



Office of Homeless Services
 560 E. Hospitality Lane, Suite 200 • San Bernardino, CA 92408-0044
 Phone: (909)501-0610 • Fax: (909)501-0622
 Email: ohs@hss.sbcounty.gov • Website: <https://sbchp.sbcounty.gov/>

Regular Meeting of the:
Outreach and Coordinated Entry System (CES) Committee

Date: **June 11, 2026**
 Time: **10:00 a.m. – 11:30 a.m.**
 Location: **Performance, Education, Resource Center**
217 East Club Center Drive, Suite A
San Bernardino, CA 92408

CES Committee members will be attending the meeting in person.

The public may observe the meeting online at: **Microsoft Teams meeting**
<https://teams.microsoft.com/meet/262040226104047?p=ovlsjlqeaopCYhPgEA>
 Meeting ID: **262 040 226 104 047** Passcode: **GG3TW7b2**

Dial in by phone [+1 661-568-6806, 345723510#](tel:+16615686806) Phone conference ID: **345 723 510#**

Note: Public participation at the meeting via Teams is being offered as a courtesy and may be unavailable if technology fails. In the event of a disruption that prevents the meeting from being broadcasted or receiving public comment, the in-person meeting of the CES Committee will continue. Should you wish to participate remotely, please remember to MUTE your phones. DO NOT place this call on hold should you get another call. hang up and then rejoin the meeting.

To address the CES Committee regarding an item on the agenda, or an item within its jurisdiction but not on the agenda, please complete and submit a Public Comment Request form or if you are joining us virtually, indicate by typing “Public Comment” in the chat box. Requests must be submitted before the item is called for consideration. Speakers may address the CES Committee for up to three (3) minutes total on the Consent agenda, up to three (3) minutes on each item on the Discussion agenda, and up to three (3) minutes total on Public Comment.

Chair or Designee will call the meeting to order	10:00 – 10:05 am
Chair or Designee will lead the Invocation and Pledge of Allegiance	
Chair or Designee will lead the Introductions of the CES Committee Members	

Agenda Items: The following items are presented for informational, consent, and discussion purposes.

Public Comment	Any member of the public may address the CES Committee on any matter not on the agenda that is within the subject matter jurisdiction of the CES Committee.	
Item No.	Consent	
1.	Approval of the Minutes from April 9, 2026, CES Committee Meeting Presenter: William Lamas, Chair	10:05 – 10:10 am
Item No.	Discussion and Presentations	



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2.	Receive a presentation on Predictive Modeling and Artificial Intelligence Strategies for Homelessness Prevention Colin Caprara, Senior Data Analyst, California Policy Lab at University of California Los Angeles	10:10 – 10:45 am
3.	Receive a presentation on the First Quarter 2026 Contact Center Data, Demographic Breakdown by Region, and Needs and Referral Counts Aziza Manuel, Inland Southern California United Way (ISCUW) 211+	10:45 – 11:00 am
4.	Receive a presentation on the Homeless Management Information System (HMIS) Outreach Dashboard Jevita Webster, Business System Analyst, Office of Homeless Services, San Bernardino County	11:00 – 11:15 am
Committee Member Comments		
	Individual CES Committee member comments. Each member will be allotted up to three (3) minutes.	11:15 – 11:30 am
Adjournment		
Next CES Meeting	August 13, 2026 from 10:00 – 11:30 a.m. Location: Performance, Education, Resource Center 217 East Club Center Drive, Suite A, San Bernardino, CA 92408	

Mission Statement: *The Mission of the San Bernardino County Homeless Partnership is to provide a system of care that is inclusive, well- planned, coordinated, and evaluated and is accessible to all who are homeless and those at risk of becoming homeless.*

The San Bernardino County Homeless Partnership meeting facility is accessible to persons with disabilities. If you require reasonable modification or accommodation for a disability in order to participate in the public meeting, requests should be made through the Office of Homeless Services (OHS) at least three (3) business days prior to the partnership meeting. The OHS telephone number is (909) 501-0610 and the office is located at 560 E. Hospitality Lane, Suite 200. San Bernardino CA 92415. Agenda and documentation can be obtained there or by email. OHS@HSS.SBCOUNTY.GOV



Minutes for San Bernardino County Homeless Partnership
 Outreach and Coordinated Entry System (CES) Committee Meeting
 April 9, 2026, from 10:00 a.m. – 11:30 a.m.

Minutes Recorded and Transcribed by Adriana Duarte, Office of Homeless Services

TOPIC	PRESENTER	ACTION/OUTCOME
Call to Order	David Rabindranath, Vice Chair	The meeting was called to order at 10:09 a.m.
Outreach and CES Committee Members Present by Roll Call	David Rabindranath, Vice Chair	<p>The Vice Chair recognized the Outreach and CES Committee member roll call. Members of the public are not introduced. There were over 15 members of the public who joined the meeting in person and over 10+ via Zoom and/or telephoned in.</p> <p>The following Outreach and CES Committee members or their alternates were present at the meeting:</p> <ul style="list-style-type: none"> • David Rabindranath, Marisela Manzo, Nancy Felix, Sue Walker, Giovanni Quiroz, Myrna Lopez <p>Members arriving late:</p> <ul style="list-style-type: none"> • Kameron Grosvenor (arrived at 10:08 a.m.) <p>Members absent:</p> <ul style="list-style-type: none"> • William Lamas
PUBLIC COMMENTS	PRESENTER	ACTION/OUTCOME
	David Rabindranath, Vice Chair	<p>The Vice Chair opened the floor to Public Comments</p> <p>No public comments were made.</p> <p>The Vice Chair closed Public Comment.</p>

