



# City Net Impact Report

Palm Desert  
February 2024

105

Clients  
Interactions

57

Clients  
Enrolled

3

Positive  
Exits



3

Exits to Shelter

19

Behavioral  
Health  
Screening



5

Veterans  
Enrolled



4

Out-of-town  
Requests for  
Service



9

Transportation Services



1

ID Vouchers issued



13

Food Provisions



## SUCCESS STORIES

- A client struggling with substance use had been resistant to accepting help from City Net. While always friendly when case managers conducted outreach, he consistently refused all services and assistance, as he wanted to improve independently without entering a program or shelter. (Continue on page 2).

## PROGRAM HIGHLIGHT

Every month City Net participates in CARE Team Management, where separate entities come together for outreach. Through this, City Net collaborated with the main point of contact for CVAG and discovered a client had eligibility for their project. As a result, we were able to assist a client that was reluctant to accept services previously and quickly prepared their unit to move them in that very day.

# SUCCESS STORIES

(Continued from page 1) However, the client became interested when City Net received a call from the Coachella Valley Association Government informing the team that the client was eligible for a housing unit. He accepted the offer, telling his case managers that he was hopeful for the months ahead and that a space of his own would allow him to feel secure while getting help for his substance use.

- For weeks, City Net case managers worked to build a rapport with an unhoused client who refused assistance during an outreach call. The case managers worked steadily by offering food and water packs for the client when they checked in. Eventually, the client opened up and explained that his initial resistance was due to feeling like he had already been failed by organizations offering help. However, since his case managers remained consistent with their check-ins, he was willing to enroll with City Net and gain financial independence and permanent housing. The case managers connected the client to the Coachella Valley Association-Government, where their team moved the client into a temporary shelter so that he could continue pursuing his new goals.
- While conducting outreach at one of Palm Desert's hot spots along Country Club Drive, City Net case managers encountered a client near railroad tracks. The client was hesitant to speak with case managers, but after learning they could help with various services, they accepted help getting a new cell phone. Once the team helped with this, the client had more trust in the help City Net provided and agreed to try out a shelter stay. Collaborating with the Coachella Valley Association-Government, case managers discovered that the client was eligible for housing assistance should they find a suitable room or housing unit. This has helped the client define what they want to work on for their housing and employment goals, and his case managers have laid out a better plan, thanks to the Coachella Valley Association-Government's assistance.