The People Concern Malibu Outreach Team
February 2025 Report

Outcomes

In February 2025, the total number of contacts made by the outreach team was 155, with 41 unduplicated contacts 3 individuals were contacted in permanent or temporary housing. Of the 38 unduplicated contacts currently on the streets, 3 were new contacts, with 0 of them becoming repeat contacts. There are currently 26 contacts considered in various stages of engagement, and 12 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

In the coastal beauty of Malibu, amidst the serene waves and sun-kissed beaches, an elderly gentleman named JoKl lived a life of solitude in his van along the Pacific Coast Highway. Despite his peaceful surroundings, JoKl faced immense personal challenges. Suffering from serious brain trauma that led to short-term memory loss, he struggled to manage basic life tasks, including finances, food, and medical care. His condition made him particularly vulnerable, and without the right support, his life was at constant risk of becoming more dangerous and isolated.

JoKl's story began to change when a concerned local resident noticed his plight. This resident, deeply worried about JoKl's health and wellbeing, took the first step in helping him. She provided him with daily support, using her own time, money, and resources to help him navigate life—assisting with everything from securing food and gas money to managing bills and appointments. She also recognized that JoKl needed more than just basic needs; he needed a comprehensive support system to address his long-term health and housing challenges.

Recognizing the importance of a community effort, this resident reached out to The People Concern's Malibu Outreach team. From there, an inspiring collaboration began that would change JoKl's life forever. The outreach team connected JoKl with the Venice Family Clinic's (VFC) Street Medicine Outreach team, who immediately took action. The VFC team met JoKl where he was—literally and figuratively—offering him medical services, conducting assessments, and providing prescriptions for his health conditions.

Yet, despite the medical support, JoKl remained steadfast in his belief that he did not need housing assistance. He expressed that he was content with his life as a "beach bum," spending his days by the surf, which was one of the few joys left in his life. While the outreach team respected his current lifestyle, they understood that this arrangement was unsustainable, especially given his deteriorating condition and inability to care for himself properly. They knew the importance of patience, compassion, and persistence in addressing JoKl's needs, and they were prepared for a long-term effort.

The team didn't push JoKl into a decision. Instead, they gently worked to build trust, using motivational interviewing techniques and visualizing techniques to plant seeds of hope in his mind. They helped him think about a future that included not just health and safety, but stability and dignity. The concerned resident, who had developed a deep and trusting relationship with JoKl, played a crucial role. Her compassion and consistent presence offered JoKl a source of comfort, and her conversations with him became pivotal in shifting his perspective.

For months, the outreach team continued their work, attending VFC appointments, helping JoKl with documentation, and maintaining open, supportive communication. Throughout the process, they emphasized that they were not trying to take away his independence, but to ensure he had a future that was sustainable and healthy.

Finally, after months of effort, JoKl's mindset began to shift. He accepted that he could no longer live in his van alone, and after further encouragement, he agreed to consider interim housing. This was a monumental breakthrough. The outreach team quickly acted, submitting a referral for JoKl to a local shelter's interim housing program, where he was accepted almost immediately.

The People Concern's team didn't stop there. Knowing that JoKl would need assistance navigating the challenges of getting to the facility, they provided him with gas funds to drive his van to the shelter. The team also offered navigation support to help him safely traverse the Pacific Coast Highway, which had been severely impacted by recent fires.

Today, JoKl is living contently in interim housing, receiving the support and services necessary to transition to permanent housing. He is no longer alone in his journey. He is surrounded by a network of care and resources that allow him to begin the healing process—physically, emotionally, and socially. Through the dedication of The People Concern's Malibu Outreach team, the Venice Family Clinic, the concerned local resident, and the community as a whole, JoKl has received the help he desperately needed.

This story serves as a powerful reminder of the importance of community, collaboration, and the willingness to understand and be patient with those who are struggling. The Malibu Outreach team's compassion, communication, and commitment to JoKl's well-being were crucial in helping him accept the services that would improve his life. The team's perseverance paid off, and JoKl's future is now brighter, thanks to the combined efforts of everyone involved.

At the heart of this success is a simple truth: No one should face the hardships of life alone. With the right support, a willingness to listen, and a community united in compassion, even the most challenging of situations can lead to positive outcomes.

Next Steps:

In March, the Malibu Homeless Outreach Team will continue its collaborative efforts with community partners such as Venice Family Clinic (VFC) to connect clients with essential physical and mental health services. The team remains committed to addressing individual client needs while fostering trust with those who are service-resistant in hopes of encouraging them to accept assistance.

Key focus areas for the month include:

1. Continued Healthcare Access – Continuing our partnerships with VFC and other healthcare providers to ensure clients receive necessary medical and mental health care.
2. Assisting with Document Acquisition – Helping clients obtain vital identification documents, such as IDs, Social Security cards, and birth certificates, to facilitate housing and benefits applications.
3. Building Trust with Service-Resistant Clients – Engaging in consistent outreach efforts to develop rapport, provide education on available resources, and encourage participation in services.
4. Enhancing Case Management Support – Continuing individualized support to guide clients through the steps needed for housing placement and long-term stability.
5. Strengthening Community Partnerships – Collaborating with additional service providers, shelters, and support networks to expand available resources for clients.

The outreach team remains dedicated to meeting clients where they are, addressing barriers to services, and working toward long-term housing solutions.