CONSENT ITEMS	PRESENTER	ACTION/OUTCOME
<p>Receive Selection and Appointment of Members to the Ad Hoc Outreach and Coordinated Entry System Policy Committee.</p>	<p>David Rabindranath, Vice Chair</p>	<p>The Vice Chair opened Item No. 1 and opened nominations or volunteers for the Ad Hoc Outreach and Coordinated Entry System Policy Committee.</p> <p>The following individuals were nominated and accepted nominations:</p> <ul style="list-style-type: none"> • William Lamas • Marisela Manzo • Aziza Manuel • Giovanni Quiroz <p>The Vice Chair opened the item for public comments. No public comments were made.</p> <p>There were no questions or discussions from the Committee members:</p> <p>Vote was taken on the nomination of Myrna Lopez:</p> <ul style="list-style-type: none"> • 6 members were in favor, David Rabindranath, Sue Walker, Marisela Manzo, Kameron Grosvenor, Giovanni Quiroz, Myrna Lopez • 0 members were opposed: • 0 members recused: • 1 member absent during this vote: William Lamas <p>There being no additional discussion, the Vice Chair closed item No. 1.</p>
<p>Approve Minutes of February 12, 2026, CES Committee Meeting</p>	<p>David Rabindranath, Vice Chair</p>	<p>The Vice Chair opened item No. 2, the consent calendar portion of the agenda.</p> <p>The Vice Chair opened the item for public comments. No public comments were made.</p> <p>Sue Walker made a motion to approve the consent calendar and was seconded by Marisela Manzo.</p> <p>There were no discussions or questions from Committee members.</p> <p>Vote was taken:</p>

		<ul style="list-style-type: none"> • 6 members were in favor: David Rabindranath, Sue Walker, Marisela Manzo, Kameron Grosvenor, Geovanni Quiroz, Mirna Lopez • 0 members were opposed: • 0 members recused: • 1 member absent during this vote: William Lamas <p>The motion was approved.</p>
PRESENTATION / INFORMATION SHARING	PRESENTER	ACTION/OUTCOME
Received Presentation on City of Redlands Outreach Efforts	Keshae Bellamy and Ramona Hernandez, City of Redlands Outreach	<p>The Vice Chair opened item No. 2 and recognized Ramona Hernandez Garner for presentation.</p> <p>The Vice Chair opened the item for public comments.</p> <p>No public comments were made.</p> <p>Ramona Hernandez presented the following:</p> <ul style="list-style-type: none"> • The goal is to provide housing, identify homelessness, provide engagement, improve public health and safety, and to support pathways to permanent housing. • Outreach team structure • Community partners include Step Up on Second, the Salvation Army, Youth Hope, County Behavioral health providers, and faith-based organizations. <p>Discussion and Questions from the Board:</p> <ul style="list-style-type: none"> • Geovanni Quiroz – Asked how individuals experiencing homelessness are identified and tracked. <ul style="list-style-type: none"> ○ Ramona Hernandez – Replied they use HMIS to track homelessness. • Geovanni Quiroz – Asked what the partnership with Behavioral Health looks like. <ul style="list-style-type: none"> ○ Keshaw Bellamy – Responded, referrals are sent and they work with Department of Behavioral Health or other entities. • Marisela Manzo – Asked what has been noticed with the senior population? <ul style="list-style-type: none"> ○ Ramona Hernandez – There has been an increase of homelessness in the senior population. • Mirna Lopez – Commended the City of Redlands for their presentation. • Kameron Grosvenor – Asked how the work is delegated.

		<ul style="list-style-type: none"> ○ Keshaw Bellamy – Answered, the City of Redlands tends to the whole city, and they comply with the city ordinances. ● Sue Walker– Questioned how does the hotline number work? <ul style="list-style-type: none"> ○ Keshaw Bellamy – Answered, the outreach coordinator delegates the calls. ○ David Rabindranath– Added the hotline calls are typically responded to within 24 hours. <p>There being no other discussion, the Vice Chair closed Item No. 3.</p>
PRESENTATION / INFORMATION SHARING	PRESENTER	ACTION/OUTCOME
<p>Receive Update on Contact Center Data, Demographic Breakdown by Region, and Needs Referral count.</p>	<p>Aziza Manuel, Inland Southern California United Way (ISCUW) 211+</p>	<p>The Vice Chair opened item No. 4, and recognized Aziza Manuel for the presentation, who provided the following information:</p> <p>The Vice Chair opened the item for public comments. No public comments were made</p> <p>Aziza Manuel - presented the following:</p> <ul style="list-style-type: none"> ● HMIS data Information from October 1st to December 31st of 2025. ● There were 111 Rapid Rehousing referrals, KEYS had funding that needed to be expended. ● Agencies are updating their HMIS information in real time more often. ● U.S VETS and Inland Southern California United Way (ISCUW) 211+ are on weekly case conference calls. <p>Discussion and Questions from the Board:</p> <ul style="list-style-type: none"> ● Giovanni Quiroz – Questioned, what is the current CES process? <ul style="list-style-type: none"> ○ Aziza Manuel – Answered, either they are calling and getting a coordinator, documenting case notes immediately, while Outreach teams prioritize the most vulnerable individuals. ● Giovanni Quiroz– Asked whether there was unused funding available. <ul style="list-style-type: none"> ○ Aziza Manuel – Answered, there is funding that is not being utilized; however, sufficient resources are not available to support all needs. ● Marisela Manzo – Questioned what is being done to improve barriers? <ul style="list-style-type: none"> ○ Aziza Manuel – Responded the plan is to use a spreadsheet to get agencies to use HMIS. ● David Rabinadranath – Mentioned there is a gap in the data.

		<ul style="list-style-type: none"> ○ Aziza Manuel –Responded that communication is sufficient to maintain HMIS compliance. ● Mirna Lopez – Asked how many job vacancies Inland Southern California United Way (ISCUW) 211+ is currently hiring for. <ul style="list-style-type: none"> ○ Aziza Manuel –Responded there are two jobs available no more than three or four positions. ● Mirna Lopez – Asked whether the positions focus on verifying homelessness documentation. <ul style="list-style-type: none"> ○ Aziza Manuel –Responded it is for outreach to confirm homelessness. ● Kameron Grosvenor– Asked what “pending” means in the process. <ul style="list-style-type: none"> ○ Aziza Manuel –Responded it means an engagement has been made. <p>There being no further discussion, the Vice Chair closed Item No. 4.</p>
BOARD MEMBER COMMENTS	PRESENTER	ACTION/OUTCOME
		<p>The Chair opened the floor for comments from Committee members.</p> <p>Discussion ensued:</p> <ul style="list-style-type: none"> ● Geovanni Quiroz –Thanked everyone on the Committee. ● Marisela Manzo – Home Base is visiting regions and will share a feedback survey to help shape the CoC’s new strategic plan and improve processes. ● Kameron Grosvenor –Thanked the speakers, and Geovanni Quiroz and William Lamas for stepping up on the subcommittees. ● David Rabinadranath – Thanked the presenters and commended their efforts.
ADJOURNMENT		
		The meeting adjourned at 11:27 a.m.
Next CES Meeting		<p>The next Outreach and CES Meeting will be held as follows:</p> <p style="text-align: center;">June 11, 2026 10:00 a.m. – 11:30 a.m. Location: 217 East Club Center Drive Suite A San Bernardino, CA 92408</p>



Predicting and Preventing Homelessness in Los Angeles

Colin Caprara, Senior Data Analyst, California Policy Lab at UCLA

June 2026

The California Policy Lab is...

