

# The People Concern Malibu Outreach Team

## October 2025 Report

### Outcomes

In October 2025, the total number of contacts made by the outreach team was 231, with 69 unduplicated contacts. 8 individuals were contacted in permanent or temporary housing. Of the 61 unduplicated contacts currently on the streets, 13 were new contacts, with 6 of them becoming repeat contacts. There are currently 27 contacts considered in various stages of engagement, and 34 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

*For years, DeRo's home had four wheels and a view of the Pacific. She was an elderly woman whose weathered hands told stories of resilience, and whose eyes—though often shadowed by fear and confusion—still carried traces of hope. Living in her vehicle along the coast of Malibu, DeRo faced enormous challenges. She suffered from severe memory loss, anxiety, depression, psychosis - conditions that made daily survival a monumental effort. Yet, despite it all, she endured.*

*The Malibu community knew DeRo. Locals checked in on her when they could, and The People Concern's Malibu Outreach team never stopped showing up. Alongside her Full-Service Partnership (FSP) team, they worked tirelessly to meet her where she was—sometimes literally, sitting with her in her car to listen, comfort, and plan.*

*Two years ago, after months of advocacy and persistence, the Malibu Outreach team celebrated what seemed a life-changing breakthrough. They had secured DeRo a unit in a beautiful project-based permanent supportive housing community. It was a triumph that took countless hours of coordination—gathering documentation, ensuring deadlines were met, transporting her to appointments, and offering unwavering emotional support through every anxious moment. When DeRo signed her lease, she smiled with the cautious optimism of someone daring to hope again.*

*But after three months indoors, the shadows of her mental health struggles began to grow louder. The unfamiliar noises of the building, the presence of neighbors she didn't understand, and the overwhelming stillness of her apartment became unbearable. The team tried everything—extra support, check-ins, reassurance—but ultimately, DeRo made the painful decision to relinquish her keys. She returned to Malibu, to the only place that still felt like home: her car by the sea.*

*Over the next year, her health and circumstances slowly deteriorated. The Outreach team continued to visit her, offering food, care, and kindness, even when DeRo rejected housing services. But in time, a small shift began to take place. Through consistent encouragement and trust-building, the team convinced DeRo to accept medical support from the Venice Family Clinic (VFC) Street Medicine team. Together, they provided compassionate, consistent care, and DeRo's condition began to stabilize. Her mood lifted, her trust deepened, and she began once more to engage with her FSP team.*

*Then, just as progress seemed to take root, another devastating setback struck— DeRo's vehicle was towed. Overnight, she lost not only her shelter but her sense of security and independence. Vulnerable and exposed on the streets, DeRo's situation turned critical.*

*The Malibu Outreach team immediately mobilized. They contacted the Emergency Centralized Response Center (ECRC), advocated for her case, and within 72 hours, secured an interim housing placement. The team transported DeRo personally, sitting with her through intake, ensuring she felt safe and supported. Though nervous, DeRo expressed deep gratitude for having a bed to sleep in and a roof over her head once again.*

*Now, as October comes to a close, DeRo rests safely indoors—supported, cared for, and surrounded by people who refuse to give up on her. The Malibu Outreach team, together with her FSP and medical partners, continue to coordinate her transition into a skilled nursing facility where her medical, emotional, and daily living needs can finally be met.*

*DeRo's journey has not been simple or linear, but it is a testament to the power of persistence, compassion, and collaboration. Her story embodies what The People Concern's Malibu Outreach team stands for: walking alongside every individual, through every setback and success, until stability and dignity are restored.*

*DeRo's story is one of resilience—and a reminder that every step forward, no matter how small, is a victory worth fighting for.*

### **Next Steps:**

During the winter months, the outreach team will continue identifying resources for cold-weather supplies to help keep clients warm, including blankets, jackets, and other essential items. We are also seeing more clients express openness to shelter during this season, and the team will prioritize supporting those who are ready to come indoors. We will continue collaborating closely with ECRC to secure immediate shelter placements for anyone requesting to get off the streets, ensuring timely access to safe and warm indoor options.