

# **The People Concern Malibu Outreach Team**

November 2022 Report

## **Outcomes**

In November 2022, the total number of contacts made by the outreach team was 348, with 95 unduplicated contacts. 7 individuals were contacted in permanent/temporary housing or relocation. Of the 95 unduplicated contacts, 15 were new contacts, with 2 of them becoming repeat contacts. There are currently individuals on the streets of Malibu that have been previously engaged. 69 are 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 years the outreach team struggled to engage with a man known as R.M. R.M. is a reclusive senior with a broken back who minds his own business, walks up and down Zuma beach, and is notorious for cursing and yelling at people who approach or even attempt to approach him. This client has been on the streets of Malibu for over 20 years. After a carefully thought out strategy of consistent interaction and tolerance of verbal abuse for months, the outreach team finally achieved a breakthrough with the client.

For the first time ever, R.M. did not yell or curse at the outreach team, but instead surrendered his guard, and acknowledged the team's compassion and dedication for him. This opened a new opportunity for the outreach team to offer services and resources for the client. Following this breakthrough, R.M. was willing to meet the VFC team, and become their patient. R.M. has even expressed interest in housing, documentation, and working with the outreach team moving forward.

In conclusion, the outreach team succeeded at overcoming the challenges of working with the most difficult clients. The team hopes to utilize this approach for similar clients in the future. The outreach team will continue to assist client with his medical issues and pursuit of permanent housing.

## **Community Interaction**

The team continues to work with the Malibu community including: city council, CART, local churches and the Sheriff's Department. Through these relationships we have received help with locating and assisting the unhoused.

The Malibu team also continues to work with the street medicine team Dr. King and Dr. Ryan from Venice Family Clinic every week to provide med and psych services.

## **Next Steps**

Outreach team will continue to assist clients who are currently the process of obtaining permanent housing. We expect about 8-10 people in various stages of the process whether it be through the voucher system or other opportunities to obtain housing in the coming months. Team will continue to prepare a strategy with city council on how to best utilize the upcoming shelter beds for Malibu.