter operator is addressing complaints properly, responding in writing, and following both its own rules and the County's Standards of Care.

In order to begin this process please contact the County of Orange at:

Office of Care Coordination
400 W. Civic Center Dr, 3rd floor
Santa Ana, CA 92701
714-834-2262
OCShelterFeedback@ceo.oc.gov

Additional Dispute Services

Every guest in a Mercy House shelter or navigation center has the right to be heard as an individual. In order to ensure a fair and efficient review of any dispute or grievance, any person with a grievance will be advised to first exhaust the informal and formal grievance processes that are written into each program. This will allow the guest to be heard quickly, and in the setting that makes the most sense.

After a guest has received a final determination from Mercy House, they may appeal the determination with the Chief Program Officer.

Should the claimant be unsatisfied with the result of the appeal with Mercy House, they may pursue an appeal directly with the contracting partner (e.g., the City or County funding or hosting the program).

Dispute Resolution Services may be requested by the guest once Mercy House's grievance process and the contracting partner's Appeal Process have been completed and the outcome is not a satisfactory resolution for the guest.

Guests in Orange County or Los Angeles County may pursue additional dispute resolution services by contacting the chambers of California Central District Judge David O. Carter via email at DOCchambers@cacd.uscourts.gov or contacting the Elder Law and Disability Rights Center at (714) 617-5353 or at info@eldrcenter.org. Any hearings by the court must be conducted during regular business hours whenever feasible.

Policy Disclaimer

Mercy House is dedicated to safeguarding the safety, security, and health of all clients and staff through the implementation of policies. While we strive to offer transparent and consistent guidance, we recognize that unique circumstances may arise. Therefore, Mercy House reserves the right to implement these policies. We affirm our commitment to interpreting our policies through an equitable, trauma-informed, and client-focused approach that aims to foster an

environment that prioritizes the welfare and dignity of all individuals involved.

Any questions or concerns regarding the application of these policies should be directed to the Program Manager or Regional Director.

I acknowledge that a copy of the Grievance Policy has been provided to me for my own records. Furthermore, I understand that staff will inform me about any changes made to the Grievance Policy while I am enrolled, and that I may be asked at any time to review and sign any revised versions as needed.

Guest (Printed): _____ Date: _____

Guest (Signed): _____ Program: _____

I acknowledge and attest that this document was presented to the client named in the above section, and that they were asked to sign in acknowledgement of receipt.

Staff (Printed): _____ (Signed): _____

Staff: Complete Only If Appropriate

☐ Guest Refused To Sign Document

☐ Guest Was Unable to Sign Document

Staff Witness (Print): _____ (Signed): _____

MERCY HOUSE

Grievance Policy

Mercy House believes in transparency, and in the spirit of fair and honest communication, the following policies and procedures have been written to ensure that clients can be heard and have a voice in the shelter community.

To ensure that clients know they have a voice, these policies, procedures, and documents will be kept in a common area accessible by clients at any time, and that every shelter has within its spaces signage or posters that remind clients that their voices are important, and that if they have a complaint or grievance, they can be heard in a timely and respectful manner. These flyers will also note the location of these documents, which will be kept in an organized binder at the front service desk of every site.

If one of the following procedures or policies requires a working phone number, email or mailing address, Mercy House will encourage someone without these options to call the manager or regional director of the program for updates.

If a client would like to file a grievance or appeal with the program but is no longer enrolled in the program, they would be able to receive a grievance form either via email, or by calling the director. Current clients wishing to submit a grievance may also do so by email or by calling the director and notifying them that they have a formal complaint. A third party or appointed advocate may assist the client in requesting the Grievance Form.

If the client would like to move forward with a formal grievance, they will have 48 hours from the point of action/inaction to submit their complaint to staff.

Each program's Program Manager will be responsible for receiving and initially responding to formal grievances. They will be expected to review any formal grievance and provide a written acknowledgement of receipt to the client within three (3) business days. If the Program Manager cannot resolve the grievance, they will forward it to the Regional Supervisor for additional review and determination.

A formal written decision will be delivered to the client within ten (10) business days by either the Program Manager or Regional Director.

Copies of formal grievances will be kept in each client's casefile, and a copy may be requested at any time by the client that made the complaint. Complaints and grievances are kept confidential to protect client privacy but may be shared with the Contracting Partner as needed on a case-by-case basis and may be subject to subpoena by a court of law.

Formal Grievance Procedures

A program guest can file a grievance to dispute any action or inaction within 48 hours, by submitting a Formal Grievance Form to the Program Manager. The Program Manager will review the grievance to determine if the issue can be immediately resolved at their level of supervision. If the Program Manager is unable to resolve the grievance, or if they are named in the grievance themselves, they will immediately forward it to the Regional Supervisor, who will make every effort to investigate and provide a written decision within 10 business days.

The grievance procedure does not suspend the rules or consequences established in the Shelter Expectations.

Clients have the right to file a grievance without fear of harmful repercussions from staff. The client also has the right to request a third party to assist them through the grievance process. If they choose to have a third-party present for the grievance, the client must file a signed release of information prior to the third party's involvement.

Step 1:

If you wish to file a grievance, you may obtain a Grievance Form from any program staff member. They are also located within the grievance binder.

Grievances should be written clearly and include the names of all parties involved, a detailed account of the problem and requested action to be taken. Any staff member may assist you if you need assistance in completing the form.

Formal grievance forms could be submitted to the Program Manager. If the complaint is directed towards the Program Manager, the client should submit their grievance directly to the Regional Supervisor whose information can be located on the grievance form.

Step 2:

The Program Manager will provide a thorough review of any grievance within three (3) business days. If the Program Manager can resolve the grievance, they will provide a written determination to the client during that time.

If the issue cannot be resolved at the Program Manager level, they will confirm receipt of the grievance via a written acknowledgement to the client, and the Grievance will be forwarded to the Regional Supervisor.

Step 3:

The Regional Manager will review grievances submitted and investigate the complaint and may acquire all documentation and interview the involved parties, as necessary.

The Regional Supervisor will make every effort to resolve the conflict or concern with the client and parties involved within ten (10) business days of receiving the Grievance from the client.

This will include an opportunity for the client to discuss their concern, during a meeting, phone call, or video-conference with the Regional Supervisor. The Regional Supervisor will provide a written determination to the client during that time.

Step 4:

If after receiving the final determination from the Regional Supervisor, the person filing the grievance may appeal the decision by writing to the Chief Program Officer (or the Chief Operations Officer if the Chief Program Officer made the prior grievance determination) within ten (10) business days of receiving the written decision. The Mercy House Officer receiving the appeal shall issue a written decision in response to the appeal no later than ten (10) business days after its filing.

Step 5:

Depending on the preference of the Contracting Partner, there may also be a County or City-specific Grievance Appeal Process that may be filed after the Grievance and appeals process is completed.

Information regarding this step will be kept in the Grievance Binder at the Front Desk of every program.

MERCY HOUSE

Grievance Policy (Simplified)

Mercy House values transparency and honest communication. These policies and procedures are in place to make sure guests are heard and have a voice in the shelter community.

To make sure guests know they have a voice, these policies and documents will be kept in a common area where they can be accessed at any time. Each shelter will also have signs reminding guests that their voices matter and that complaints will be handled in a timely and respectful way. The signs will show where to find these documents, which are kept in an organized binder at the front desk.

If any of these procedures require a phone number, email, or mailing address, and a guest does not have one, Mercy House will encourage them to call the Program Manager or Regional Director for updates.

guests who have exited can request a grievance form by email or by calling the director. Current guests may also submit a grievance by email or by calling the director to report a formal complaint. A third party or advocate may help request the form.

If a guest wants to file a formal grievance, they must submit it to staff within 48 hours of the action or inaction.

The Program Manager is responsible for receiving and initially responding to formal grievances. They are expected to review the grievance and provide a written acknowledgment to the guest within three (3) business days. If the Program Manager cannot resolve it, the grievance will be sent to the Regional Director for further review and decision. A formal written decision will be given to the guest within ten (10) business days by the Program Manager or Regional Director.

Copies of formal grievances are kept in each guest’s case file, and guests can request their copy at any time. Complaints are kept confidential to protect privacy but may be shared with the Contracting Partner when needed and could be required by a court subpoena.

Formal Grievance Procedures (Simplified)

Guests can file a grievance within 48 hours by submitting a Formal Grievance Form to the Program Manager. The Program Manager will review it to see if it can be resolved at their level. If they cannot resolve it, or if they are named in the grievance, it will be sent to the Regional Supervisor, who will investigate and provide a written decision within 10 business days.

Filing a grievance does not pause or change the rules or consequences outlined in the Shelter Expectations.

Guest have the right to file a grievance without fear of retaliation from staff. They may also request a third party to assist them. If a third party is involved, the guest must first submit a signed release of information with staff.

Step 1:

Grievance Forms are available from any Mercy House shelter staff member or from the grievance binder.

Please write clearly and include the names of anyone involved, with a detailed description of the problem, and the action you want taken. Staff can help you complete this.

Submit Formal Grievances to the Program Manager. If the grievance is about the Manager, then send it to the Regional Director whose contact information is on the form.

Step 2:

The Program Manager will review any grievance within three (3) business days. If they can resolve it, they will provide the guest with a written decision within that time.

If the Program Manager cannot resolve the issue, they will send the guest a written acknowledgment and forward the grievance to the Regional Director.

Step 3:

The Regional Director will then review and investigate the grievance, gathering documents and interviewing as needed, and will make every effort to resolve the issue within ten (10) business days of receiving the grievance.

The guest will have a chance to discuss the concern in a meeting, phone call, or video conference with the Regional Director, who will provide a written decision.

