



# Public Safety Commission Agenda Report

To: Chair Spiegel and Members of the Public Safety Commission

Approved by: Susan Dueñas, Public Safety Director

Date Prepared: December 23, 2025 Meeting Date: January 14, 2026

Subject: Homeless Services Monthly Report

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**RECOMMENDED ACTION:** Discuss recent homeless services activities and receive and file the monthly reports for October and November 2025 from The People Concern.

**DISCUSSION:** Since 2017, the City of Malibu has provided homeless outreach services through a contract with The People Concern (TPC). TPC provides a three-person Outreach Team that engages people and families experiencing homelessness on the streets, hillsides, and beaches of Malibu. The team provides housing navigation services and individualized support to help them attain housing and become self-sufficient. The monthly reports summarizing their services for the months of October and November 2025 are attached.

**ATTACHMENTS:**

1. October 2025 Report and Outcomes Chart
2. November 2025 Report and Outcomes Chart

# The People Concern Malibu Outreach Team

## October 2025 Report

### Outcomes

In October 2025, the total number of contacts made by the outreach team was 231, with 69 unduplicated contacts. 8 individuals were contacted in permanent or temporary housing. Of the 61 unduplicated contacts currently on the streets, 13 were new contacts, with 6 of them becoming repeat contacts. There are currently 27 contacts considered in various stages of engagement, and 34 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, DeRo's home had four wheels and a view of the Pacific. She was an elderly woman whose weathered hands told stories of resilience, and whose eyes—though often shadowed by fear and confusion—still carried traces of hope. Living in her vehicle along the coast of Malibu, DeRo faced enormous challenges. She suffered from severe memory loss, anxiety, depression, psychosis - conditions that made daily survival a monumental effort. Yet, despite it all, she endured.*

*The Malibu community knew DeRo. Locals checked in on her when they could, and The People Concern's Malibu Outreach team never stopped showing up. Alongside her Full-Service Partnership (FSP) team, they worked tirelessly to meet her where she was—sometimes literally, sitting with her in her car to listen, comfort, and plan.*

*Two years ago, after months of advocacy and persistence, the Malibu Outreach team celebrated what seemed a life-changing breakthrough. They had secured DeRo a unit in a beautiful project-based permanent supportive housing community. It was a triumph that took countless hours of coordination—gathering documentation, ensuring deadlines were met, transporting her to appointments, and offering unwavering emotional support through every anxious moment. When DeRo signed her lease, she smiled with the cautious optimism of someone daring to hope again.*

*But after three months indoors, the shadows of her mental health struggles began to grow louder. The unfamiliar noises of the building, the presence of neighbors she didn't understand, and the overwhelming stillness of her apartment became unbearable. The team tried everything—extra support, check-ins, reassurance—but ultimately, DeRo made the painful decision to relinquish her keys. She returned to Malibu, to the only place that still felt like home: her car by the sea.*

*Over the next year, her health and circumstances slowly deteriorated. The Outreach team continued to visit her, offering food, care, and kindness, even when DeRo rejected housing services. But in time, a small shift began to take place. Through consistent encouragement and trust-building, the team convinced DeRo to accept medical support from the Venice Family Clinic (VFC) Street Medicine team. Together, they provided compassionate, consistent care, and DeRo's condition began to stabilize. Her mood lifted, her trust deepened, and she began once more to engage with her FSP team.*

*Then, just as progress seemed to take root, another devastating setback struck—DeRo's vehicle was towed. Overnight, she lost not only her shelter but her sense of security and independence. Vulnerable and exposed on the streets, DeRo's situation turned critical.*

*The Malibu Outreach team immediately mobilized. They contacted the Emergency Centralized Response Center (ECRC), advocated for her case, and within 72 hours, secured an interim housing placement. The team transported DeRo personally, sitting with her through intake, ensuring she felt safe and supported. Though nervous, DeRo expressed deep gratitude for having a bed to sleep in and a roof over her head once again.*

*Now, as October comes to a close, DeRo rests safely indoors—supported, cared for, and surrounded by people who refuse to give up on her. The Malibu Outreach team, together with her FSP and medical partners, continue to coordinate her transition into a skilled nursing facility where her medical, emotional, and daily living needs can finally be met.*

*DeRo's journey has not been simple or linear, but it is a testament to the power of persistence, compassion, and collaboration. Her story embodies what The People Concern's Malibu Outreach team stands for: walking alongside every individual, through every setback and success, until stability and dignity are restored.*

*DeRo's story is one of resilience—and a reminder that every step forward, no matter how small, is a victory worth fighting for.*

### **Next Steps:**

During the winter months, the outreach team will continue identifying resources for cold-weather supplies to help keep clients warm, including blankets, jackets, and other essential items. We are also seeing more clients express openness to shelter during this season, and the team will prioritize supporting those who are ready to come indoors. We will continue collaborating closely with ECRC to secure immediate shelter placements for anyone requesting to get off the streets, ensuring timely access to safe and warm indoor options.

