



City Net Impact Report

Palm Desert

November 1, 2023 – December 20, 2023

3

Positive
Exits

2

Shelter
Placements

40

Client
Interactions

6

Behavioral Health
Screenings



279

Staff Training Hours

Case Managers are required to take minimum 40 hours of onboarding training, which include but is not limited to:

- De-escalation
- Trauma informed care
- Harm Reduction
- Field Hours
- SBIRT Training
- Housing First
- HMIS/Data Quality
- Progressive Engagements



18

Accepted Services

1

Relocations and
Reunifications



15

ID Vouchers issued



Success Story:

City Net was conducting outreach in Palm Desert, where they encountered an honorable veteran who was living unhoused in front of Walmart. The team engaged with him and was able to express the resources that are available. The client shared he has been on the streets in Palm Desert for 2 months and expressed that he's been trying to get home to his mother in Georgia. Hearing the client had somewhere to stay, City Net acted fast by getting him a greyhound bus ticket that very same day. The team was able to provide him with snacks and food to prepare for the four-day bus trip. After four-days of travel, the case manager was able to confirm with the client's mother that he made it home safe for the holidays.

SUCCESS STORIES

- On December 13th, City Net was conducting outreach in the city of Palm Desert. Within that time of outreach, the team was able to come across a client in the back alley behind the 7-eleven off Portola. As the team approached the client, they were able to introduce themselves and offer services that are available for him. He shared that they have been on the streets for approximately a year and was very interested in getting connected with shelter. The team was able to collaborate with our partnering agencies, Coachella Valley Rescue Mission (CVRM) and the city of Palm Desert where they secured a bed for him. From there, the team transported the client to the CVRM shelter, where he was successfully placed.
- Success Story: During outreach on December 18th, City Net was able to engage with a client who was unhoused in the Palm Desert area behind the local mart off Portola. The team had engaged this client once before, so when the team spoke to them, they were more inclined to accept services. From there, the client expressed interest in shelter. The team was able to collaborate with Coachella Rescue Mission and secured one of our beds for the client. With that, the team was able to get the client over to the shelter successfully.