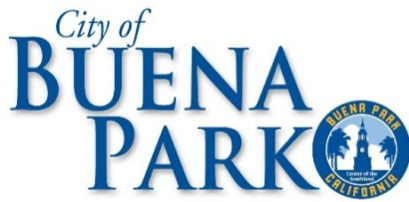
Step 4:

If the guest is not satisfied with the Regional Director’s decision, they may appeal by writing to the Chief Program Officer (or the Chief Operations Officer if the Chief Program Officer made the prior decision) within ten (10) business days of receiving the decision.

The officer will issue a written response within ten (10) business days of receiving the appeal.

Step 5:

Depending on the Contracting Partner, there may also be a County- or City-specific grievance appeal process after the program’s grievance and appeal steps are completed. Information about those processes will be available in the Grievance Binder at the front desk of each program.



**Navigation Center Oversight Commission
Agenda Report**

NAVIGATION CENTER COSTS AND FUNDING

PREPARED BY	PRESENTED BY
Maddie Villapando , Community Services Supervisor	Maddie Villapando , Community Services Supervisor
DEPARTMENT HEAD APPROVAL	
Jim Box, Director of Community Services	

DISCUSSION

The Buena Park Navigation Center operates through a regional funding partnership between the County of Orange and the North SPA, which is comprised of the cities of Brea, Buena Park, Cypress, Fullerton, La Habra, La Palma, Los Alamitos, Orange, Placentia, Stanton, Villa Park, and Yorba Linda.

The North SPA cities contribute toward the annual operating costs by allocating a portion of their Permanent Local Housing Allocation (PLHA) funding. Each city's contribution is determined using a funding formula that was developed collaboratively and approved by all participating member cities. If a city's PLHA allocation does not fully cover its annual share, the remaining balance may be funded through other available funding sources, including General Fund dollars.

The funding formula includes a bed credit for the City of Buena Park in recognition of its role as the host city for the Navigation Center and as the contracting agency with Mercy House, which reduces the City's annual funding obligation.

In addition to the city contributions, the County of Orange provides \$625,000 annually to each Navigation Center (\$1.25 million total) to support ongoing operations. The County also provides approximately \$6.5 million in capital funding for the construction of the Buena Park Navigation Center.

For Fiscal Year 2026-27, the approved operating budget for the Buena Park Navigation Center is \$3,799,708.

The table below compares the annual operating cost per bed for comparable shelter operators in Orange County.

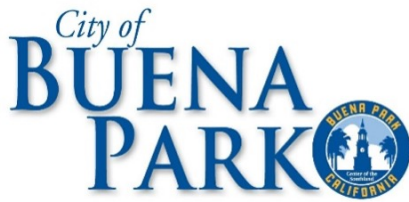
Shelter Location & Operator	Bed Capacity	Annual Contract Cost	Annual Cost Per Bed
Costa Mesa/Newport Beach (Mercy House)	100	\$2,800,000	\$28,000
Central Cities/Garden Grove (Volunteers of America)	100	\$2,600,000	\$26,000
North SPA Cities/Buena Park (Mercy House)	149	\$3,649,468.90	\$25,501

North SPA Cities/Placentia (Salvation Army)	100	\$2,535,249	\$25,353
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Despite the increase in operating costs for Fiscal Year 2026-27, the Buena Park Navigation Center continues to maintain a competitive annual cost per bed compared to similar shelter programs in Orange County. At approximately \$25,501 per bed, Buena Park's operating cost remains below both the Costa Mesa/Newport Beach and Central Cities/Garden Grove Navigation Centers while serving the largest bed capacity among the facilities included in this comparison.

In Fiscal Year 2025-26, both Mercy House and The Salvation Army received funding through the Homeless Housing, Assistance and Prevention (HHAP) Program, which helped offset operating costs for the 12 North SPA cities that fund the Buena Park and Placentia Navigation Centers. A total of \$2,448,863 in HHAP funding was awarded, with \$1,469,318 allocated to Mercy House for the Buena Park Navigation Center and \$979,545 allocated to The Salvation Army for the Placentia Navigation Center.

Overall, the regional funding partnership between the North SPA cities, the County of Orange, and supplemental state funding sources continues to provide a collaborative and sustainable approach to operating the Buena Park and Placentia Navigation Centers. This funding model allows participating jurisdictions to share the cost of providing critical emergency shelter services while maximizing available local, county, and state resources.



**Navigation Center Oversight Commission
Agenda Report**

UPDATE ON THE 2026 POINT-IN-TIME COUNT

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

RECOMMENDED ACTION

Receive and File.

DISCUSSION

After reviewing the 2022, 2024, and 2026 Orange County Point-In-Time Count reports, several major trends and themes emerged specifically within North Orange County and Buena Park that help illustrate both the progress being made and the continued challenges facing the regional homeless response system. While Orange County overall demonstrated measurable improvement between 2024 and 2026, the data also reflects that North Orange County continues to experience elevated homelessness levels compared to 2022, highlighting the importance of continued regional coordination, outreach efforts, shelter engagement, and long-term stabilization strategies. One of the most important findings is that North Orange County experience significant increases in homelessness between 2022 and 2024, followed by measurable reductions by 2026.

North Service Planning Area (SPA) totals were:

- 2,419 individuals in 2022
- 3,227 individuals in 2024
- 2,894 individuals in 2026

This demonstrates that North Orange County experienced a substantial increase in homelessness following 2022; however, the 2026 data suggests stabilization and measurable progress in reducing overall homelessness throughout the region.

Although homelessness levels remain above the 2022 baseline, the reduction from 2024 to 2026 reflects positive impacts associated with outreach engagement, shelter access, regional coordination, and continued investment in the homeless response system.

Buena Park specifically demonstrated a similar trend.

Buena Park totals were:

- 266 individuals in 2022
- 379 individuals in 2024
- 338 individuals in 2026

This reflects a notable increase between 2022 and 2024, followed by a reduction of 41 individuals by 2026.

While Buena Park remains above pre-2024 levels, the reduction between 2024 and 2026 suggests that current outreach and engagement efforts may be contributing to improved stabilization outcomes and increased connections to shelter and supportive services.

One of the strongest operational findings within Buena Park is the continued utilization of sheltered resources.

Sheltered homelessness within Buena Park increased from:

- 181 individuals in 2022
- 193 individuals in 2024
- 210 individuals in 2026

This is a significant indicator of continued engagement between individuals experiencing homelessness and available shelter and service systems.

The data suggests that individuals within Buena Park are increasingly connecting with available resources rather than remaining unsheltered, which reflects positively on regional shelter access, outreach engagement, and coordinated system response efforts.

Additionally, the reports emphasize the important role that North SPA regional sheltering systems play throughout North Orange County.

The reports specifically note that the North SPA cities jointly fund regional shelters located within Buena Park and Placentia that serve individuals experiencing homelessness across North Orange County.

This is an important operational consideration because homelessness within Buena Park cannot be viewed entirely in isolation. Buena Park continues to function as part of a broader regional homeless response system serving multiple North Orange jurisdictions.

As a result, homelessness trends within Buena Park may also reflect broader regional sheltering patterns, resource distribution, and service accessibility throughout the North SPA.

In reviewing sub-population trends and service complexity, one of the clearest findings is the continued increase in senior homelessness.

Countywide senior homelessness increased from:

- 718 individuals in 2022
- To 869 individuals in 2024
- To 882 individuals in 2026

This represents approximately a 23% increase since 2022.

The continued growth in senior homelessness may represent one of the greatest opportunity areas moving forward, particularly because older adults often require:

- Increased medical coordination
- Accessibility accommodations
- Long-term supportive housing
- Behavioral health services
- More intense case management support

The data also demonstrates increasing complexity among individuals experiencing homelessness.

Between 2022 and 2026:

- Development disabilities among unsheltered adults increased from 419 to 593 individuals
- Serious mental illness increased from 867 to 988 individuals
- Physical disabilities increased from 945 to 1,046 individuals.

This suggests that homelessness is becoming increasingly tied to behavioral health, medical vulnerabilities, and long-term stabilization needs rather than solely temporary economic hardship.

The reports also continue to identify substance use disorder as a major factor impacting the unsheltered population. In 2026, approximately 45% of unsheltered adults reported substance use disorder concerns.

At the same time, some populations demonstrated signs of stabilization and improvement.

Transition Age Youth (TAY) totals were:

- 235 individuals in 2022
- 308 individuals in 2024
- 245 individuals in 2026

While TAY populations increased between 2022 and 2024, the reduction by 2026 may indicate that youth-focused intervention and prevention efforts are helping stabilize growth within this sub-population.

Family homelessness also demonstrated continued reductions across reporting periods.

Family households decreased from:

- 389 families in 2022
- To 347 families in 2024
- To 307 families in 2026

This may reflect positive outcomes associated with homelessness prevention programs, family sheltering efforts, rapid rehousing resources, and emergency financial assistance programs.

The reports also provide insight into the major contributing factors associated with homelessness.

In 2026, approximately 52% of surveyed unsheltered adults identified financial factors - including housing costs, loss of income, lack of affordable housing, or insufficient financial resources - as the primary contributor to their homelessness.

This reinforces the importance of continued investment in:

- Homelessness prevention
- Housing stabilization
- Rental assistance
- Affordable housing development
- Supportive services aimed at reducing housing insecurity before homelessness occurs

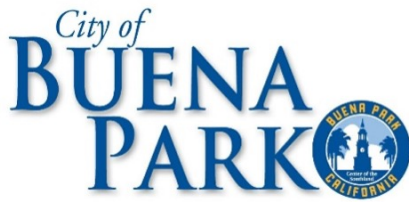
Overall, the data suggests that North Orange County and Buena Park have made measurable progress in reducing homelessness since the 2024 spike, particularly through shelter engagement, outreach coordination, and regional collaboration efforts.

