

The People Concern Malibu Outreach Team

January 2019 Report

7/1/2018 – 01/31/2019

Narrative

Overview and Update

In July the new agreement between The People Concern and the City of Malibu went into effect, replacing the previous agreement between The People Concern and the Malibu Task Force for Homelessness (MTFH). Although the original plan was for the MTFH to provide the funds for a professional outreach team to help alleviate the homeless situation in Malibu for three years, the success of the project prompted the City of Malibu to take over the costs for the outreach team one year ahead of schedule. The harmonious and successful collaboration came to an end where everyone involved expressed feelings of satisfaction and gratitude for the work done.

The work continues though, and a new era of outreach efforts has begun. Along with the contractual changes came a change in the outreach team. The “Alexes”, as the previous outreach team was fondly known as, are no longer on the streets of Malibu. One Alex left for preparation to enter grad school, and the other Alex went on to become program manager for the outreach programs of Pacific Palisades and Malibu. This means that at least one Alex remains involved in helping our homeless neighbors in Malibu to get off the streets and find a safe and permanent place to live. He is now overseeing the efforts of the new outreach team, while communicating with the City and the community, stepping in when problems emerge, and providing support for the Team, the City of Malibu and all the stakeholders involved. The People Concern hired two very capable and passionate women to take over the “boots on the ground” outreach work. Devan Liddle came on in August, and Sabrina Petty came on in October. They are already making new contacts and building relationships with our regular clients, as well as with the city, the various help, and faith based organizations in Malibu.

Another aspect of the new era is a change in the reporting categories that improves the way to track the progression of a client towards housing. This new reporting system is aimed at showing the stakeholders to clearly see the changes and progress clients and the Outreach team have made in moving a client towards permanent housing. It was decided that the numbers will reflect the work that has been done by the Outreach team since beginning of July 2018. In order to compare the progress of the outreach efforts to the work that has been done during the MTFH era, the cumulative numbers from 2016 until June 2018 are included in a separate column. Additionally there are monthly Point in Time Counts to provide an overview of the current situation on the streets of Malibu. This will provide the City of Malibu with a clear sense of how much work the new Outreach team is doing to move our homeless neighbors into permanent housing.

Outcomes

Recap 2016 – June 2018:

Since the start of the MTFH program, the outreach team has engaged a total of 255 unduplicated individuals on the streets of Malibu. Of the 255 contacts, 96 have only been encountered once (**Contacted – Not Engaged**), and 66 have been encountered multiple times but were still not open to receiving services and are considered not engaged (**Repeat Contact – Not Engaged**). 11 individuals accepted services, but have not committed to a housing plan yet. They are considered **Repeat Contact Engaged (RC-E)**. 62 individuals have been assessed and enrolled in services with The People Concern and have committed to a housing plan. They are considered **Engaged Level 1**. 20 Individuals have obtained a housing voucher and 14 of those are in subsidized permanent housing (**Engaged Level 2**). An additional 16 individuals have found housing either through Project Homecoming, or through their own efforts. The category titled “**Off Streets of Malibu / Relocated**” reflects the number of individuals that have confirmed their relocation from Malibu to another city or state. As of June 30, 2018, this category includes 13 individuals. Although these individuals are not in permanent housing we thought it important to recognize that they are no longer on the streets of Malibu. These 13 individuals are not included in the 45 individuals reported as **Off Streets to Successful Destination**.

Outcomes since the start of the new outreach program (July 2018 – January 2019):

It was decided that we start fresh with enumerating the outreach efforts. While this provides the City of Malibu with a way to track the outreach efforts from the time the city has taken over the contract, the numbers of contacted individuals may seem confusing, as many of the repeat contacts stem from previously engaged individuals. In other words, we are not starting from scratch, we are just resetting the counter. With this in mind, here are the results of the outreach efforts between July 2018 and January 2019.

