

The People Concern Malibu Outreach Team

June 2025 Report

Outcomes

In June 2025, the total number of contacts made by the outreach team was 188, with 52 unduplicated contacts 10 individuals were contacted in permanent or temporary housing. Of the 42 unduplicated contacts currently on the streets, 6 were new contacts, with 1 of them becoming repeat contacts. There are currently 22 contacts considered in various stages of engagement, and 20 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

Supporting ChLa's Journey to Stability and Safety

When The People Concern's Malibu Outreach Team first encountered ChLa in November 2023, she was in a state of severe mental health crisis. Living unsheltered in Malibu, ChLa was experiencing intense psychosis—disheveled, with poor hygiene, and completely nude except for a large blanket she used for cover. She was profoundly disconnected from reality and unable to engage in conversation or care for herself.

Recognizing the urgency of her condition, the team immediately referred ChLa to the Venice Family Clinic's Street Medicine Outreach Team. Their medical professionals responded swiftly, initiating a treatment plan that included antipsychotic medication. These efforts marked the beginning of ChLa's journey toward stabilization.

To provide immediate relief and a space to recover, the Malibu Outreach Team arranged a short motel stay for ChLa. In the weeks and months that followed, the team remained a consistent presence, offering compassionate support as ChLa began to reengage with reality and services.

But ChLa's path has not been linear. Her mental health journey has been marked by significant ups and downs—particularly with medication adherence. At times, complications with prescriptions, forgetfulness, or distrust of the system led to relapses and instability. These challenges directly impacted her ability to remain in housing.

ChLa was placed in interim housing on a few occasions, but due to her mental health symptoms, those placements were not successful. She either self-exited the programs or was exited due to policy violations. Her inability to cope with the structure and rules of the program led to extreme behavior. These episodes were heartbreaking and difficult, but the outreach team remained steadfast in their support, never giving up on her.

Over the past 18 months, the Malibu Outreach Team collaborated closely with partners including the LA County Sheriff's Department, LAHSA, the DMH HOME Team, the City of Malibu, and local community members. Together, they supported ChLa through countless challenges—helping her obtain vital documents like her ID and Social Security card, securing benefits, arranging transportation, and attending medical and psychiatric appointments.

Through patience, persistence, and empathy, the team built a foundation of trust with ChLa. Their consistent presence and genuine care became a lifeline during some of her most vulnerable moments.

In early June 2025, the collaborative efforts of the Malibu Outreach Team and the DMH HOME Team led to a breakthrough. ChLa was accepted into a new interim housing program designed to support individuals with complex mental health needs. The outreach team provided transportation and supported her during intake, ensuring the transition was smooth and dignified.

Today, ChLa is safely off the streets and engaged with an onsite case management team who can help her maintain stability and continue her journey toward permanent housing. While there is still work ahead, ChLa is now in a safe environment where she can focus on healing.

Her story is a powerful reminder that progress often involves setbacks—but with patience, compassion, and collaboration, even the most difficult situations can shift toward hope and healing. The Malibu Outreach Team’s commitment to ChLa is a testament to what’s possible when we meet people where they are, and walk with them every step of the way.

Next Steps:

In preparation for the extreme heat anticipated in the coming months, the outreach team has acquired hot weather supplies and will begin distributing them to individuals experiencing homelessness throughout the Malibu area. These supplies will help mitigate the risks associated with high temperatures, particularly for our most vulnerable clients. Additionally, the team will continue prioritizing high-need individuals with our continued collaboration with Venice Family Clinic and the Department of Mental Health. These partnerships are essential in coordinating care, providing medical and mental health support, and working toward long-term housing solutions.