However, the reports also demonstrate that the population experiencing homelessness is becoming increasingly vulnerable, medically complex, and service-intensive, especially among seniors and individuals reporting disabling conditions.

As North Orange County continues to strengthen its regional homeless response system, the greatest opportunities moving forward may include:

- Expanding senior-specific interventions
- Increasing behavioral health coordination
- Strengthening medical and supportive service partnerships
- Expanding permanent supportive housing options
- Increasing prevention and stabilization resources
- Continuing strong regional collaboration between North SPA cities, outreach teams, shelters, healthcare systems and community partners.

The data ultimately reflects meaningful progress while also emphasizing the continued need for strategic planning, sustained investment, and coordinated long-term solutions throughout North Orange County and Buena Park.



July 15, 2026
INFORMATIONAL ITEMS
Item No. 6A.

Navigation Center Oversight Commission Agenda Report

NAVIGATION CENTER MONTHLY REPORT - APRIL 2026 - MAY 2026

PREPARED BY	PRESENTED BY
Ariana Chavez, Senior Administrative Assistant	Ariana Chavez, Senior Administrative Assistant
DEPARTMENT HEAD APPROVAL	
Jim Box, Director of Community Services	

RECOMMENDED ACTION

Navigation Center Monthly Report - April 2026 - May 2026.

Attachments

[Buena Park Monthly Report - April 2026.pdf](#)

[April 2026- BPNC Supplemental Report.pdf](#)

[Buena Park Monthly Report - May 2026.pdf](#)

[May 2026- BPNC Supplemental Report.pdf](#)

Buena Park Navigation Center

Monthly Report April 2026



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

MERCY  **HOUSE**



Report Summary

Number's Served:

By the end of April 2026, the shelter has served 378 unduplicated clients. No new clients entered the project during April 2026 for health and safety reasons as noted in the "Health and Safety" section of this report.

To date, 50 shelter recipients have positively exited the program: 40 to permanent housing and 10 to temporary housing as a result of the program.

	Monthly	Year To Date	FY 2024-2025	2020-Present
Individuals Served (unduplicated)	141	378	474	1,420
Individuals Discharged	19	306	421	1,345
Number of Intakes	0	287	434	2,195

Intake Questionnaire:

1. Referring Agency into the Buena Park Navigation Center:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Anaheim	0	0	0	35
Brea	0	12	17	68
Buena Park	0	164	248	932
Cypress	0	9	14	59
Fullerton	0	86	92	348
La Habra	0	33	35	127
La Palma	0	2	4	26
Los Alamitos	0	0	0	5
Orange	0	77	106	355
Placentia	0	20	21	65
Stanton	0	22	28	164
Villa Park	0	0	0	0
Yorba Linda	0	3	4	9
Orange County-	0	0	0	15

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

2. Length of time the participant has been homeless:

	Monthly	Year To Date	FY 2024-2025	2020-Present
0 – 11 months	0	162	220	906
1 – 2 Years	0	109	125	568
3 – 4 Years	0	60	75	357
5 – 6 Years	0	36	64	231
7 – 8 Years	0	25	24	131
9 – 10 Years	0	11	16	120
11+ Years	0	25	40	250

3. City participant lived in prior to becoming homeless:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Anaheim	0	31	48	215
Brea	0	14	11	45
Buena Park	0	101	153	584
Cypress	0	7	17	60
Fullerton	0	69	74	272
La Habra	0	25	33	104
La Palma	0	0	0	17
Los Alamitos	0	0	0	5

Orange	0	47	60	205
Placentia	0	14	18	60
Stanton	0	16	21	109
Villa Park	0	0	0	1
Yorba Linda	0	5	4	19
Orange County- outside the NSPA	0	45	53	188
Other County in California	0	29	55	205
Outside the State of California	0	16	17	40
Outside the United States	0	3	4	9
Client Refused*	0	6	1	15

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

	Monthly	Year To Date	FY 2024-2025	2020-Present
Homeowner	0	15	36	73
Renting	0	214	262	275
Living with Family	0	135	163	364
Living with Friends	0	36	46	98
Mobile Home	0	3	6	11
Foster Home	0	1	2	7
Hotel	0	8	11	18
Incarcerated	0	0	8	21
Hospital	0	0	0	0
Substance Abuse Treatment Facility or Detox Center	0	4	2	8
Other	0	12	32	47

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

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

	Monthly	Year To Date	FY 2024-2025	2020-Present
Anaheim	0	30	41	92
Brea	0	5	4	13
Buena Park	0	54	69	154
Cypress	0	7	6	14
Fullerton	0	35	35	99
La Habra	0	17	23	48
La Palma	0	1	1	2
Los Alamitos	0	1	2	4
Orange	0	31	33	72
Placentia	0	9	11	23
Stanton	0	8	11	18
Villa Park	0	0	1	1
Yorba Linda	0	5	7	13
Orange County- outside the NSPA	0	63	75	157
Other County in California	0	80	122	275
Outside the State of California	0	58	95	193
Outside the United States	0	22	22	33
Client Prefers not to answer	0	1	11	13

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

6. City where participant attended high school:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Anaheim	0	36	33	96
Brea	0	6	5	11
Buena Park	0	28	38	90
Cypress	0	7	7	20
Fullerton	0	29	44	88
La Habra	0	18	18	44
La Palma	0	3	5	9
Los Alamitos	0	1	3	6
Orange	0	22	24	54
Placentia	0	10	10	24
Stanton	0	2	4	4
Villa Park	0	4	6	10
Yorba Linda	0	1	4	8
Orange County- outside the NSPA	0	73	93	170
Other County in California	0	97	135	299
Outside the State of California	0	55	92	190
Outside the United States	0	30	27	45
Client Prefers not to Answer	0	7	21	29

*Mercy House began collecting data set in FY23-24, data presented is for enrollments that entered the program beginning August 2023.
Prior historical data may not be fully 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	114
Percent of Active Clients on Community Queue	97%
Number of Active Clients Matched to a Housing Opportunity	6
Percent of Active Clients Matched to a Housing Opportunity	5%

Program Exits:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Positive Exits (Housing, reunification, rehab facility)	3	50	68	349
Negative Exits (Streets, jail, prison)	5	120	152	517
Unknown Exits (Unknown, deceased)	11	136	201	1,214

Destination Detail of Exits:

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

Progress towards benchmark: 29% of clients who have exited to a known destination have exited to permanent housing.

1. Positive Exits from the Buena Park Navigation Center:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Received Permanent Housing with housing subsidy	0	6	7	35
Received Permanent Housing with no ongoing subsidy	1	16	14	52
Received Permanent Housing with Housing Voucher (tenant or project base)	0	0	7	44
Received Permanent Housing with Rapid Re-housing	0	0	8	26
Permanent Housing with Family or Friends	1	8	7	49
Received Permanent Housing in long-term care facility or nursing home	0	10	3	30
Received Permanent Housing in a Public housing Unit	0	0	0	4
Received Temporary Housing with Family or Friends	0	1	3	38
Received Temporary Housing in Transitional Housing	1	5	4	22
Received Temporary Housing in hotel or motel paid by voucher	0	1	2	15
Received Temporary Housing in Residential Project, Halfway House, or Foster Care	0	0	1	2
Received Temporary Housing at Hospital or Psychiatric Facility	0	0	8	15
Received Temporary Housing at Substance Abuse Treatment Facility or Detox Center	0	3	4	15

2. Negative Exits from the Buena Park Navigation Center:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Released from program for behavioral issues:	4	110	129	239
Returned to homelessness by choosing to leave Navigation Center:	0	7	19	257

Placed in jail, prison, or juvenile detention facility	1	3	4	21
Unknown location- client choose not disclose information	4	44	29	190
Unknown location- no exit interview was completed	7	92	171	1021
Deceased:	0	0	1	3

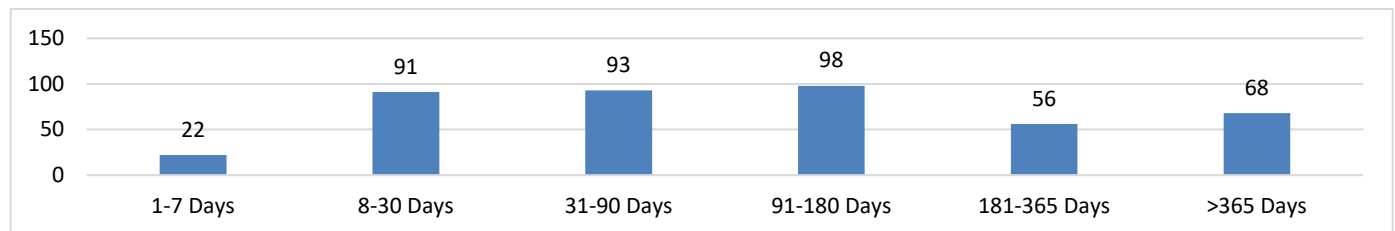
*Mercy House began collecting data set in FY23-24, data presented is for exits from the program beginning August 2023.
Prior historical data is not available for all data sets.

Length of Stay (Year to Date):

Benchmark: National Average for shelter stays is 151 days.

Progress toward benchmark: Shelter average is 189 days for the year.

The average length of stay for a successful housing placement is currently 264 days for the year.