A nonpartisan research institute that connects government agencies with:



their own data – and linked data from other agencies



a long-term research partner



legal and data infrastructure to streamline project set-up



expertise in privacy-preserving data sharing



evidence-based solutions for public policy problems

Policy Areas

- Criminal justice
- Homelessness
- Social safety net
- Education
- Labor and employment
- Health

Background and research motivation

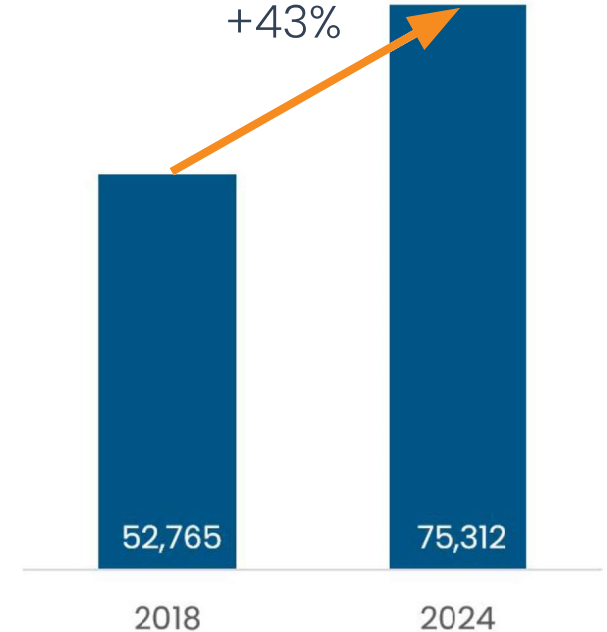
“It came in a
time of crisis
when I didn’t
expect the help.”

-Individual enrolled in the Homelessness
Prevention Unit Pilot Program

Why prevention?

- 75,000 individuals experiencing homelessness on a given night in LA (43% increase since 2018)
- UCSF CASPEH survey of people experiencing homelessness
 - One-time payment of \$5,000 – \$10,000 could have prevented homelessness
 - 49% were not primary leaseholders – tenants' rights and eviction defense are critically important, but additional homelessness prevention services are necessary

The number of people experiencing homelessness on any given night in Los Angeles County



Why predictive analytics?

- **It seems to work:** cash assistance can prevent homelessness (*Rolston et al., 2013; Evans et al., 2016; Phillips & Sullivan, 2023*)
- **It's hard to target:** because homelessness is statistically very rare, it's hard to know who would have become homeless without help (*Shinn, Baumohl, and Hopper, 2001; Evans et al., 2016; Phillips & Sullivan, 2023*)

Key Findings

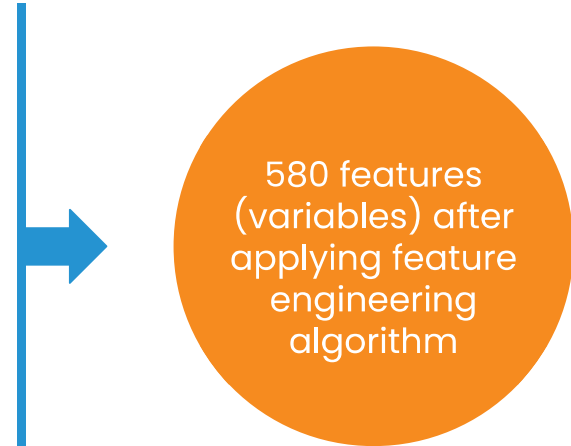
1

The predictive model identifies people at high risk of homelessness

Predictive model data sources

Information Hub: 10 years of integrated, individual-level, de-identified data from LA County CEO-CIO

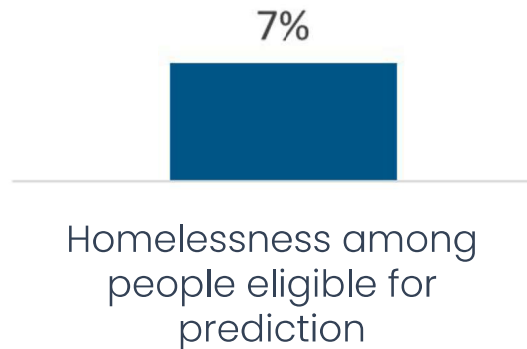
- **Health:** Department of Health Services (DHS) and Department of Mental Health (DMH)
- **Benefits programs:** Department of Public and Social Services (DPSS)
- **Criminal legal system:** Sheriff's Department and Probation Department
- **Homeless services:** LA Homeless Services Authority (LAHSA)



