Public Safety Commission Meeting 08-05-26
Item 5.C.

Public Safety Commission Agenda Report

To: Chair Spiegel and Members of the Public Safety Commission

Approved by: Susan Dueñas, Public Safety Director

Date Prepared: July 20, 2026 Meeting Date: August 5, 2026

Subject: Homeless Services Monthly Report

RECOMMENDED ACTION: Discuss recent homeless services activities and receive and file the monthly reports for May and June 2026 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 report summarizing their services for the months of May and June 2026 are attached.

ATTACHMENTS:
1. May 2026 Monthly Report & Outcomes Chart
2. June 2026 Monthly Report & Outcomes Chart

The People Concern Malibu Outreach Team

May 2026 Report

Outcomes

In May 2026, the total number of contacts made by the outreach team was 179, with 51 unduplicated contacts 7 individuals were contacted in permanent or temporary housing. Of the 44 unduplicated contacts currently on the streets, 6 were new contacts, with 3 of them becoming repeat contacts. There are currently 23 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

The Malibu Outreach Team celebrated a significant milestone this month with the successful placement of JB, an elderly woman experiencing homelessness and living with severe physical and mental health challenges, into a supportive interim housing program where she can receive the care and services she urgently needs.

JB's journey has been marked by resilience and perseverance. Several years ago, with the assistance of The People Concern's Malibu Outreach Team, she was successfully housed in a permanent housing unit. Unfortunately, due to untreated mental health symptoms, including severe paranoid delusions, JB ultimately relinquished her housing and returned to homelessness.

Over the following two years, JB moved between various communities while struggling to manage multiple serious health conditions, including heart-related illnesses and other chronic medical issues. Without consistent access to healthcare, medications, or supportive services, her health deteriorated significantly, resulting in multiple hospitalizations and ongoing instability.

When JB returned to Malibu, the Malibu Outreach Team reconnected with her and immediately began providing intensive support. Recognizing the severity of her medical needs, the team worked diligently to secure a temporary placement in an assisted living facility, allowing her to recover from recent health crises, stabilize medically, and reconnect with essential healthcare services.

As JB's condition improved, the team continued advocating on her behalf and exploring longer-term housing options. While two separate interim housing placements were identified, neither proved capable of meeting her unique needs. In both cases, JB chose to leave the programs and returned to the streets, highlighting the importance of finding an environment that could adequately support her physical and mental health challenges.

Undeterred, the Malibu Outreach Team remained engaged and continued searching for a more appropriate placement. Their persistence paid off when they identified an interim housing program better suited to JB's needs. The team coordinated every aspect of the intake process, provided ongoing encouragement and support, and helped ensure a successful transition into the program.

Today, JB is safely indoors and receiving the services, care, and stability she desperately needs. With the support of on-site case management staff and continued collaboration with the Malibu Outreach Team, she is working toward improved health and well-being while awaiting a permanent housing solution that can provide long-term stability and support.

JB's story reflects the importance of persistent outreach, individualized care, and unwavering commitment to those facing complex barriers to housing. Through patience, advocacy, and collaboration, the Malibu Outreach Team helped transform a cycle of homelessness and crisis into a renewed opportunity for safety, healing, and hope.

Next Steps:

Given ongoing fire weather conditions and the increased wildfire risk in Malibu, the outreach team remains highly aware of the safety concerns associated with individuals camping on hillsides and in other high-risk brush areas. The outreach team will continue to educate and encourage clients to relocate from these locations whenever possible and will emphasize the potential dangers posed by fire-related emergencies. The team will also promptly report any known encampments in high-risk areas to the appropriate agencies to support fire prevention efforts and enhance client safety.

