



City Net Impact Report

Palm Desert
December 2024



95

Clients Interactions

68

Clients Served

61

Active Clients at Months End

2

Positive Exits



160 Days

Average length of stay in project



SUCCESS STORIES

City Net case managers have spent several months working with a client who needed assistance with getting updated identification, court visits, job assistance, and support through case management. While enrolled, the client accepted a job offer that provided him with more financial stability and promised to advance his career in the future. The client has been focused and driven to become self-sufficient while using the support systems that City Net provided. (Continue on page 2)

140

Service Transactions
(ex. Case management, transportation, etc.)



Hours of Case Management Services

70



Demographics

Veterans: 1

Chronically Homeless: 31

Seniors: 7



0

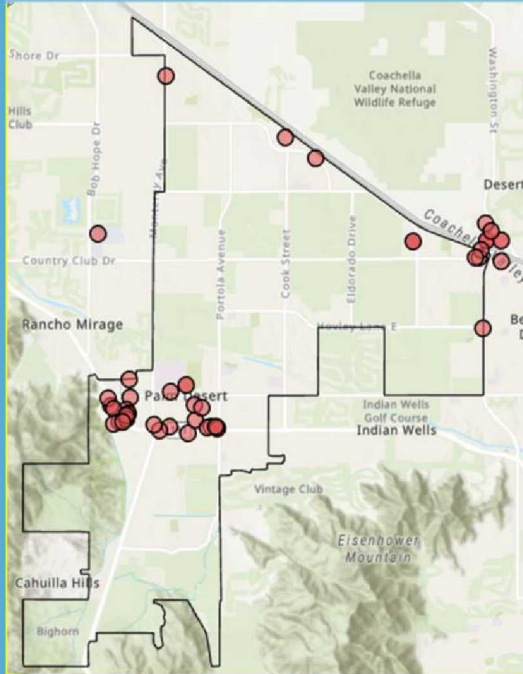
Exits to Shelter

1

Exits to Temporary Housing

1

Exits to Permanent Housing



PROGRAM HIGHLIGHT

City Net case managers proudly serve clients from all walks of life. A good portion of our clients are parolees who must be concerned with navigating surviving on the streets, while also checking in with their case managers and officers alike. City Net thanks our kind and extremely helpful parole officer agents who keep their lines of communication open and who are just as dedicated as we are in ensuring the safety and progress of our clients!

Please note that case managers meet clients where they're located at the time, even outside of city bounds, to provide care

SUCCESS STORIES

(Continued from page 1) By the end of the year, the client had become document-ready, resolved his court disputes, and was working consistently enough that he and his partner could focus their efforts on searching for permanent housing. Case managers collaborated with the Coachella Valley Association of Governments in December to refer the couple to a housing opportunity. Before the month ended, the client had moved into his new home and was settling in, preparing for his partner to join him in the new year.

- Local police officers referred a client to City Net when he reached out to say that he had nowhere to live once he was out on parole. The outreach team met with the client on the same day he was referred so that he could establish a rapport with his case managers and complete his enrollment intake. He shared his experience going through substance abuse recovery and rehab, which he wanted to maintain while searching for housing. Through collaboration with his case managers and parole officer, he was able to enter a sober living facility in mid-December. After moving in, the client continued checking in with City Net to share his progress on reintegrating into daily life and searching for employment to become financially stable in the new year.
- An individual living out of her car for the better part of 2024 reached out to City Net after receiving contact information about the organization from her employer. Case managers met with the client to learn more about her living situation. She explained that rent increases had forced her out of her home, and she had no options for where to go. She had been living in her car to save up for the move-in costs of a new apartment, but the process had been slow and challenging without any support. Within a week of meeting her case managers, the client secured a hold for a potential rental unit, and City Net advocated for her to be her future property manager. Her case managers secured financial assistance for her move-in and helped expedite the approval process so that she could sign her lease before the holidays. After moving in, she thanked her case management team, sharing that she had begun to settle in and that the team's quick actions and support had given her a chance to start fresh in the coming year.

Positive exits indicate clients moved off the streets or out of shelter into a more stable living situation.

Temporary housing includes rehabilitation programs, institutional care facilities, and all transitional housing placements.

Permanently housed clients rent a private residence where they may receive ongoing subsidies or have moved into a residence with family or friends permanently.