***Observe homelessness through homelessness services and flags*

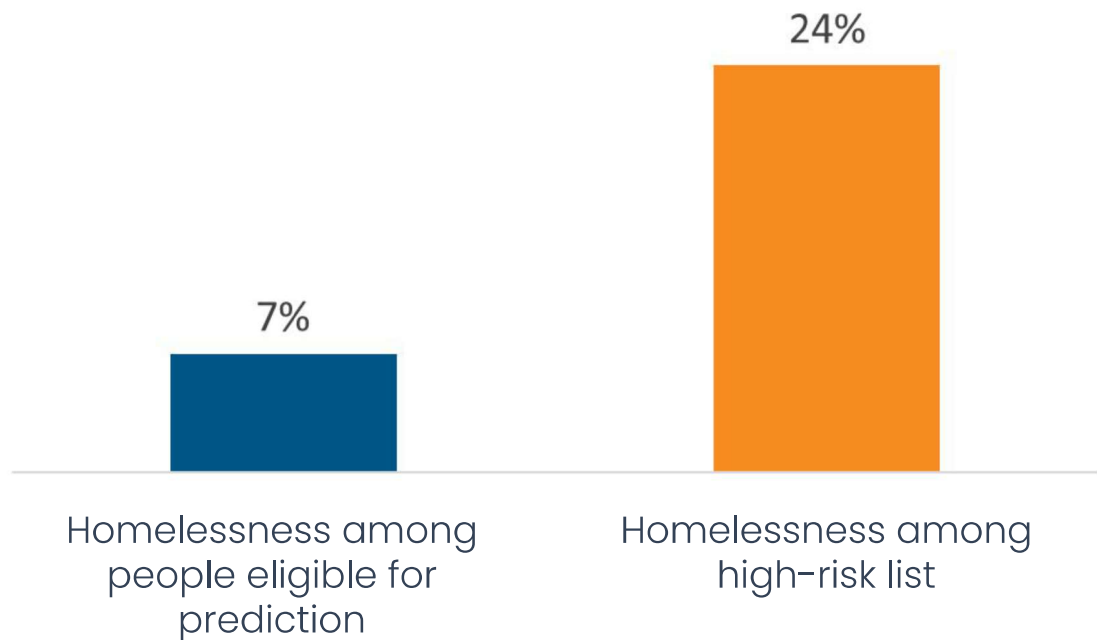
Prediction problem

- About 100,000 people eligible for prediction
 1. stably housed
 2. recent users of County health services
- Only 7% will experience homelessness
- **So how do we find people at highest risk?**



Predictive model identifies people at high risk

- Model identifies high-risk list of about 10,000 people
- They are **3.5x more likely** to experience homelessness



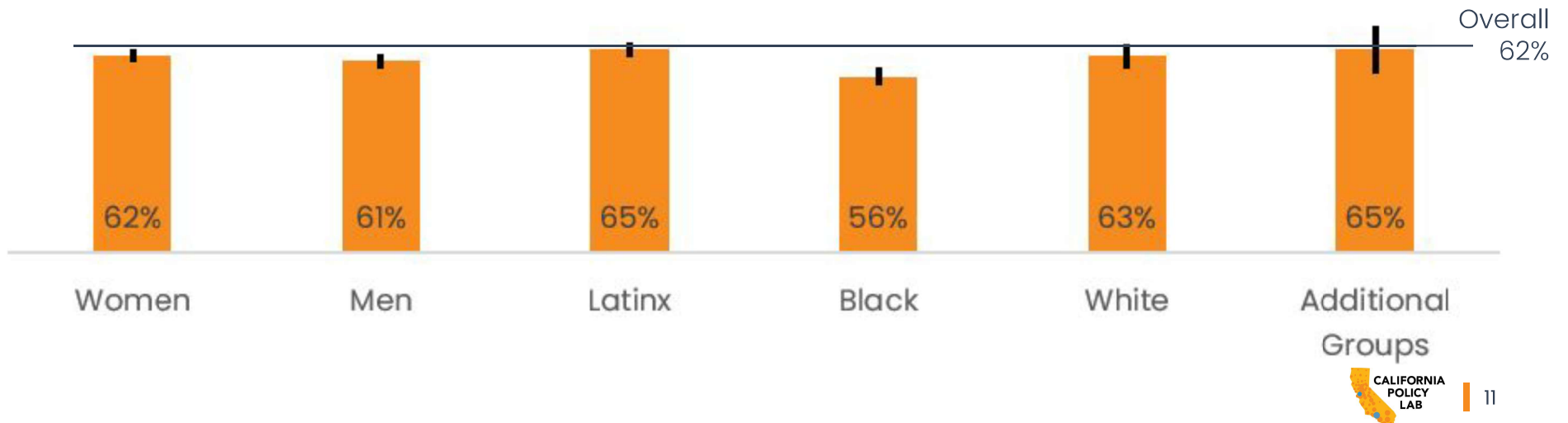
Key Findings

2

The model is equitable in the way it predicts homelessness

HPU predictive model is equitable and protects privacy

- **Privacy:** predictive model built using **fully anonymized, de-identified data** in a secure data hub (CPL research team never sees personal information)
- **Equity:** predictive model is equitable (compare **false negative rates** across race, ethnicity, and gender)



Key Findings

3

The model identifies and HPU serves a unique group

HPU serves people otherwise disconnected from other prevention programs

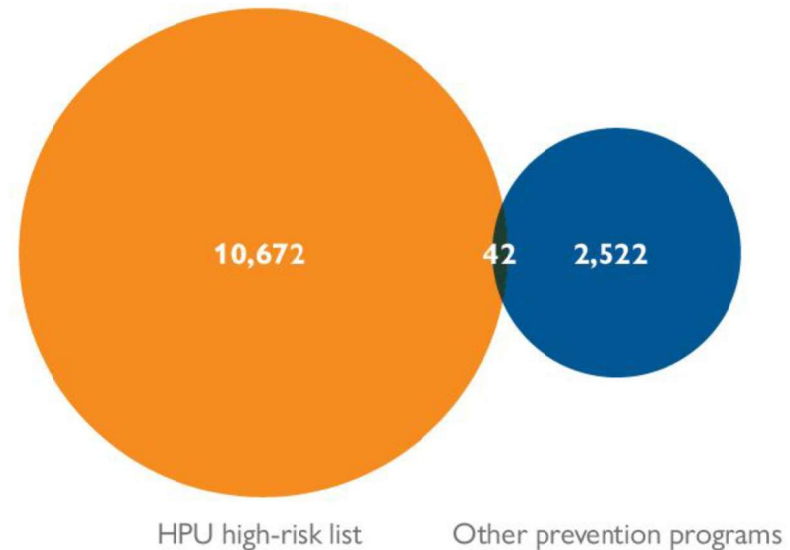
Other prevention relies on individuals to:

