



# City Net Impact Report

Palm Desert  
January 2025

98

Clients  
Interactions

70

Clients  
Served

54

Active Clients at  
Months End

7

Positive  
Exits



154 Days

Average length of  
stay in project



## SUCCESS STORIES

While conducting outreach, case managers encountered an individual staying behind a convenience store who initially rejected assistance. But the case managers left their contact information with the gentleman and after a few days, the client was open to talking with the team. He shared that after their first meeting, he had been thinking about returning to his home out of state, where he still had family waiting for him. (Continue on page 2)



3

Exits to Shelter

3

Exits to Temporary Housing

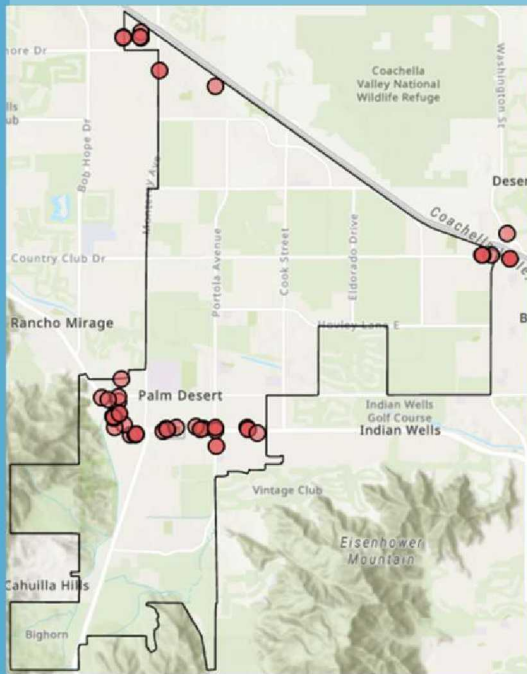
1

Exits to Permanent Housing

156

Service Transactions

(ex. Case management, transportation, etc.)



Hours of Case  
Management Services

78



## Demographics

Veterans: 1

Chronically Homeless: 39

Seniors: 7

## PROGRAM HIGHLIGHT

City Net works hand in hand with a special department within the Riverside Sheriff's Department. The Special Enforcement Team (SET) addresses quality of life issues in their beats. A great deal of these issues is addressing the unhoused community and their unique needs. SET team officers have contacted City Net Case Managers when encountering unhoused individuals. Once contacted by the SET team, City Net Case Managers are dispatched and assist clients with transport to local shelters, coordinating and ordering of vital documents such as ID's and EBT cards, and reuniting individuals with family members even when family members are out of state. Many successes with City Net and their unhoused clients are due to the partnership with the Special Enforcement Team.

# SUCCESS STORIES

(Continued from page 1) His case managers contacted the family, who were thrilled to hear from their estranged relative and offered him a place to live if he could travel home. City Net purchased a Greyhound ticket and provided transportation to the bus depot, seeing the client off on his journey home!

- While conducting outreach, City Net case managers encountered an individual several times who had been staying in an encampment near closed storefronts in Palm Desert. Although the individual was always receptive to conversing with case managers and accepting material goods, they were hesitant to accept more comprehensive services. Recently, case managers inquired as to the reason for the client's hesitancy in entering a shelter, where they only stated that they were worried about leaving a familiar environment on the street, even if it wasn't safe. But after a short hospitalization left the client in severe pain, they reached out to City Net for help and were quickly connected to the Coachella Valley Rescue Mission. Upon arriving at the shelter, the client went through the intake process with the case manager's assurance that their needs would be met and that once they recovered, the mission staff would be able to assist with permanent housing navigation.

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

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.