The People Concern Malibu Outreach Team
November 2024 Report

Outcomes

In November 2024, the total number of contacts made by the outreach team was 234, with 66 unduplicated contacts 10 individuals were contacted in permanent or temporary housing. Of the 56 unduplicated contacts currently on the streets, 3 were new contacts, with 2 of them becoming repeat contacts. There are currently 30 contacts considered in various stages of engagement, and 26 are refusing services at this point. The outreach team continues to contact these individuals with the goal of getting them engaged in the housing process.

Success Story

ShLe's Journey from Zuma Beach to Interim Housing

The People Concern's Malibu Outreach Team recently celebrated a remarkable success in their efforts to help ShLe, a woman facing the challenges of homelessness and mental illness. ShLe had been living in an encampment outside a restroom at Zuma Beach, where she felt safest, away from what she believed were tormenting figures of her delusions. Her mental health challenges, particularly schizophrenia, led her to experience intense paranoia and fear, including vivid stories of bone marrow-eating ticks that she believed were plaguing her.

ShLe was highly reserved and untrusting, making outreach difficult. Despite the Malibu Outreach Team's initial efforts, she remained hesitant to engage, preferring isolation. However, the team's unwavering compassion, patience, and strategic approach were key in breaking through the barriers of her distrust. Over time, they built a foundation of trust, meeting ShLe where she was—both emotionally and mentally. They consistently showed respect for her experiences and met her needs with sensitivity and care, ensuring that each interaction was grounded in empathy and understanding.

Understanding the importance of medical care for ShLe's well-being, the team worked tirelessly to encourage her to meet with the Venice Family Clinic's Street Medicine Outreach team. It was clear that ShLe's health needed to be addressed for her to make progress, and having a medical record was crucial not only for her physical health but for future identification purposes, particularly in applying for a replacement Social Security Card—a goal ShLe had expressed.

It was no small feat, but after much engagement, ShLe finally agreed to meet with the Venice Family Clinic team. The Outreach Team's gentle persistence paid off, and ShLe received the necessary medical attention, which also helped establish the records needed to apply for essential identification.

In a true demonstration of collaboration, the Malibu Outreach Team worked closely with the Los Angeles County Sheriff Department to ensure that ShLe was able to remain at her encampment temporarily while they worked on creating a housing plan. The Sheriff Department allowed ShLe to stay unperturbed, ensuring that her space remained safe and undisturbed while the outreach team continued their efforts to build a rapport.

In addition to offering basic necessities such as clothing, hygiene kits, water, and food, the Malibu Outreach Team also connected ShLe to benefits and services that would help her stabilize. They guided her through the often-overwhelming process of accessing services at the Department of Social Services (DPSS), Social Security Office, and the Venice Family Clinic. With the team's support, ShLe was able to navigate these bureaucratic systems with less stress, ultimately securing the benefits she needed to move forward.

As ShLe's trust in the Malibu Outreach Team grew, so did her morale. With her benefits established and her health concerns being addressed, the team began discussing the possibility of ShLe moving to a safer and more stable environment, such as

an Interim Housing Program (shelter). After careful consideration and continued support from the team, ShLe agreed to the suggestion and became open to exploring temporary housing options.

The Malibu Outreach Team submitted a referral to a local Interim Housing Program. After a few weeks, a bed became available, and the team, once again, showed their commitment to ShLe's well-being by arranging transportation to the shelter and supporting her through the intake process. They ensured

that ShLe felt safe and comfortable in this new environment, providing her with the reassurance she needed during such a significant transition.

Now, ShLe resides at a local Interim Housing Program, where she continues to work with case management to secure permanent housing. She has made great strides in her journey to stability, thanks to the compassion, collaboration, and dedication of the Malibu Outreach Team, the Los Angeles County Sheriff Department, and the Venice Family Clinic.

This success story is a testament to the power of outreach and collaboration. The Malibu Outreach Team's ability to meet ShLe where she was, build trust, and partner with other agencies to provide comprehensive support made all the difference in her journey from Zuma Beach to a safer, healthier future.

Next Steps:

In response to the devastating fire disaster affecting Malibu, our outreach team is prioritizing efforts to support and relocate affected clients. The following steps outline our plan moving forward:

1. Client Relocation to Interim Housing
    - Actively identify and coordinate interim housing placements across the county for clients displaced by the fires.
    - Work with partners and stakeholders to prioritize the most vulnerable individuals, ensuring safety and immediate shelter.
2. Collaboration with Housing Partners
    - Strengthen partnerships with local housing providers and agencies to expand capacity for interim housing solutions.
    - Advocate for additional emergency resources to meet the urgent needs of the Malibu community.
3. Trauma-Informed Support
    - Provide clients with trauma-informed care to address emotional and psychological challenges resulting from the fires.
    - Collaborate with mental health providers to ensure ongoing support during and after relocation.
4. Pathway to Permanent Supportive Housing
    - Continue to guide clients on the journey toward permanent supportive housing, leveraging available resources and support systems.
    - Maintain contact with relocated clients to ensure stability and track progress.

We remain committed to helping the Malibu community recover from this disaster and to supporting our clients as they transition to safe and stable housing.