- self-identify as being at risk
- go to homelessness providers for services

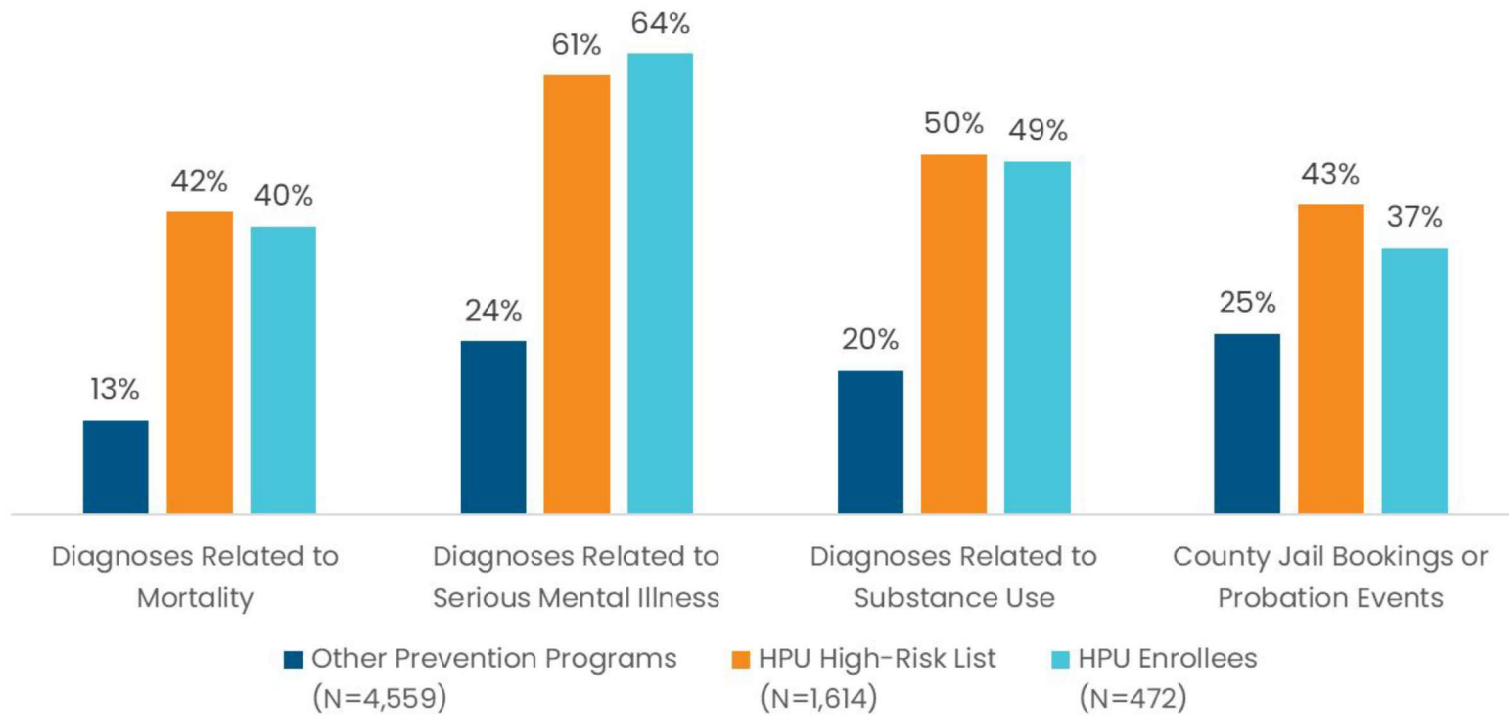
HPU clients:

- Have higher physical and mental health needs
- Are not necessarily leaseholders, could be doubled-up
- May be difficult to reach or not interested

Only 42 people overlap between the HPU's high-risk list and other prevention programs.



The model identifies and HPU serves people with more intense service needs than other homelessness prevention programs

