

The People Concern Malibu Outreach Team

March 2025 Report

Outcomes

In March 2025, the total number of contacts made by the outreach team was 175, with 43 unduplicated contacts. 4 individuals were contacted in permanent or temporary housing. Of the 40 unduplicated contacts currently on the streets, 4 were new contacts, with 3 of them becoming repeat contacts. There are currently 25 contacts considered in various stages of engagement, and 15 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 March 2025, The People Concern's Malibu Outreach team celebrated a significant success with one of their most vulnerable and challenging clients, RiLe, a retired elderly veteran who had faced a difficult journey with housing instability. Despite his struggles, the Outreach team's dedication, persistence, and compassion made all the difference in helping him regain stability and work toward permanent housing.

RiLe's journey to this point had not been easy. Initially housed in 2023, he unfortunately fell out of housing due to declining cognition and poor memory, which led him to become homeless once again. He ended up living in his camper van on the streets of Malibu. Thanks to the kindness of a local church, RiLe was allowed to temporarily park on their lot, but the situation was far from ideal. His health challenges and cognitive difficulties made navigating the housing system particularly daunting.

RiLe was also one of the more challenging clients due to his short-fused anger, impatience, and hostility, often resulting in offensive or aggressive behavior. While his intentions were never malicious, his struggles with communication, frustration, and boundary-setting made it difficult for the Outreach team to work with him. Explaining plans for housing, obtaining documents, making appointments, and facilitating the necessary applications were all complicated by his reactions, which could quickly escalate into anger and defensiveness.

However, the Malibu Outreach team's resilience, determination, and compassion allowed them to remain committed to helping RiLe, despite the difficulties. Understanding that he was simply overwhelmed and struggling to navigate an incredibly complex system, the team worked tirelessly to ensure his needs were met. They connected him to a "Safe Parking" program near the West LA Veteran's Affairs (VA) center, where RiLe would have access to vital resources, case managers, and medical care. This program offered RiLe not only a safe place to park his van but also the immediate support he needed to accelerate his housing progress.

The team provided transportation services to ensure RiLe could attend his appointments at the VA, advocating on his behalf and facilitating the necessary applications for housing and medical care. They made every effort to ensure that RiLe's experience at the VA was as smooth and stress-free as possible, helping him understand and navigate processes that had previously overwhelmed him. Each step was taken with the goal of minimizing RiLe's frustration and preventing him from feeling lost or ignored.

What truly set the Malibu Outreach team apart was their professionalism and unwavering support, even in the face of RiLe's anger and resistance. The team was careful to maintain healthy boundaries, ensuring that RiLe had the space to vent his emotions without judgment. They protected him from any potential negative repercussions, such as discrimination, dismissiveness, or being asked to leave programs due to his behavior. Their approach provided a safe and supportive environment for RiLe, where he felt heard and respected—an essential part of his healing process.

Thanks to the Outreach team's unyielding dedication, RiLe's multiple visits to the VA were as easy and stress-free as they could be. He was successfully placed in the Safe Parking program, where he will continue to receive the help and resources

he needs to find secure, permanent housing. The team will continue to monitor his progress, ensuring that he stays on track for the long-term stability and housing security he deserves.

This success story is a testament to the unwavering commitment and compassion of The People Concern's Malibu Outreach team, who, despite facing significant challenges, remained focused on ensuring that RiLe received the care and support he needed to rebuild his life. Through their dedication, they not only helped a vulnerable individual regain his footing but also demonstrated the profound impact that patience, advocacy, and professionalism can have on the lives of those facing homelessness and adversity.

Next Steps:

Continued Individualized Client Case Management:

Maintain ongoing support for clients through personalized case management. This includes regular check-ins, updates to service plans, and helping clients navigate available resources to ensure consistent progress toward housing, health, and stability goals.

Targeted Engagement with Service-Resistant Clients:

Implement focused outreach strategies aimed at building trust and rapport with individuals who have been resistant to accepting services. Utilize trauma-informed, client-centered approaches to slowly foster relationships and create opportunities for engagement over time.

Medical Outreach Efforts:

Continue and enhance partnerships with healthcare providers to offer on-site medical outreach. Prioritize addressing urgent medical needs, conducting regular wellness checks, and providing preventive care and referrals to promote better overall health outcomes for the homeless population.