MALIBU OUTREACH
OUTCOMES CHART

May 2026	Current Month	Current Month 2025
TOTAL CONTACTS	179	172
Unduplicated Contacts	51	54
New	6	3
ON-STREETS	44	48
Engaged	23	31
MOVED OFF-STREETS	4	4
Permanent Housing	0	1
Temporary Housing	3	2
Relocated	1	1
BACK on STREETS	1	0
OBTAINED VOUCHER	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 reciving 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	**Indivudals who obtained a voucher in the current month**

The People Concern Malibu Outreach Team

June 2026 Report

Outcomes

In June 2026, the total number of contacts made by the outreach team was 198, with 49 unduplicated contacts 6 individuals were contacted in permanent or temporary housing. Of the 43 unduplicated contacts currently on the streets, 6 were new contacts, with 2 of them becoming repeat contacts. There are currently 17 contacts considered in various stages of engagement, and 26 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 nearly two years, The People Concern's Malibu Outreach team remained committed to supporting a soft-spoken elderly woman experiencing homelessness whom the team first met at the Malibu Library.

When they initially engaged with her, she shared that she simply needed financial assistance to move into a home she claimed to have purchased in Malibu. However, she was reluctant to provide details about the arrangement, and the amount of money she said she needed changed from conversation to conversation. While the story raised concerns, the team continued to build trust through consistent, compassionate outreach rather than judgment.

As their relationship with her deepened, the team discovered that she had become the victim of an online romance scam. Someone posing as a celebrity had manipulated her into believing they were helping her secure a home in Malibu while repeatedly requesting money. Recognizing that she was being financially exploited and was particularly vulnerable due to her age and mental health needs, the Malibu Outreach team submitted multiple Adult Protective Services (APS) reports and coordinated additional support.

The team referred her to the Department of Mental Health Homeless Outreach & Mobile Engagement (HOME) team and connected her with the Venice Family Clinic Street Medicine Outreach team. Through this collaboration, she began receiving medical care, psychiatric support, and medications to address both her physical health and mental health needs.

Over many months, the Malibu Outreach team continued having patient, supportive conversations with her about the online relationship. Rather than pressuring her, they consistently provided education, reassurance, and encouragement. Eventually, she experienced a breakthrough and recognized that she had been the victim of fraud. She made the courageous decision to end contact with the scammer and begin focusing on her own health and future.

With renewed trust in her care team, she agreed to accept interim housing, something she had consistently declined since her very first encounter with outreach staff. After several weeks in shelter, she experienced remarkable improvements in both her physical and mental health and began rebuilding connections with her support system.

Most importantly, she successfully reconnected with her family in Idaho, who welcomed the opportunity to bring her home.

In June, the Department of Mental Health HOME team, interim housing case management staff, and The People Concern's Malibu Outreach team worked together to coordinate her family reunification. Their collaboration included arranging transportation to the airport, ensuring she departed with at least a one-month supply of her medications, and maintaining ongoing communication with her family to support a smooth transition.

Today, she is no longer living on the streets. She is safely reunited with her family, housed, medically stable, and surrounded by the support she deserves.

Her story is a powerful reminder that meaningful outreach is built on persistence, patience, and trust. What began as a series of conversations at the Malibu Library evolved into a life changing partnership that protected a vulnerable older

adult from financial exploitation, connected her to critical medical and behavioral health services, and ultimately helped her return home to the people who love her.

Next Steps:

With increasing summer temperatures on the horizon, the Outreach Team will prioritize heat related outreach efforts to help reduce the risk of heat illness among vulnerable community members. Outreach staff will provide cold drinking water, cooling supplies, and other essential items while educating individuals on staying safe during periods of extreme heat. The team will also distribute information on Los Angeles County cooling centers and assist clients in accessing these resources when needed. During declared extreme weather events, outreach staff will work with eligible individuals to connect them with County funded Extreme Weather Motel programs when available, ensuring access to safe, temporary shelter during dangerous heat conditions.

MALIBU OUTREACH
OUTCOMES CHART

June 2026	Current Month	Current Month 2025
TOTAL CONTACTS	198	188
Unduplicated Contacts	49	52
New	8	6
ON-STREETS	43	42
Engaged	17	22
MOVED OFF-STREETS	1	2
Permanent Housing	0	0
Temporary Housing	0	2
Relocated	1	0
BACK on STREETS	0	2
OBTAINED VOUCHER	0	0

Legend:

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