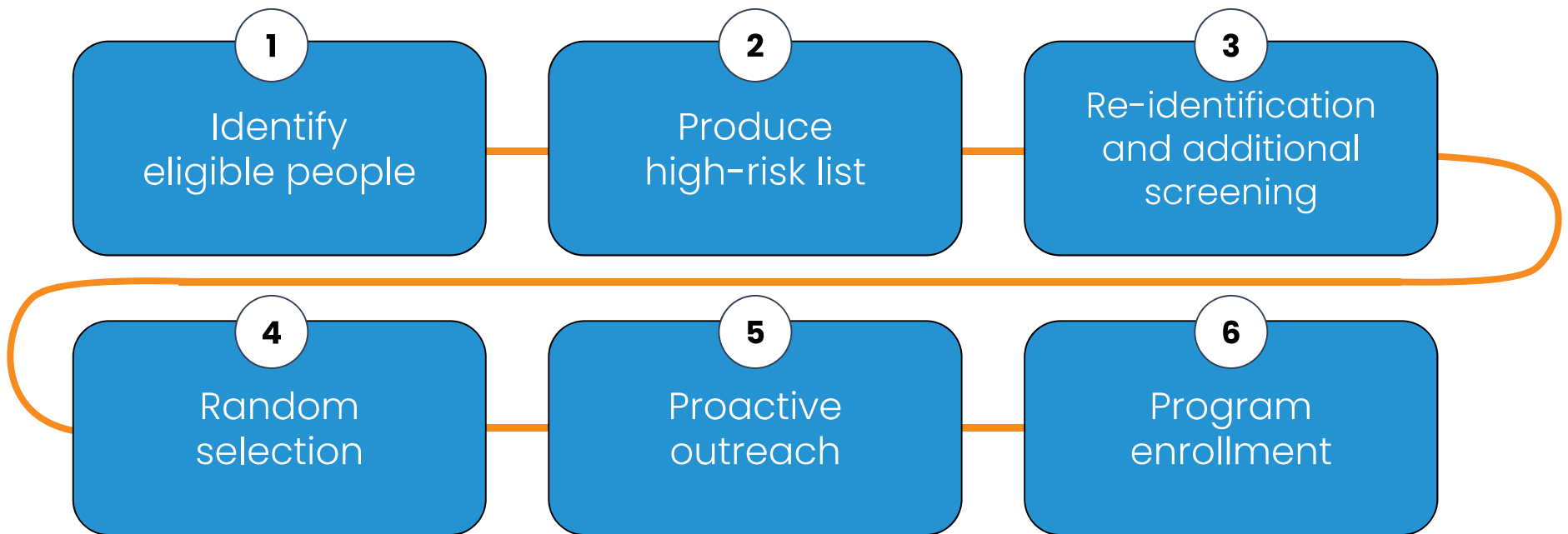


Key Findings

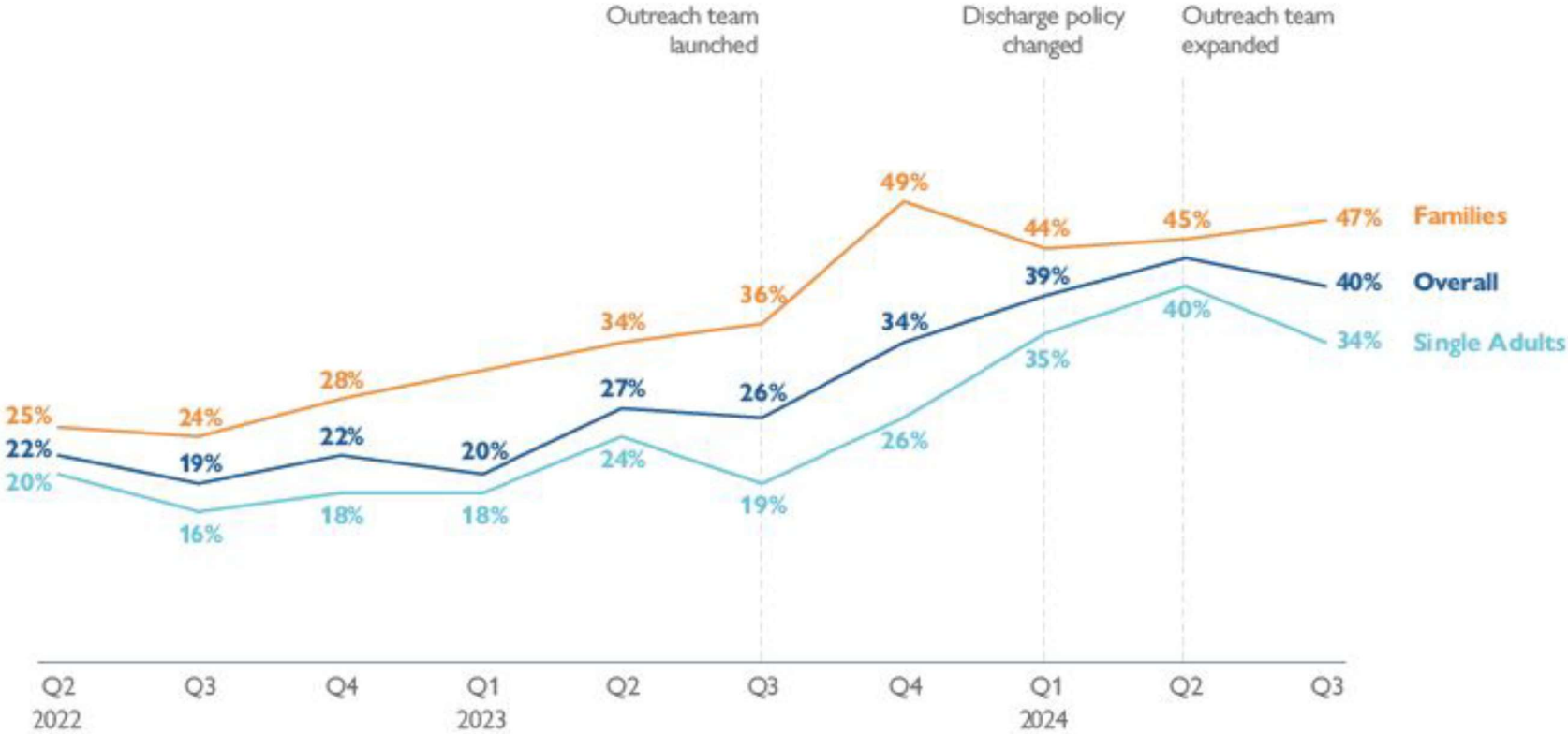
4

Implementing and improving HPU outreach and service is hard work

From prediction at UCLA to County Services



Proactive outreach is very challenging but HPU has improved significantly over time



The HPU program model

- Assigned to case manager for 4-6 months; services provide in-house
- Two-Part Intervention
 - Flexible financial assistance (\$6,469 on average)
 - Linkages to supportive services
- **Goal:** assist clients with maintaining safe, stable housing independently by time of program exit



Photo credit: Grace Widyatmadja/NPR

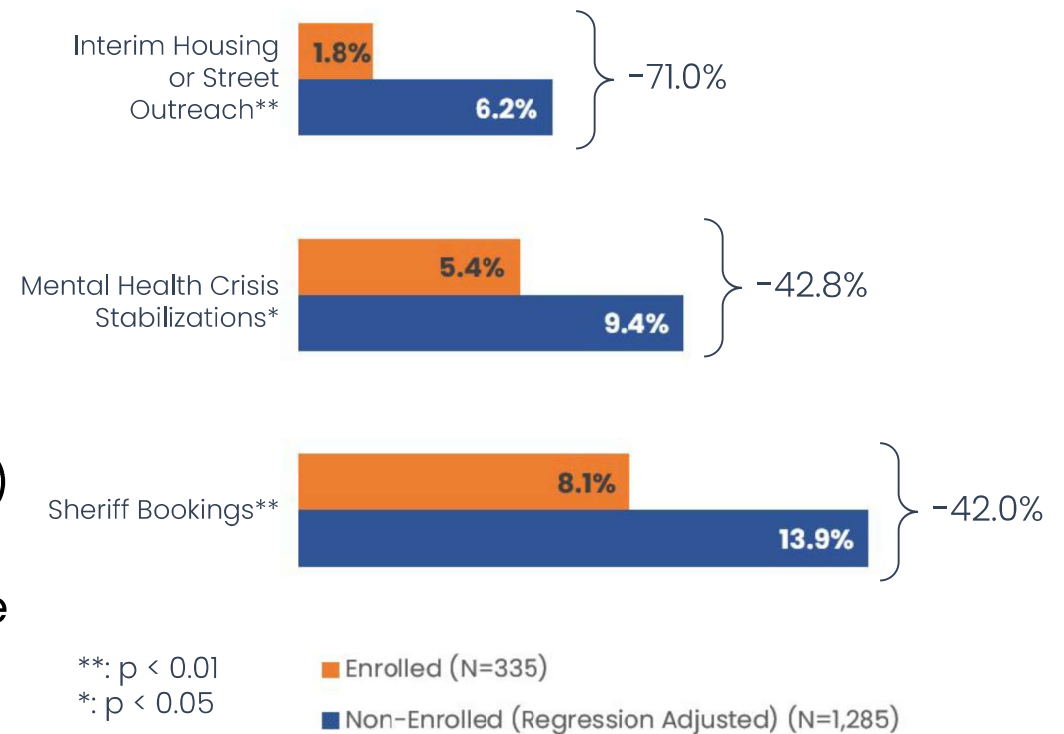
Key Findings

5

HPU is associated with improved outcomes

HPU enrollment is associated with improved outcomes

- In early results from 2022–23 pilot period, HPU enrollment is associated with a **71% decrease** in the use of interim housing or street outreach, as well as improvements in secondary outcomes
- Randomized Control Trial (RCT) results (anticipated in 2027) required to establish that these associations are **causal**



Can this model be replicated?