## MALIBU OUTREACH OUTCOMES CHART

| October 2025                 | Current Month | Current Month<br>2024 |
|------------------------------|---------------|-----------------------|
| <b>TOTAL CONTACTS</b>        | 231           | 205                   |
| <b>Unduplicated Contacts</b> | 69            | 65                    |
| <b>New</b>                   | 13            | 5                     |
| <b>ON-STREETS</b>            | 61            | 49                    |
| <b>Engaged</b>               | 27            | 28                    |
| <b>MOVED OFF-STREETS</b>     | 6             | 12                    |
| <b>Permanent Housing</b>     | 0             | 9                     |
| <b>Temporary Housing</b>     | 5             | 1                     |
| <b>Relocated</b>             | 1             | 2                     |
| <b>BACK on STREETS</b>       | 0             | 1                     |
| <b>OBTAINED VOUCHER</b>      | 0             | 0                     |

**Legend:**

- Total Contacts:** The number of outreach contacts made by the outreach team. This may include multiple contacts with one individual.
- Unduplicated Contacts:** The number of individuals contacted.
- New:** The number of individuals who were contacted for the first time.
- On-Streets:** Individuals who are currently experiencing homelessness in Malibu and are in contact with the outreach team.
- Engaged** Individuals on the streets who are in contact, and are interested in receiving services towards permanent housing.
- Moved Off-Streets** The total number of individuals off the streets.
- Permanent housing** Individuals who have moved into permanent housing, either supported through a housing voucher, or independently.
- Temporary Housing** Individuals who have moved into temporary housing, such as bridge housing, interim housing, or shelters.
- Relocated** Individuals who have left Malibu, with or without a housing plan. Individuals who have not been contacted or seen for 12 months are counted as relocated.
- Obtained Voucher** Individuals who obtained a voucher in the current month

# The People Concern Malibu Outreach Team

## November 2025 Report

### **Outcomes**

In November 2025, the total number of contacts made by the outreach team was 151, with 55 unduplicated contacts 9 individuals were contacted in permanent or temporary housing. Of the 46 unduplicated contacts currently on the streets, 6 were new contacts, with 4 of them becoming repeat contacts. There are currently 25 contacts considered in various stages of engagement, and 21 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**

*Reuniting With Family: RoCo's Journey Home*

*For months, RoCo lived quietly and out of sight in the foothills of Malibu. Tucked away from the public and beyond the reach of outreach teams, he survived on his own in the elements—resilient, but growing weary. His situation only came to light when he appeared at one of the Malibu Lunch Services offered through the Malibu CART program. That day, RoCo extended something he hadn't in a long time: a hand asking for help.*

*RoCo shared that he was exhausted from navigating life outdoors alone and was ready for change. He revealed that his family in Kentucky had offered him an opportunity—an invitation to come home, regroup, and rebuild. With hope and determination, RoCo decided to take the chance.*

*After RoCo provided contact information, the outreach team connected with his family, who warmly confirmed that RoCo could stay with them while working to stabilize his life. They expressed their commitment to supporting him through this next chapter.*

*The team quickly began coordinating a transportation plan. They purchased a Greyhound bus ticket for RoCo and arranged a safe motel stay over the weekend to ensure he could make his Monday departure from Union Station without stress. On Monday morning, the outreach team transported RoCo to Union Station, assisted him through the onboarding process, and provided meals for the long journey ahead. They stayed with him until he was safely on the bus, heading toward the new beginning waiting for him in Kentucky.*

*Not long after, RoCo's family reached out to confirm his safe arrival. Their gratitude was heartfelt—they thanked the outreach team, the City of Malibu, and the CART program for helping RoCo return home and reconnect with the support system he deeply needed.*

*Today, RoCo is reunited with his loved ones, taking meaningful steps toward stability with his family by his side. His journey home reflects the power of outreach, collaboration, and compassion—and the hope that comes from accepting help at just the right moment.*

### **Next Steps:**

The outreach team looks forward to collaborating with the new security patrol assigned to Legacy Park to strengthen communication and coordination efforts. We anticipate this partnership will support earlier identification of individuals experiencing homelessness and improve our ability to connect clients to outreach services, resources, and housing pathways. Additionally, the team is preparing for the upcoming Homeless Count in January and looks forward to participating in this important effort to ensure individuals in the area are accurately counted and connected to appropriate services.

## MALIBU OUTREACH OUTCOMES CHART

| November 2025                | Current Month | Current Month<br>2024 |
|------------------------------|---------------|-----------------------|
| <b>TOTAL CONTACTS</b>        | 151           | 234                   |
| <b>Unduplicated Contacts</b> | 55            | 66                    |
| <b>New</b>                   | 6             | 3                     |
| <b>ON-STREETS</b>            | 46            | 56                    |
| <b>Engaged</b>               | 25            | 30                    |
| <b>MOVED OFF-STREETS</b>     | 5             | 3                     |
| <b>Permanent Housing</b>     | 0             | 2                     |
| <b>Temporary Housing</b>     | 4             | 1                     |
| <b>Relocated</b>             | 1             | 0                     |
| <b>BACK on STREETS</b>       | 0             | 0                     |
| <b>OBTAINED VOUCHER</b>      | 0             | 0                     |

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