

The People Concern Malibu Outreach Team

March 2024 Report

Outcomes

In March 2024, the total number of contacts made by the outreach team was 224, with 63 unduplicated contacts. 7 individuals were contacted in permanent or temporary housing. Of the 56 unduplicated contacts currently on the streets, 9 were new contacts, with 3 of them becoming repeat contacts. There are currently 31 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

KiRe is an elderly female client who wanders around the city of Santa Monica and neighboring coastal cities with no particular destination in mind. KiRe spends most of her time in Santa Monica, however she often makes an appearance in the city of Malibu where the Malibu Outreach team first engaged with her. KiRe struggles with both mental and physical health issues that ultimately steer the course of her life's journey. She rides at the edge of her sanity following her intuition and heart influenced by the voices she hears, who have taken on the personas of the people she has met in the past or unique characters that endlessly torment or haunt her. She devotes herself to Christ and relies solely on her faith to combat these entities that have chosen to allow themselves into her most intimate part of her world which is her mind.

KiRe is diagnosed with paranoid schizophrenia and refuses to accept medication or treatment. She struggles to build trust or relationships with people including those who try to support her including case managers and medical professionals. This makes it infinitely difficult to make any progress with her case in terms of housing and medical care. In the past, attempts were made to place a medical hold on her after being sighted with significant injuries on her face which included swelling, bruising, and open wounds. Still, she refused any medical help and continued along her way.

The Malibu Outreach team continued to engage her whenever possible. Over the course of several months, the team founded the beginnings of what turned out to be a secure, trustful, and supportive relationship. The team used rapport building techniques which included trauma-informed care, cultural competence, and tremendous amounts of patience and compassion. The team would allow KiRe to speak about her story and her struggles for long periods of time without expressing judgement, interruption, or disinterest. The team allowed KiRe to feel safe, comfortable, and vulnerable which reaffirmed the notion that the team was there for her and was on her side.

After several conversations about housing and shelter, KiRe finally accepted the offer of going indoors to which she had previously denied due to personal reasons. There was an Interim Housing Program (IHP) opportunity that was available for her at this time. The team had presented this opportunity to KiRe and she graciously accepted. The team placed her in a local motel while she awaited an intake appointment. During intake at this IHP, the Malibu Outreach team stood by her side until she felt comfortable enough to complete intake independently. The intake staff was also incredibly accommodating to the client which made the transition or hand-off seamless and easy for all parties involved.

The team successfully placed KiRe indoors at an IHP. The team was successful in building trust and rapport with the client which fundamentally allowed for the possibility of progress in the housing direction. And now, KiRe remains Housed, Healthy, Safe.

Community Interaction

The team continues to work with the Malibu community, city council, CART, local churches, Venice Family Clinic (VFC) and the Sheriff's Department. Through these relationships we have received help with locating and assisting the unhoused.

The team continues to work closely with several LA County agencies such as the VA, Venice Family Clinic, LAHSA, DMH and St. Josephs to provide a wide array of services and housing opportunities for our clients.

Next Steps:

We are thrilled with the addition of William Alvarado to the Outreach team. We look forward to continuing with his onboarding and training process and he is already quickly learning under Jimmy's tutelage and making an impact. With the growing encampments at Zuma beach, the Outreach team will focus our efforts on assisting our clients in that area. We eagerly await the pending lease ups of multiple clients as a result of housing opportunities that are becoming more and more available in our area and that our agency has a hand in.