Can the HPU model be replicated

Transferable:

- Predictive analytics
- Proactive outreach
- Flexible assistance

Needed locally:

- Data infrastructure
- Governance
- Privacy protections
- Service capacity
- Evaluation

THANK YOU



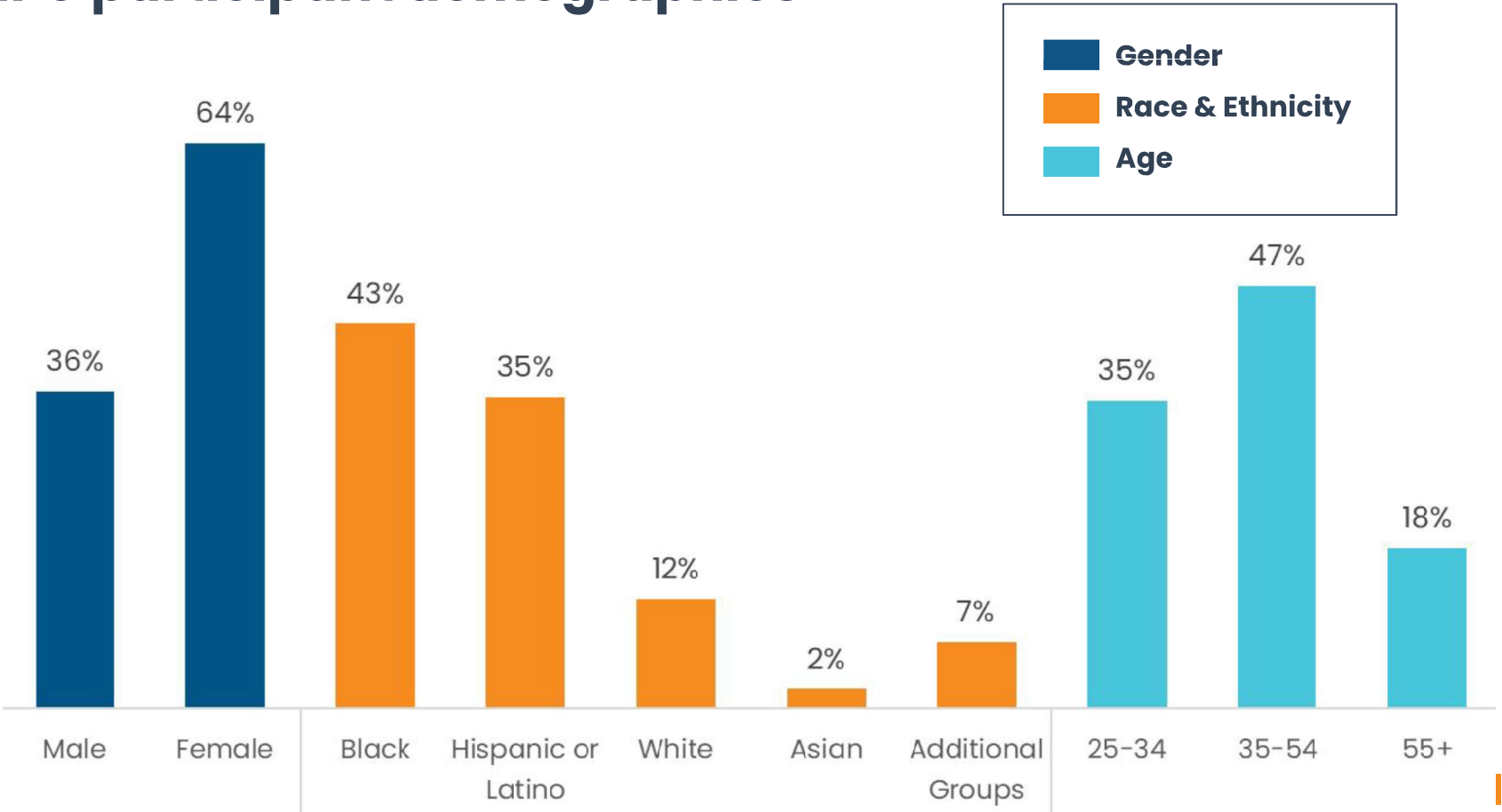
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Appendix