Length of Stay for Successful Exits:

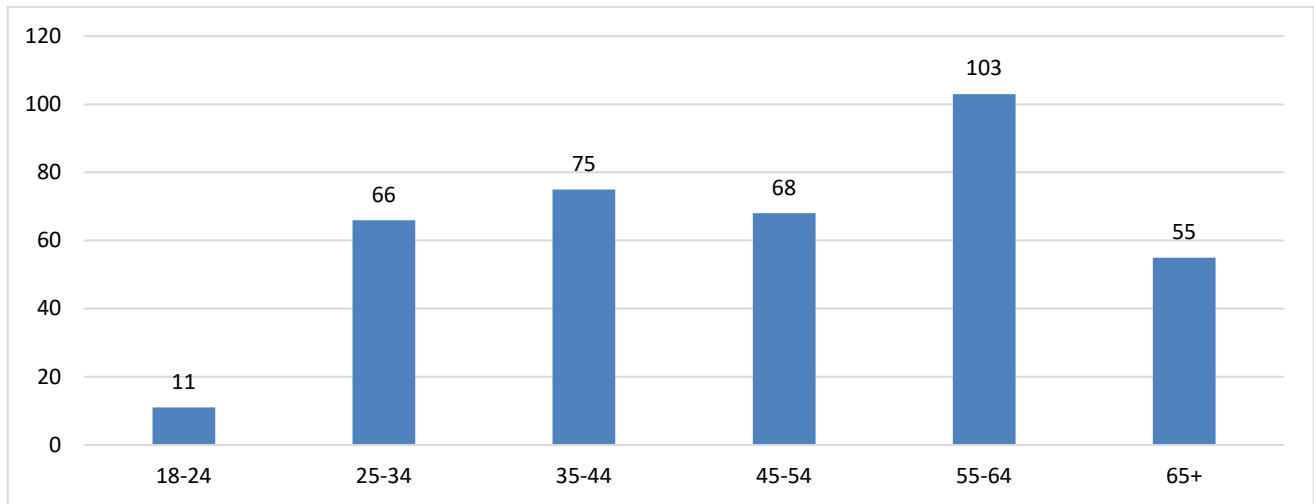
	Monthly	Year To Date	FY 2024-2025	2020-Present
Less than 1 month in Navigation Center	1	8	10	67
1 – 2 months in Navigation Center	1	13	14	76
3 – 6 months in Navigation Center	0	15	16	71
7 – 12 months in Navigation Center	1	6	10	52
Over 1 Year in Navigation Center	0	8	18	79

Length of Stay for Unsuccessful Exits:

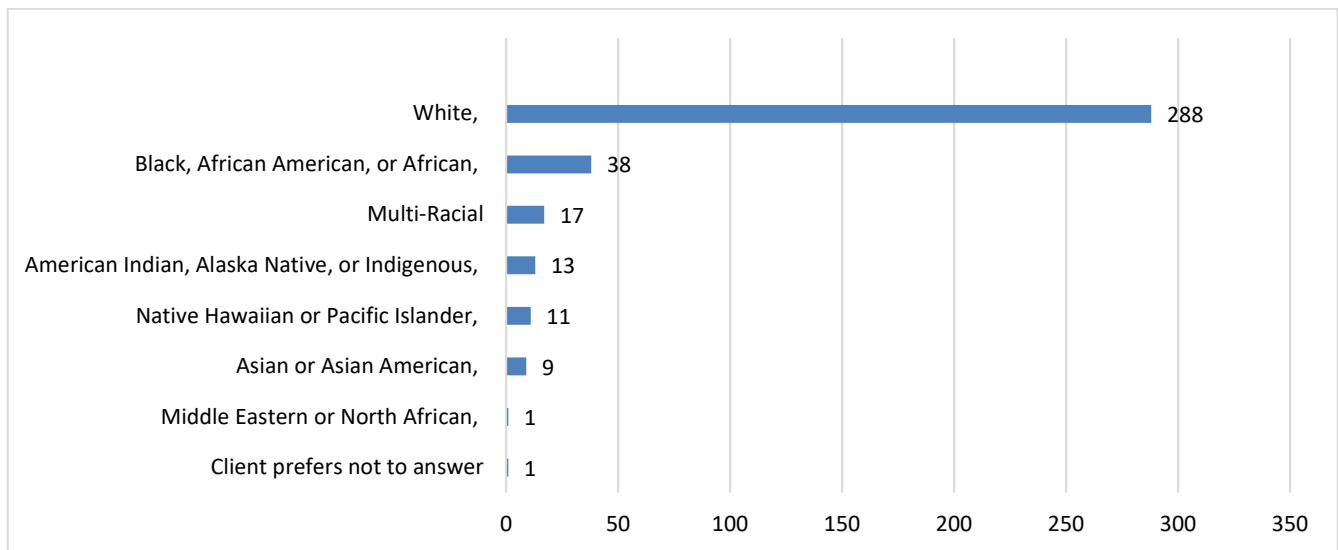
	Monthly	Year To Date	FY 2024-2025	2020-Present
Less than 1 month in Navigation Center	8	100	184	805
1 – 2 months in Navigation Center	4	72	78	478
3 – 6 months in Navigation Center	2	52	49	270
7 – 12 months in Navigation Center	1	22	25	103
Over 1 Year in Navigation Center	1	10	21	55

Client Demographics:

