The People Concern Malibu Outreach Team

June 2026 Report

Outcomes

In June 2026, the total number of contacts made by the outreach team was 198, with 49 unduplicated contacts 6 individuals were contacted in permanent or temporary housing. Of the 43 unduplicated contacts currently on the streets, 6 were new contacts, with 2 of them becoming repeat contacts. There are currently 17 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

For nearly two years, The People Concern's Malibu Outreach team remained committed to supporting a soft-spoken elderly woman experiencing homelessness whom the team first met at the Malibu Library.

When they initially engaged with her, she shared that she simply needed financial assistance to move into a home she claimed to have purchased in Malibu. However, she was reluctant to provide details about the arrangement, and the amount of money she said she needed changed from conversation to conversation. While the story raised concerns, the team continued to build trust through consistent, compassionate outreach rather than judgment.

As their relationship with her deepened, the team discovered that she had become the victim of an online romance scam. Someone posing as a celebrity had manipulated her into believing they were helping her secure a home in Malibu while repeatedly requesting money. Recognizing that she was being financially exploited and was particularly vulnerable due to her age and mental health needs, the Malibu Outreach team submitted multiple Adult Protective Services (APS) reports and coordinated additional support.

The team referred her to the Department of Mental Health Homeless Outreach & Mobile Engagement (HOME) team and connected her with the Venice Family Clinic Street Medicine Outreach team. Through this collaboration, she began receiving medical care, psychiatric support, and medications to address both her physical health and mental health needs.

Over many months, the Malibu Outreach team continued having patient, supportive conversations with her about the online relationship. Rather than pressuring her, they consistently provided education, reassurance, and encouragement. Eventually, she experienced a breakthrough and recognized that she had been the victim of fraud. She made the courageous decision to end contact with the scammer and begin focusing on her own health and future.

With renewed trust in her care team, she agreed to accept interim housing, something she had consistently declined since her very first encounter with outreach staff. After several weeks in shelter, she experienced remarkable improvements in both her physical and mental health and began rebuilding connections with her support system.

Most importantly, she successfully reconnected with her family in Idaho, who welcomed the opportunity to bring her home.

In June, the Department of Mental Health HOME team, interim housing case management staff, and The People Concern's Malibu Outreach team worked together to coordinate her family reunification. Their collaboration included arranging transportation to the airport, ensuring she departed with at least a one-month supply of her medications, and maintaining ongoing communication with her family to support a smooth transition.

Today, she is no longer living on the streets. She is safely reunited with her family, housed, medically stable, and surrounded by the support she deserves.

Her story is a powerful reminder that meaningful outreach is built on persistence, patience, and trust. What began as a series of conversations at the Malibu Library evolved into a life changing partnership that protected a vulnerable older

adult from financial exploitation, connected her to critical medical and behavioral health services, and ultimately helped her return home to the people who love her.

Next Steps:

With increasing summer temperatures on the horizon, the Outreach Team will prioritize heat related outreach efforts to help reduce the risk of heat illness among vulnerable community members. Outreach staff will provide cold drinking water, cooling supplies, and other essential items while educating individuals on staying safe during periods of extreme heat. The team will also distribute information on Los Angeles County cooling centers and assist clients in accessing these resources when needed. During declared extreme weather events, outreach staff will work with eligible individuals to connect them with County funded Extreme Weather Motel programs when available, ensuring access to safe, temporary shelter during dangerous heat conditions.