

The People Concern Malibu Outreach Team

May 2025 Report

Outcomes

In May 2025, the total number of contacts made by the outreach team was 172, with 54 unduplicated contacts. 6 individuals were contacted in permanent or temporary housing. Of the 48 unduplicated contacts currently on the streets, 3 were new contacts, with none of them becoming repeat contacts. There are currently 31 contacts considered in various stages of engagement, and 17 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

From the Shadows to Stability: JoJa's Journey to Home

For over a decade, JoJa remained a quiet, isolated presence in the Malibu Lagoon area. Elderly, mentally ill, and gripped by deep paranoia, he believed that homeless services providers were undercover CIA agents conspiring against him. This delusion kept him from engaging with any support systems, despite his increasing physical and mental deterioration.

For years, The People Concern's Malibu Outreach team made gentle, consistent efforts to engage JoJa—always with compassion, never with pressure. Though rebuffed time and again, the team never gave up, knowing that trust takes time, especially for someone battling such severe mental health challenges. JoJa's world was one of solitude and survival: long days in the sun left his skin red and burnt, and his basic needs went unmet. Occasionally, with savings from his Social Security Income, he would treat himself to a brief motel stay in Santa Monica and indulge in local cuisine—a fleeting escape from the harshness of life on the streets.

Eventually, as the years took their toll, JoJa began to experience a shift. His physical ailments worsened, and the weight of isolation grew unbearable. It was in this vulnerable moment that he extended a tentative hand back toward the team that had never given up on him. He expressed, for the first time, a desire for permanent housing—his own apartment, with no shared spaces. While he remained resistant to interim housing or shelters, he was ready to explore something more stable.

In response to his growing needs, the Malibu Outreach team coordinated with the Department of Mental Health's HOME team, who provided vital support, including motel stays and regular wellness check-ins. When a housing opportunity emerged, the team sprang into action—helping JoJa navigate complex applications, secure critical documentation, and complete every step of the process with patience and care.

Tragically, just before signing the final documents, JoJa experienced a mental health crisis. Overwhelmed with anxiety, frustration, and fear, he lashed out at the team and fled the motel, disappearing for days. By the time he resurfaced, his housing opportunity had lapsed due to missed deadlines, and his application was denied.

Weeks later, the team spotted JoJa at a Santa Monica bus stop. Humbled and regretful, he expressed sorrow for the lost opportunity and asked, "Can we start again?" The answer was yes.

Although JoJa had transitioned out of Malibu, the team partnered with the Santa Monica C3 Outreach team to resume his case. Together, they submitted an appeal letter to the property manager. In a remarkable act of understanding and compassion, JoJa was granted a second chance and reinstated on the housing waitlist.

Months passed. Then, another opening at the property became available. The team worked swiftly to reconnect with JoJa and reinstate the application process. This time, everything aligned. With their unwavering support—transportation, paperwork assistance, and emotional reassurance—JoJa signed his lease and moved into his very own apartment.

Today, JoJa is housed, safe, and on the path to healing. His journey from extreme paranoia and isolation to trusting, engaging, and accepting support is a testament to the power of patience, persistence, and partnership.

The Malibu Outreach team never gave up on JoJa. And because of that, JoJa now has a home and, more importantly, a renewed sense of hope.

Next Steps:

- Continue engaging with clients at Legacy Park to ensure they are informed of upcoming events that may require temporary relocation from the area.
- Collaborate with the City of Malibu to retrieve shopping carts and work with clients to encourage downsizing and better management of personal belongings.
- Build a collaborative relationship with the Department of Mental Health team now stationed at the Malibu Library, exploring ways to coordinate efforts and better support shared clients.