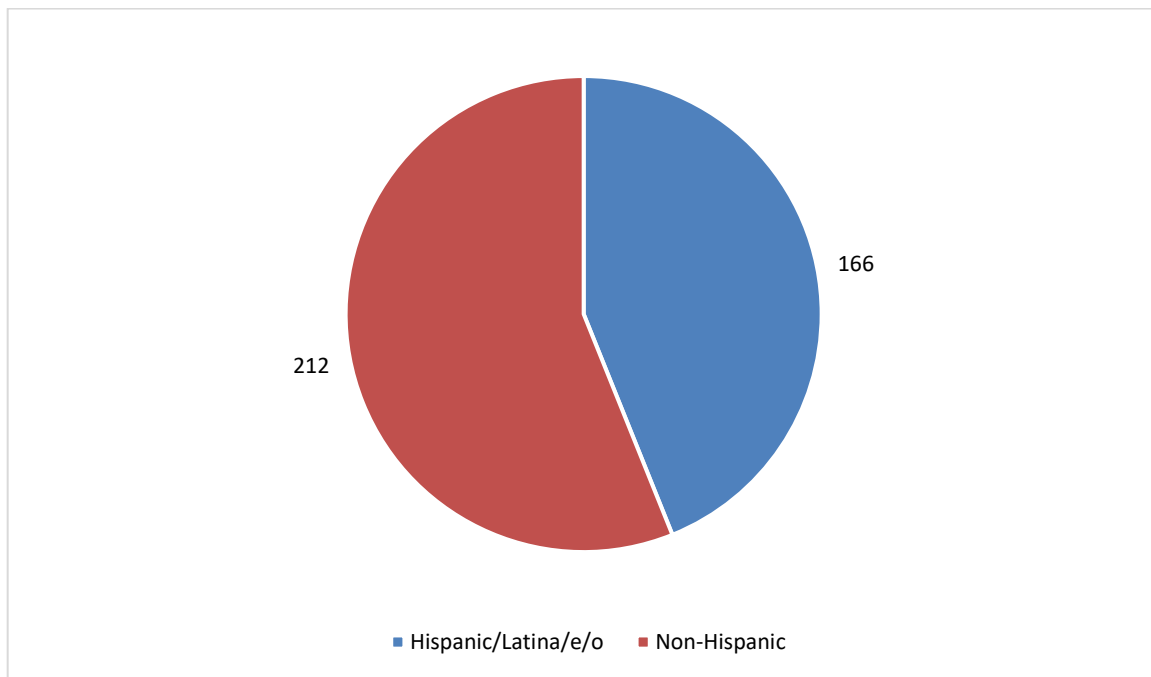
Age



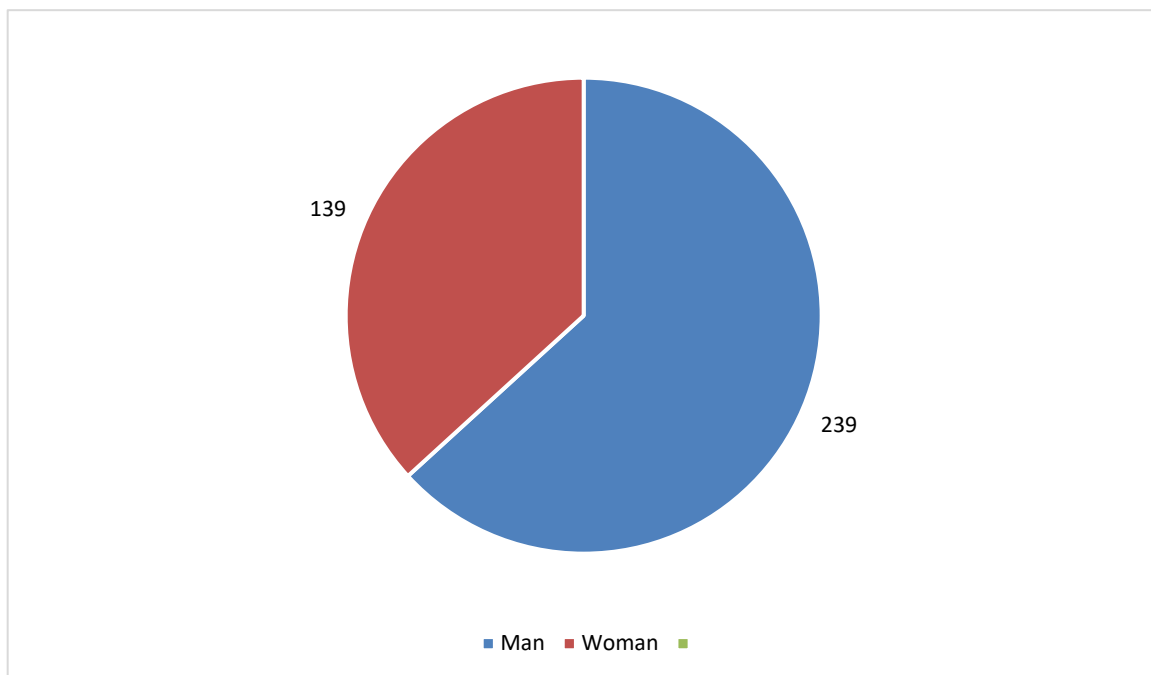
Race



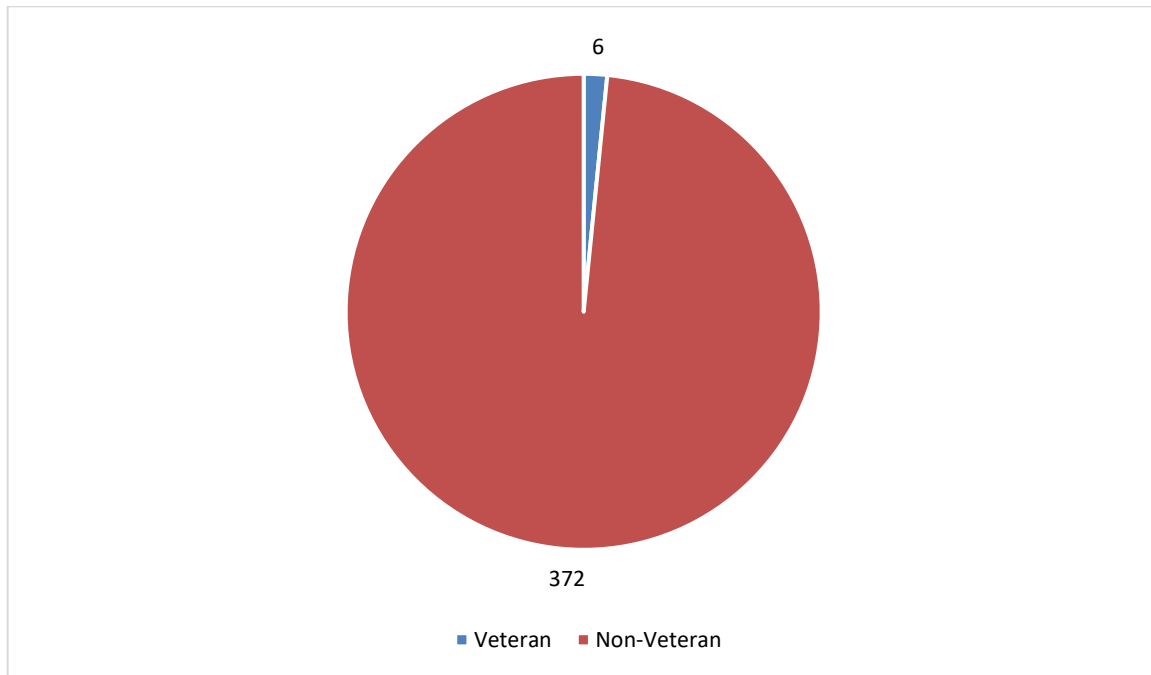
Ethnicity



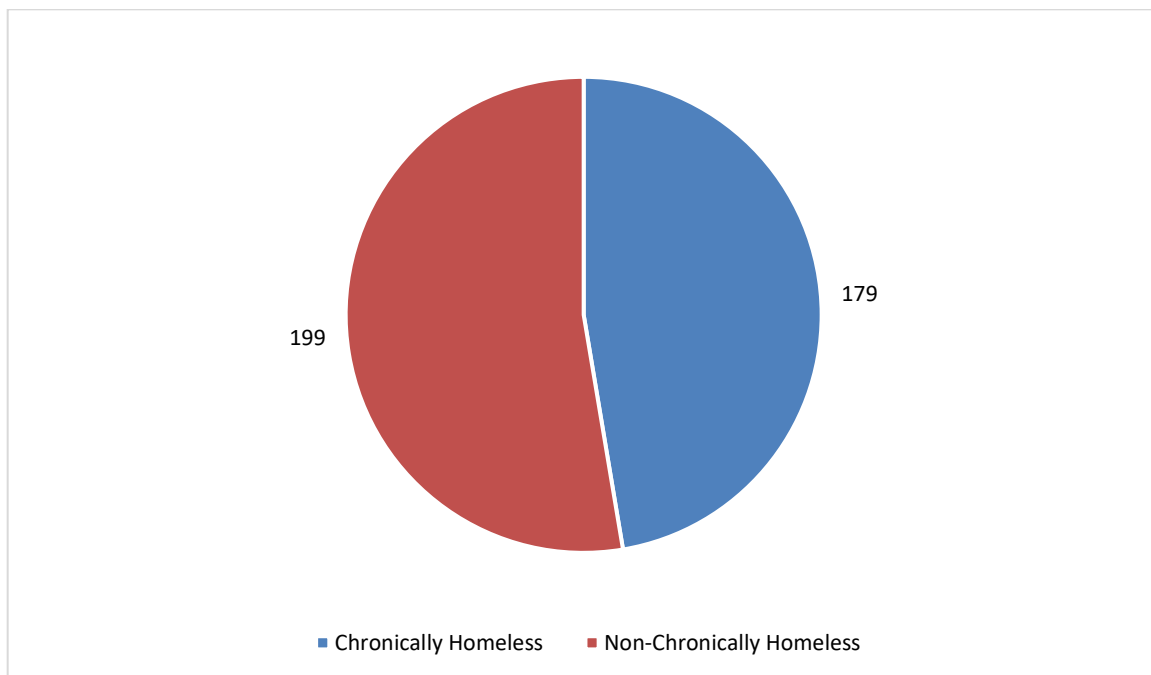
Gender



Veteran



Chronically Homeless



Buena Park Navigation Center Updates:

Housing Placement Updates:

The Mercy House Housing Navigation Team at the Buena Park Navigation Center is working diligently to connect guests with housing. For the month of April 2026, 1 guest exited to permanent housing and 1 to a transitional shelter program.

Community Engagement and Events:

April 2026 saw continued contributions from many long-time community partners, as well as a few new visitors, volunteers, and donors at Buena Park Navigation Center. Eastside Christian Church (ECC) remained a steady partner for the shelter, providing support for all 3 monthly events they continue to support (Friday movie nights, bingo games, and vision board events). Additionally, they provided a gift card to help with purchasing healthy snacks to go with this month's volunteer theme, "Get Active in April."

Another returning donor is Grace Community Service, who provided daily lunches in the form of sandwiches, which are a great aid both to guests in general but especially to guests going to work or leaving the shelter during the day to have something available that can be easily transported. Alexis Lawrence ran another monthly gardening club class, which continues to be very popular among the BPNC guests. We are 3 months into Lawrence's 1-year commitment, so expect another 9 months of these classes. Finally (in terms of recurring volunteer or engagement opportunities), we received 4 weekly donations of pet food and toys from the OC Animal Alliance.

In addition to our recurring donors, we also received a new partner in April 2026. St. Raphael Korean Catholic Center, located in Norwalk, is interested in providing recurring meals to BPNC (likely on a monthly basis), and delivered their first in April. The second meal donation will come the second weekend of May and will ideally continue monthly in that cadence.

Volunteers

- Alexis Lawrence gardening club continued for another month
- Eastside Christian Church volunteers came to BPNC for their monthly recurring events

Donations

- Grace Community Service continued donating sandwiches daily for lunch
- ECC donated supplies and gift cards for their monthly events, as well as healthy snacks for the month's theme
- St Raphael Korean Catholic Center donated the first of recurring dinners at BPNC
- Continued weekly support with animal food from OC Animal Alliance

Health and Safety Update:

BPNC team continues to monitor participants for signs and symptoms of COVID-19 utilizing a screening tools.

MH staff practices sanitizing high touch surfaces regularly as well as provide masks and hand sanitizers to our guests as needed.

Family Health Matters provides COVID-19 testing weekly to all guest on a consistent basis, all guests are highly encouraged to be tested . During the month of April 2026, there were no (0) guests who tested positive for COVID-19.

The BPNC Team continues to work closely with the OC Department of Public Health and implements all CDC recommendations.

Bed Bug Infestation

During the month of April 2026, Mercy House temporarily paused new intakes into the shelter in order to mount a thorough and responsible response to a bed bug outbreak. The health, safety, and dignity of our residents remain our highest priority, and Mercy House acted swiftly and decisively to address the situation.

Upon identifying the outbreak, Mercy House engaged a licensed professional extermination and treatment service to conduct a comprehensive assessment and full treatment of the facility. Out of an abundance of caution, intake was suspended during this period to prevent further exposure and to ensure that incoming residents would not be placed in an unsafe environment.

Mercy House is committed to maintaining a safe, clean, and dignified living space for all individuals we serve. The temporary pause in intakes, while impactful to our capacity, reflects our dedication to responsible shelter management and the well-being of our clients.

Following the completion of treatment, the facility was formally cleared by both the extermination service and the health department on Thursday, May 14, 2026. Mercy House resumed accepting new intakes beginning Friday, May 15, 2026.