Between July 1st, 2018 and January 31, 2019, the total number of contacts made is 742.133 unduplicated individuals were contacted. Of these 133 contacts, 81 are new contacts, and 52 are individuals that have been previously engaged and are in various stages of engagement. 48 of the newly contacted individuals became repeat contacts, of which 24 are interested in services (**RC-E**). 18 individuals have completed the initial assessment (VI-SPDAT) and are now enrolled in services with a housing plan in place (**Level 1**). 21 individuals have been linked to the agency's integrated mobile health teams to receive additional services such as mental health support and medical care. In August 2018 five individuals obtained a housing voucher (**Level 2**), one individual obtained a FEMA voucher in January, and three were holding vouchers before July 2018. Since July 2018, 8 of these voucher holders have moved into permanent supportive housing.

Success Stories

DC was a longtime "resident" of "Margaritaville", the hidden and well maintained camp at the end of Zuma beach. DC is a Vietnam vet suffering from PTSD, which has him struggle with being around people. When the outreach team first contacted him in 2016, he did not want to have anything to do with us. However, he had an open leg wound that would not heal. The Team brought along Dr. King from Venice Family Clinic, who week after week provided wound care. Slowly DC warmed up to the outreach team, and became willing to accept case management services. The Team transported him to the VA where he received further medical help. When it was time for him to undergo surgery for his open wound, he was ready to accept a housing plan. At first the Team linked him to the VA housing department, but we realized early on that this would not be the right fit for him. There were too many hoops he had to jump through, mainly sitting at the crowded VA office once a week for hours to see a case manager. We decided to take him out of the VA system for housing and pursue a voucher through The People Concern. It took a long time until vouchers became available, and his health was deteriorating while he was waiting in his camp site. The surgery had been indefinitely postponed, and his wound was still open. Dr. King continued to see him, and at some point we put DC up in a motel to get him out of the elements. After three months a voucher finally became available. Luckily the Team had already secured a housing unit for him, and it took only a few weeks after he received his voucher and his move-in date. It was an emotional moment when he was handed over the key to his new apartment. DC, a battle hardened man had tears streaming down his face as he stood in his apartment after being homeless for over 20 years.

A lot more has happened in the past seven months. GG, a longtime Malibu homeless resident moved into his apartment in August, and four individuals, some of them long time clients, have moved into their new apartments. One lady from Hawaii, obtained unsubsidized supportive housing.

Community Interaction

Fires: The outreach team and the medical team from Venice Family Clinic (VFC) managed to get into Malibu a few days after the fire. Thanks to Lt. Royal from the Sheriff's Department we were able to access the otherwise off-limits areas in Malibu. All clients were accounted for and nobody appeared to have been significantly impacted by the fire. Most of the clients left, and those who stayed behind managed to support themselves.

The new Team continues to have daily interactions with local leaders, concerned community members, the Sheriff's Department, Zuma Beach lifeguards, and various churches in the area. These interactions are helpful and provide guidance in locating and assisting particular individuals.

Medical/Psychiatric Outreach: Both Dr. King and Dr. Ryan from VFC continue to accompany the Team on a weekly basis while doing outreach as a way to bring both medical and psychiatric services directly to clients on the streets of Malibu. The Team continues to engage clients that are in need of medical and psychiatric assistance who otherwise may not have accepted any services at all.

Dinners: The team has attended several of the dinners organized by CART. The outreach workers provided case management and referred clients to services.

Strategic Working Group: The team continues to participate in the regular working group meetings to provide input from the streets to assist in implementing the goals set forth by the strategic planning committee.

The Team also continues to attend the monthly Westside Coordinated Entry System (CES) case management/outreach meetings to coordinate and efficiently use County resources to target Malibu's hardest to reach individuals. The Team continues close communication with the new E6 outreach team, coordinating services for individuals that are not Malibu locals.

Next Steps

In response to the recent fires, the Los Angeles Homeless Services Authority (LAHSA) has implemented a housing voucher program for individuals who have experienced homelessness in Malibu prior to the fire. This presented the outreach team with a great opportunity to get as many clients on the list as possible. All referrals have been approved so far, and the voucher applications have begun to arrive. The outreach team has been very busy getting the clients document ready, and to have all the applications completed in a timely manner. The People Concern was able to secure an additional grant from United Way to help cover the costs of moving clients into permanent housing. We expect to have the first housing vouchers issued by the Housing Authority of Los Angeles County (HACoLA) within the month of March.