



City Net Impact Report

Palm Desert
February 2025

81

Clients
Interactions

59

Clients
Served

57

Active Clients at
Months End

2

Positive
Exits



158 Days

Average length of
stay in project



SUCCESS STORIES

Towards the end of 2024, City Net lost contact with a client who had enrolled intending to get housed. While they had been in regular contact during the early days of the client's enrollment, they lost contact abruptly around the new year. In February, the client reached out to his case manager, sharing that he had been in custody temporarily, and it had reignited his determination to find shelter or a housing option quickly. (Continue on page 3)



1

Exits to Shelter

1

Exits to Temporary Housing

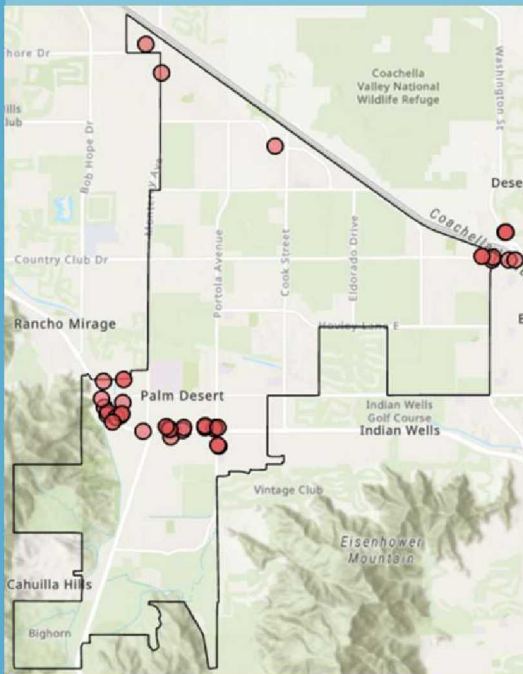
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Exits to Permanent Housing

114

Service Transactions

(ex. Case management, transportation, etc.)



Hours of Case
Management Services

57



Demographics

Veterans: 1

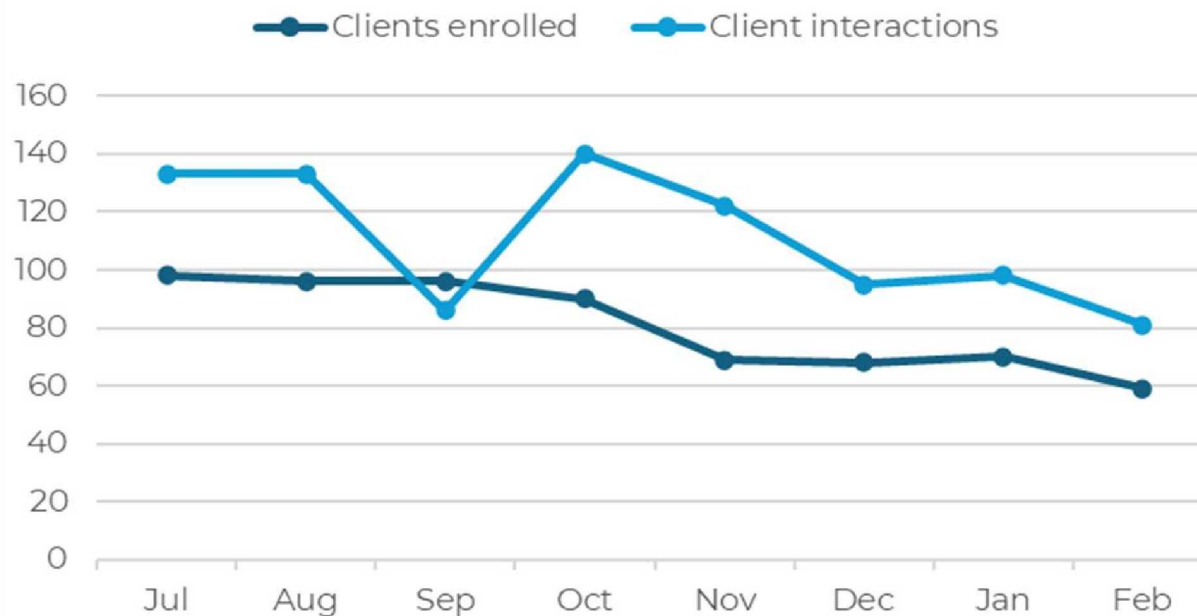
Chronically Homeless: 35

Seniors: 5

PROGRAM HIGHLIGHT

Our shelters in the Coachella Valley play an essential role for many of our clients who are in need of emergency assistance. From services such as showers, meals, and overnight stays, City Net would like to thank Martha's Village and Kitchen Access Center for the support that they offer to the community, as well as our clients!

PALM DESERT INTERACTIONS



PALM DESERT EXIT DATA



SUCCESS STORIES

(Continued from page 1) His case managers ensured that his essential documents were updated and in order, but he also expressed a desire to reconnect with his family. After reaching out, he learned that his family had been worried about him, and their relief at learning he was safe encouraged him to stay connected during his housing journey. He agreed to continue receiving City Net services now that he knew he had family waiting to reconnect with him once he finds a home of his own.

- When concerned residents contacted City Net regarding an individual living in a high-traffic area of the city, case managers quickly went out to engage them. The individual was wheelchair-bound and upon meeting case managers, they explained that their accessibility challenges were the main barrier to entry for the shelters they had previously explored. City Net took the time to question shelters in the area about accessibility options for their clients until they found a shelter option that could work with the client's care. The team provided transportation to the shelter for the client and stayed with them through the intake process at Martha's Village Access Center. The staff's clear expectations and service options helped reassure the client that even if potential challenges occurred while sheltered, the client would work with the staff to ensure that they could make adjustments to accommodate their disability. When the client agreed to move forward with their stay, they thanked City Net for their advocacy and assistance in finding a good shelter fit.

**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.