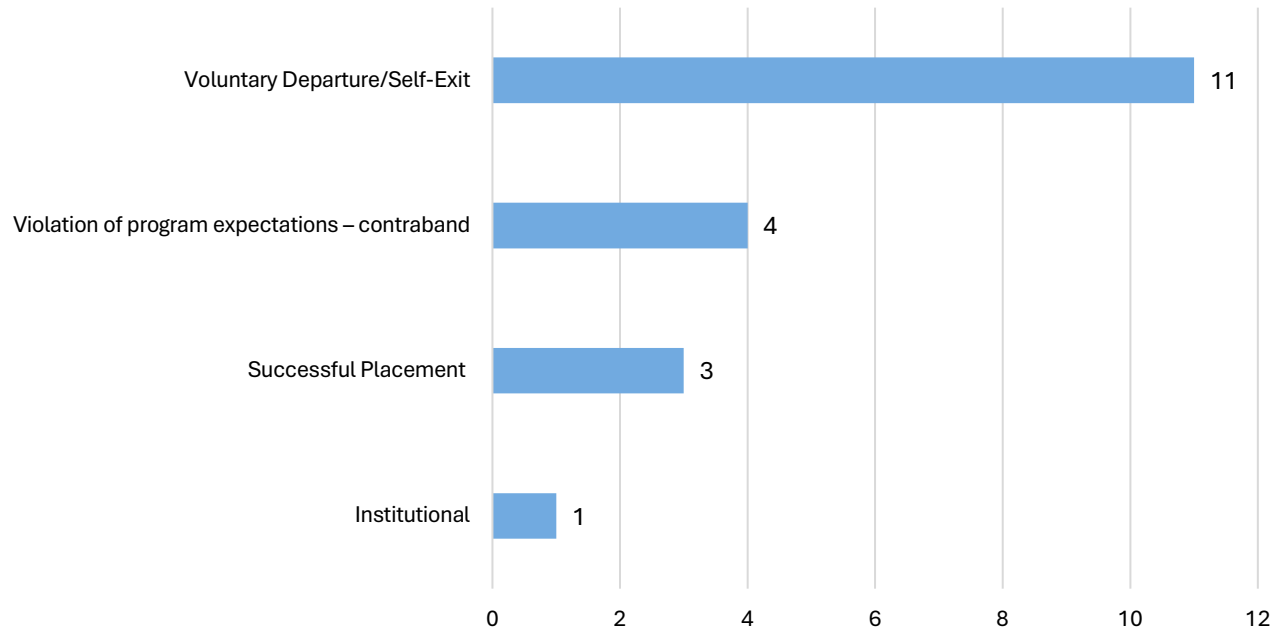
Onsite Partners

The following organizations/agencies visited the shelter during the month of April 2026.

- O.C Workforce Solutions
- Loving Paws
- Tru Connect
- Free Phone Service
- Veteran Support
- KCS SUD Program

Buena Park Navigation Center Supplemental Report

Reasons for Exit – 4/1/2026-4/30/2026



Buena Park Navigation Center

Monthly Report May 2026



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

MERCY  **HOUSE**



Report Summary

Number's Served:

By the end of May 2026, the shelter has served 404 unduplicated clients. 36 new clients entered the project during May 2026.

To date, 56 shelter recipients have positively exited the program: 45 to permanent housing and 11 to temporary housing as a result of the program.

	Monthly	Year To Date	FY 2024-2025	2020-Present
Individuals Served (unduplicated)	141	404	474	1,420
Individuals Discharged	13	319	421	1,358
Number of Intakes	36	317	434	2,231

Intake Questionnaire:

1. Referring Agency into the Buena Park Navigation Center:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Anaheim	0	0	0	35
Brea	4	16	17	72
Buena Park	8	172	248	940
Cypress	0	9	14	59
Fullerton	6	92	92	354
La Habra	3	36	35	130
La Palma	1	3	4	27
Los Alamitos	0	0	0	5
Orange	11	88	106	366
Placentia	1	21	21	66
Stanton	2	24	28	166
Villa Park	0	0	0	0
Yorba Linda	0	3	4	9
Orange County-	0	0	0	15

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

2. Length of time the participant has been homeless:

	Monthly	Year To Date	FY 2024-2025	2020-Present
0 – 11 months	11	173	220	917
1 – 2 Years	6	115	125	574
3 – 4 Years	7	67	75	564
5 – 6 Years	5	41	64	236
7 – 8 Years	5	30	24	136
9 – 10 Years	1	12	16	121
11+ Years	1	26	40	251

3. City participant lived in prior to becoming homeless:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Anaheim	3	34	48	218
Brea	3	17	11	48
Buena Park	6	107	153	590
Cypress	0	7	17	60
Fullerton	6	75	74	278
La Habra	3	28	33	107
La Palma	1	0	0	18
Los Alamitos	0	0	0	5

Orange	4	51	60	209
Placentia	1	15	18	61
Stanton	3	19	21	112
Villa Park	0	0	0	1
Yorba Linda	0	5	4	19
Orange County- outside the NSPA	2	47	53	190
Other County in California	3	32	55	208
Outside the State of California	1	17	17	41
Outside the United States	0	3	4	9
Client Refused*	0	6	1	15

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

	Monthly	Year To Date	FY 2024-2025	2020-Present
Homeowner	0	15	36	73
Renting	10	224	262	285
Living with Family	24	159	163	388
Living with Friends	1	37	46	99
Mobile Home	0	3	6	11
Foster Home	0	1	2	7
Hotel	0	8	11	18
Incarcerated	0	0	8	21
Hospital	0	0	0	0
Substance Abuse Treatment Facility or Detox Center	1	5	2	9
Other	0	12	32	47

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

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

	Monthly	Year To Date	FY 2024-2025	2020-Present
Anaheim	2	32	41	94
Brea	1	6	4	14
Buena Park	4	58	69	158
Cypress	0	7	6	14
Fullerton	2	37	35	101
La Habra	3	20	23	51
La Palma	0	1	1	2
Los Alamitos	1	2	2	5
Orange	1	32	33	73
Placentia	1	10	11	24
Stanton	0	8	11	18
Villa Park	0	0	1	1
Yorba Linda	1	6	7	14
Orange County- outside the NSPA	5	68	75	162
Other County in California	8	88	122	283
Outside the State of California	3	61	95	196
Outside the United States	2	24	22	35
Client Prefers not to answer	2	3	11	15

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

6. City where participant attended high school:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Anaheim	2	38	33	98
Brea	1	7	5	12
Buena Park	2	30	38	92
Cypress	0	7	7	20
Fullerton	4	33	44	92
La Habra	1	19	18	45
La Palma	0	3	5	9
Los Alamitos	1	2	3	7
Orange	1	23	24	55
Placentia	0	10	10	24
Stanton	0	2	4	4
Villa Park	0	4	6	10
Yorba Linda	0	1	4	8
Orange County- outside the NSPA	7	80	93	177
Other County in California	8	105	135	307
Outside the State of California	3	58	92	193
Outside the United States	1	31	27	46
Client Prefers not to Answer	5	12	21	34

*Mercy House began collecting data set in FY23-24, data presented is for enrollments that entered the program beginning August 2023.
Prior historical data may not be fully 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	143
Percent of Active Clients on Community Queue	98%
Number of Active Clients Matched to a Housing Opportunity	6
Percent of Active Clients Matched to a Housing Opportunity	4%

Program Exits:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Positive Exits (Housing, reunification, rehab facility)	6	56	68	355
Negative Exits (Streets, jail, prison)	5	125	152	522
Unknown Exits (Unknown, deceased)	2	138	201	1,216

Destination Detail of Exits:

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

Progress towards benchmark: 25% of clients who have exited to a known destination have exited to permanent housing.

1. Positive Exits from the Buena Park Navigation Center:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Received Permanent Housing with housing subsidy	1	6	7	35
Received Permanent Housing with no ongoing subsidy	0	16	14	52
Received Permanent Housing with Housing Voucher (tenant or project base)	2	3	7	45
Received Permanent Housing with Rapid Re-housing	0	0	8	26
Permanent Housing with Family or Friends	1	9	7	50
Received Permanent Housing in long-term care facility or nursing home	1	11	3	31
Received Permanent Housing in a Public housing Unit	0	0	0	4
Received Temporary Housing with Family or Friends	0	1	3	38
Received Temporary Housing in Transitional Housing	1	6	4	23
Received Temporary Housing in hotel or motel paid by voucher	0	1	2	15
Received Temporary Housing in Residential Project, Halfway House, or Foster Care	0	0	1	2
Received Temporary Housing at Hospital or Psychiatric Facility	0	0	8	15
Received Temporary Housing at Substance Abuse Treatment Facility or Detox Center	0	3	4	15

2. Negative Exits from the Buena Park Navigation Center:

	Monthly	Year To Date	FY 2024-2025	2020-Present
Released from program for behavioral issues:	5	115	129	244
Returned to homelessness by choosing to leave Navigation Center:	0	7	19	257
Placed in jail, prison, or juvenile detention facility	0	3	4	21
Unknown location- client choose not disclose information	1	45	29	191
Unknown location- no exit interview was completed	1	93	171	1022
Deceased:	0	0	1	3

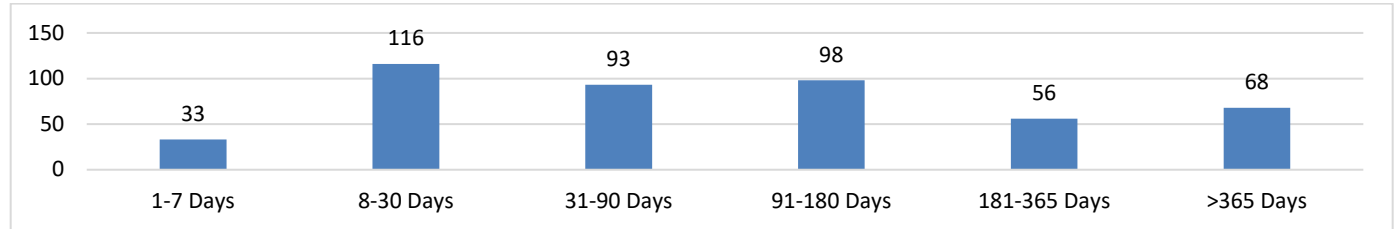
*Mercy House began collecting data set in FY23-24, data presented is for exits from the program beginning August 2023.
Prior historical data is not available for all data sets.

