

The People Concern Malibu Outreach Team

January 2026 Report

Outcomes

In January 2026, the total number of contacts made by the outreach team was 187, with 54 unduplicated contacts 3 individuals were contacted in permanent or temporary housing. Of the 51 unduplicated contacts currently on the streets, 5 were new contacts, with 1 of them becoming a repeat contact. There are currently 26 contacts considered in various stages of engagement, and 25 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 January 2026, The People Concern's Malibu Outreach Team successfully supported LILY, an elderly woman experiencing homelessness in Malibu, through persistent engagement, trust-building, and client-centered care that ultimately led to her placement in interim housing.

LILY was referred to the Malibu Outreach Team by the City of Malibu Public Safety Liaison, who contacted the team regarding concerns for an elderly woman living unhoused in the area. The liaison provided LILY's contact information, allowing the team to begin outreach efforts. After making initial contact, the team coordinated a meeting with LILY at the Malibu Lunch service provided by the CART program, where she felt safe and comfortable engaging in conversation.

During this first meeting, LILY shared her story. She explained that she was originally from the East Coast and had come to California seeking new opportunities. Unfortunately, after losing her housing, she found herself without a stable place to stay and was temporarily living in a friend's vehicle in Malibu. LILY expressed a clear desire for permanent housing but was firmly opposed to interim housing, citing her anxiety disorder and fear that a congregate setting would exacerbate her symptoms and potentially trigger panic attacks.

Due to extreme weather conditions and ongoing medical concerns, the Malibu Outreach Team arranged a temporary motel placement for LILY using emergency county funds. This placement provided her with immediate safety from the rainstorms and allowed her the space and time to decompress. While staying at the motel, LILY was able to gather her belongings, stabilize emotionally, and begin thinking more clearly about her future housing options.

As the motel stay approached its end, the outreach team re-engaged LILY in conversations about housing, acknowledging her mental health challenges and validating her concerns. The team discussed available interim housing options and emphasized the accommodations and ongoing support that would be provided to help her feel safe and successful. After careful consideration, LILY made a courageous decision to take a leap of faith and accept an interim housing placement.

The Malibu Outreach Team assisted LILY every step of the way. They helped her transfer her belongings to a nearby storage facility due to limited space at the interim site, provided transportation, and supported her through the intake process to ensure a smooth transition. Throughout the process, the team offered reassurance, encouragement, and consistent emotional support.

Today, LILY is safely housed indoors, where she's able to recollect herself, reorient, and begin organizing her life after a prolonged period of instability. She remains motivated and holds strong aspirations for independence and eventually securing her own private, permanent housing. On-site case management is actively working with LILY to pursue permanent housing options, ensuring she remains housed, healthy, and safe.

This success reflects the Malibu Outreach Team's commitment to persistent engagement, empathy, and meeting clients where they are—demonstrating how trust, patience, and compassion can lead to meaningful and life-changing outcomes.

Next Steps:

Our team will continue its ongoing mission to support individuals currently experiencing homelessness in Malibu through consistent street outreach, engagement, and resource coordination. We will also maintain active collaboration with clients placed in Interim Housing (IH) beds funded by the City of Malibu to help ensure continued stability, address emerging needs, and prepare them for successful transitions into permanent housing placements. This process will allow for the timely turnover of IH beds, creating availability for newly identified clients in need of immediate shelter and supportive services.