Length of Stay (Year to Date):

Benchmark: National Average for shelter stays is 151 days.

Progress toward benchmark: Shelter average is 175 days for the year.

The average length of stay for a successful housing placement is currently 243 days for the year.



Length of Stay for Successful Exits:

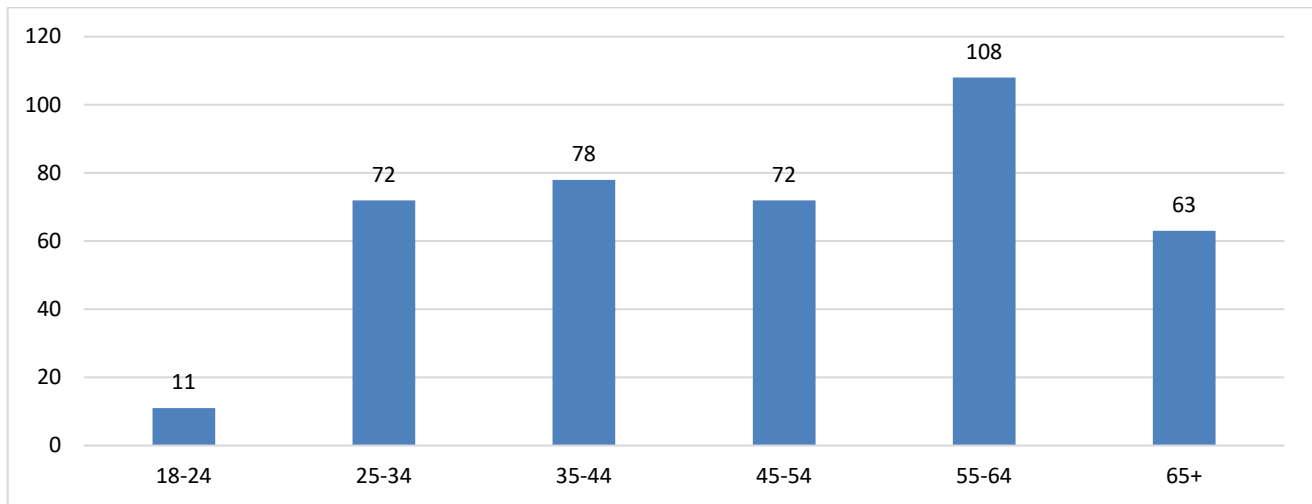
	Monthly	Year To Date	FY 2024-2025	2020-Present
Less than 1 month in Navigation Center	2	10	10	69
1 – 2 months in Navigation Center	2	15	14	78
3 – 6 months in Navigation Center	2	17	16	73
7 – 12 months in Navigation Center	0	6	10	52
Over 1 Year in Navigation Center	0	8	18	79

Length of Stay for Unsuccessful Exits:

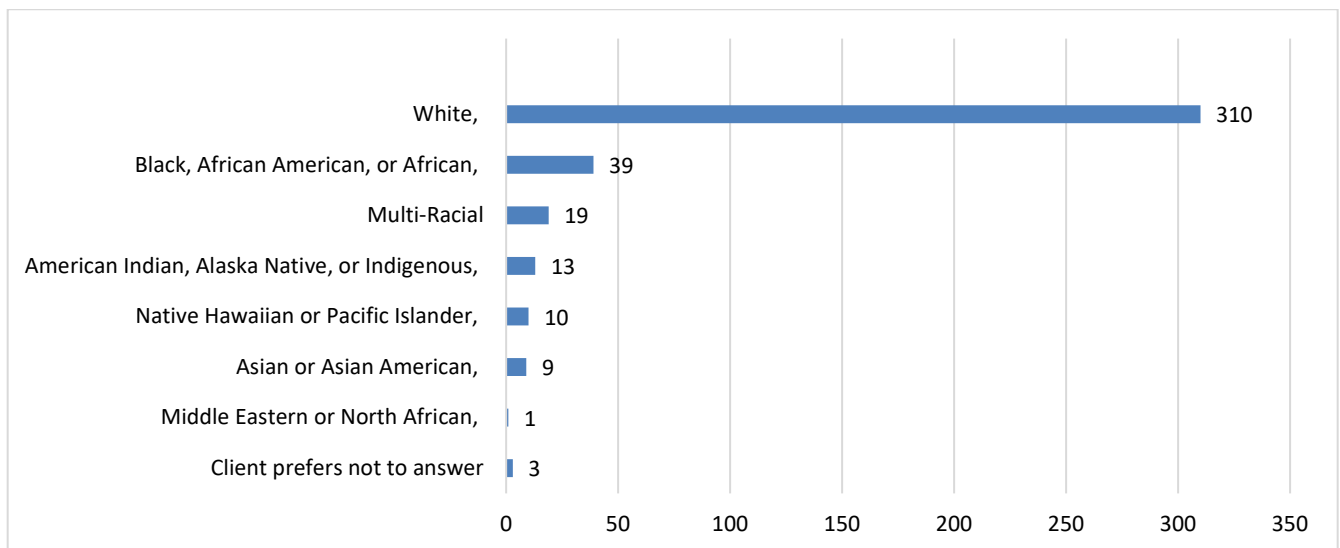
	Monthly	Year To Date	FY 2024-2025	2020-Present
Less than 1 month in Navigation Center	0	100	184	805
1 – 2 months in Navigation Center	1	73	78	479
3 – 6 months in Navigation Center	4	56	49	274
7 – 12 months in Navigation Center	0	22	25	103
Over 1 Year in Navigation Center	2	12	21	57

Client Demographics:

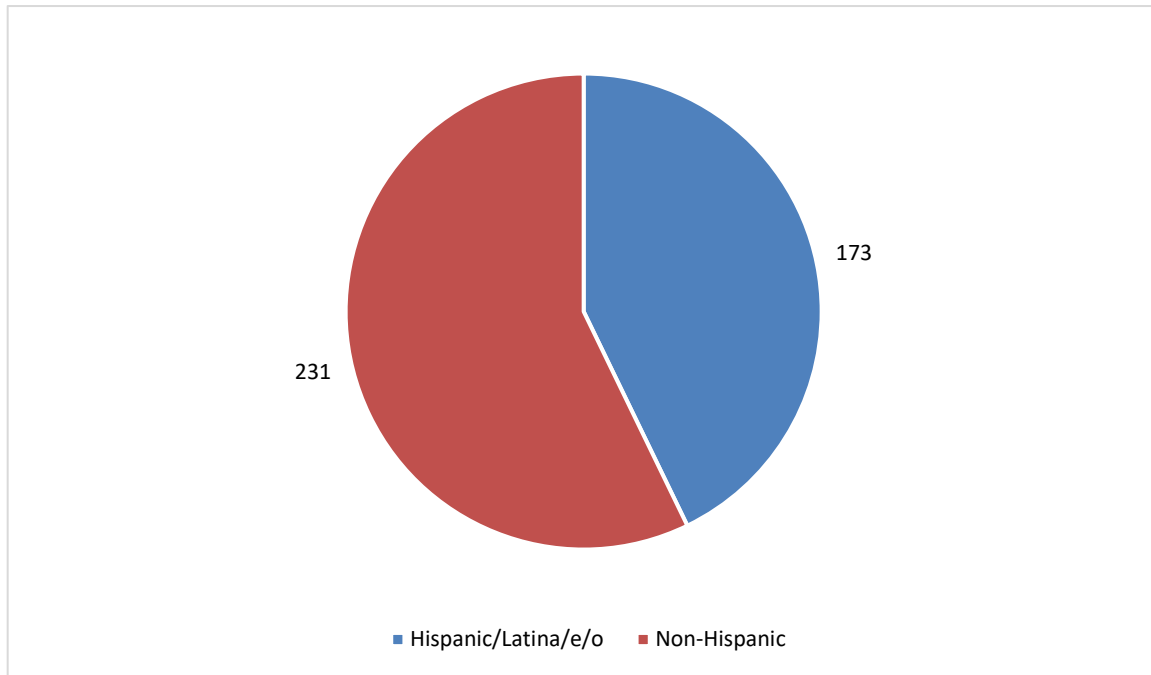
Age



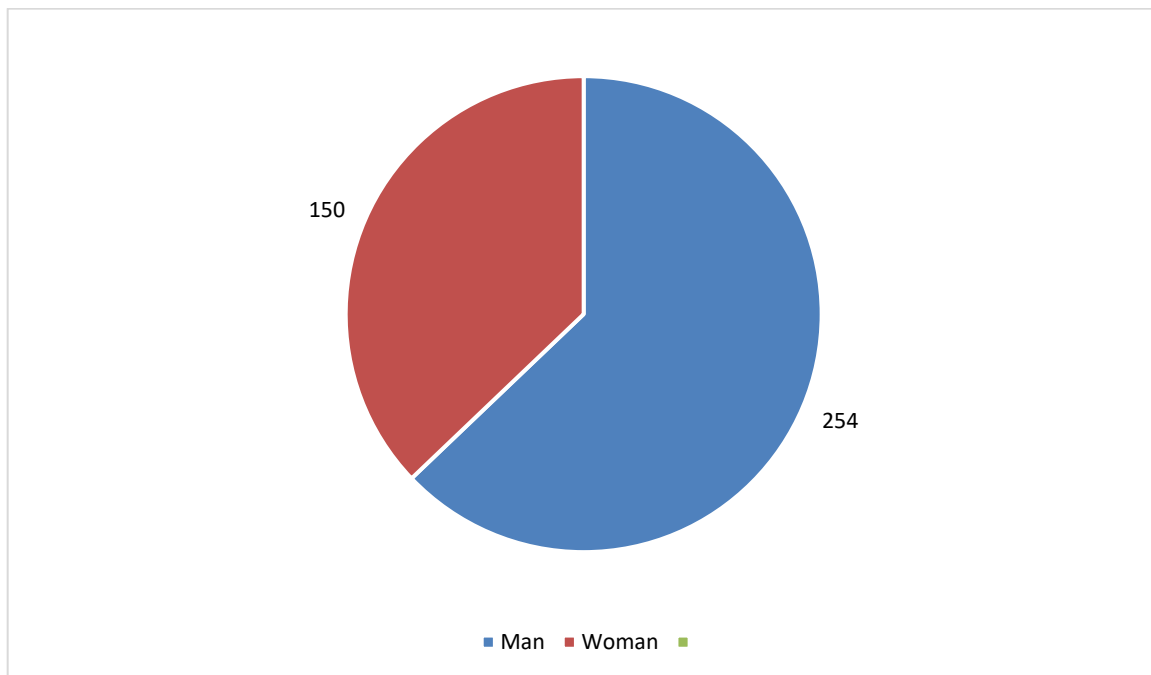
Race



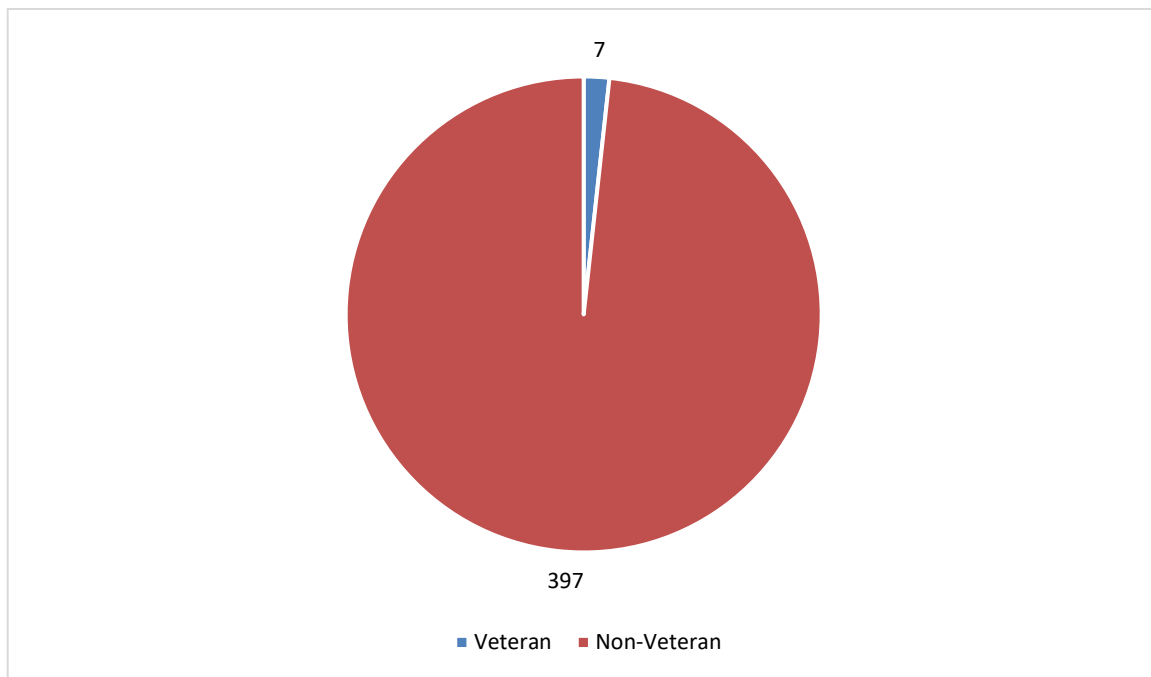
Ethnicity



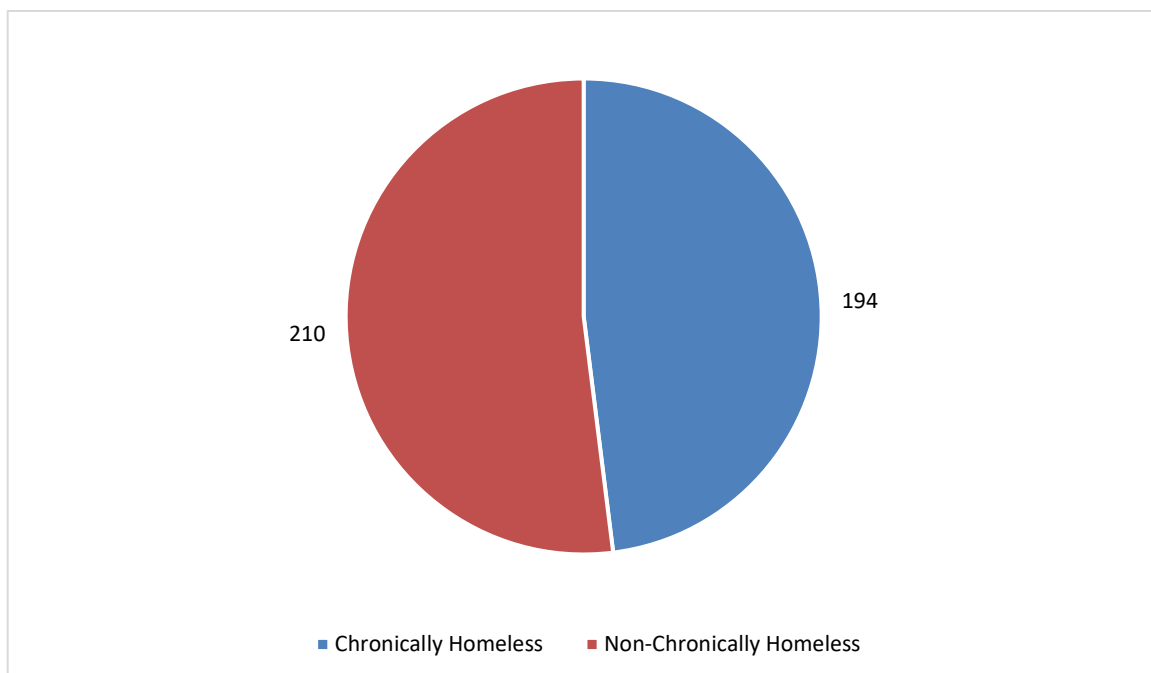
Gender



Veteran



Chronically Homeless



Buena Park Navigation Center Updates:

Housing Placement Updates:

The Mercy House Housing Navigation Team at the Buena Park Navigation Center is working diligently to connect guests with housing. For the month of May 2026, 5 guests exited to permanent housing and 1 to temporary housing.

Community Engagement and Events:

May 2026 was a great month for community engagement at Buena Park Navigation Center, where Mercy House welcomed many returning volunteers and donors as well as a few new ones.

In terms of those returning, the shelter had Eastside Christian Church, a longtime supporter, who continued to self-fund and attend as volunteers their three monthly events (a movie night, a bingo night, and an event where guests can create and update vision boards). Additionally, Alexis Lawrence, who runs the gardening club, returned for another month (month 4 of the year-long club), and will continue coming for the next 8 months.

Additionally, Grace Community Service came by daily to donate sandwiches to the shelter for lunch, as they have for the past several months. Also, a new donor from last month (Saint Raphael Catholic Center) donated again this month, another dinner, and plans to come again on Saturday, June 6 for the third month in a row. Rounding out returners is the OC animal alliance, who have instead of doing smaller weekly donations, spread into 2 larger monthly donations of pet food and supplies.

A new volunteer visitor this month is from Cal State Fullerton's School of Nursing. They made their first visit to the shelter this month and will continue to visit on a monthly basis. The program is led by CSUF Nursing faculty, but most of the attendees are senior nursing students. They led a class on heart health, took blood pressure screenings, and offered tips on maintaining a healthy heart.

Volunteers:

- Eastside Christian Church volunteers came to BPNC for their monthly recurring events (Bingo, Movie Night, Vision Boards).
- Gardening club led by Alexis Lawrence continues, will continue through February 2027.
- First visit from the CSUF nursing program, which will continue as a monthly volunteer opportunity for the program.

Donations:

- Lunches continued being donated daily by Grace Community Service
- Eastside donated gift cards to the shelter for their monthly events
- St Raphael Korean Catholic Center donated their second dinner to the site, will donate another one on Saturday, 6/6 as well.
- OC Animal alliance donated two more times in May, on their regular every-other-week recurring basis

Health and Safety Update:

BPNC team continues to monitor participants for signs and symptoms of COVID-19 utilizing a screening tools.

MH staff practices sanitizing high touch surfaces regularly as well as provide masks and hand sanitizers to our guests as needed.

Family Health Matters provides COVID-19 testing weekly to all guest on a consistent basis, all guests are highly encouraged to be tested . During the month of May 2026, there were no (0) guests who tested positive for COVID-19.

The BPNC Team continues to work closely with the OC Department of Public Health and implements all CDC recommendations.

Onsite Partners

The following organizations/agencies visited the shelter during the month of May 2026.

- O.C Workforce Solutions
- Loving Paws
- Tru Connect
- Free Phone Service
- Veteran Support
- KCS SUD Program
- KCS ECM
- KCS PCP
- KCS M.A.T
- APAIT HIV Screening

Buena Park Navigation Center Supplemental Report

Reasons for Exit – 5/1/2026-5/31/2026