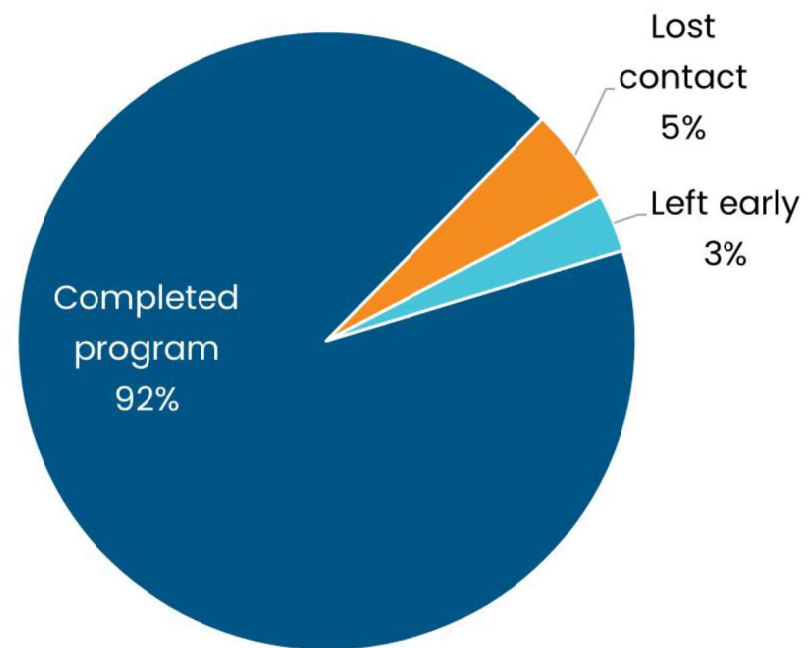
HPU participant demographics



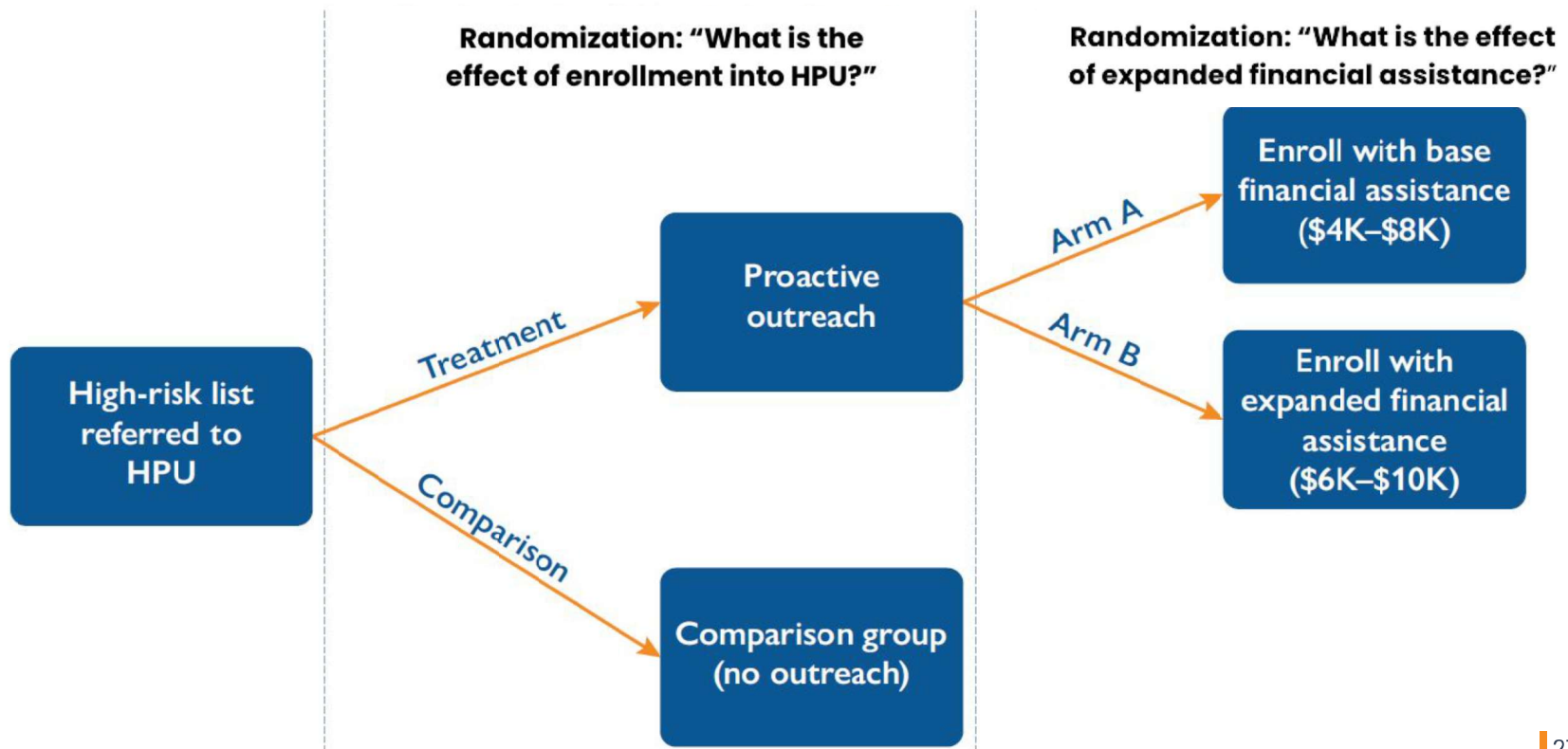
HPU participant experiences

92% of enrolled participants completed the program

86% of participants retained housing (others disengaged, exited to institutions, or other nonpermanent housing)



CPL's randomized control trial design for the HPU



COMMITTEE DATA SUMMARY



Q1 2026 OVERVIEW

Total
CES Enrollments

1,599

Permanent
Housing Referrals

53 Pending
39 Approved

Rapid Re-Housing
Referrals

56 Pending
45 Approved

Source: HMIS

Reporting period: January 1 through March 31, 2026

REFERRAL OUTCOMES BY AGENCY



Referral Outcomes Statistics

CE Agency

Date Range: 01/01/2026 thru 03/31/2026

NOTE: P- Pending; P / I- Pending - In process; A- Accepted; D- Denied; E - Expired.

Breakdown Of Referred Agencies

Agency Name	P	P / I	A	D	E
City of Victorville	166	72	68	123	36
Lutheran Social Services of Southern California	118	128	22	66	73
Knowledge & Education for Your Success	36	40	42	30	0
SB Department of Behavioral Health	30	30	14	3	2
Inland Temporary Homes	20	10	9	8	0
SB Office of Homeless Services	22	14	5	13	2
Healthcare in Action	15	13	3	2	0
Step Up on Second Street, Inc.	12	0	12	0	0
SB Housing Authority	1	3	5	4	1
Children's Fund, Incorporated	10	5	5	5	0
JS Veterans Inc	6	0	5	0	0
Lighthouse Social Services	4	0	3	0	0
Inland Valley Hope Partners	1	2	0	0	0
CE Agency	0	0	0	1	0
Water Of Life Community Church	1	0	0	0	0

Reporting period:
January 1 through March 31, 2026

SUMMARY OF DATA



During the reporting period (01/01/2026–03/31/2026), there were 1,599 total homeless enrollments in HMIS. Referral outcomes across partner agencies showed a mix of pending, accepted, denied, and expired referrals.

Overall, the data reflects referral activity among community partners, with many households still pending or in progress, while denials and expirations indicate ongoing barriers to successful housing placement.

Reporting period: January 1 through March 31, 2026

KEY HIGHLIGHTS



City of Victorville processed the highest referral volume, with:

- 166 pending
- 72 in progress
- 68 accepted
- 123 denied
- 36 expired (Concerning)

Lutheran Social Services also managed a high number of referrals:

- 118 pending
- 128 in progress
- 22 accepted
- 66 denied
- 73 expired (Concerning)

Knowledge & Education for Your Success (KEYS) demonstrated one of the stronger acceptance outcomes:

- 42 accepted referrals out of 148 total referrals reviewed.

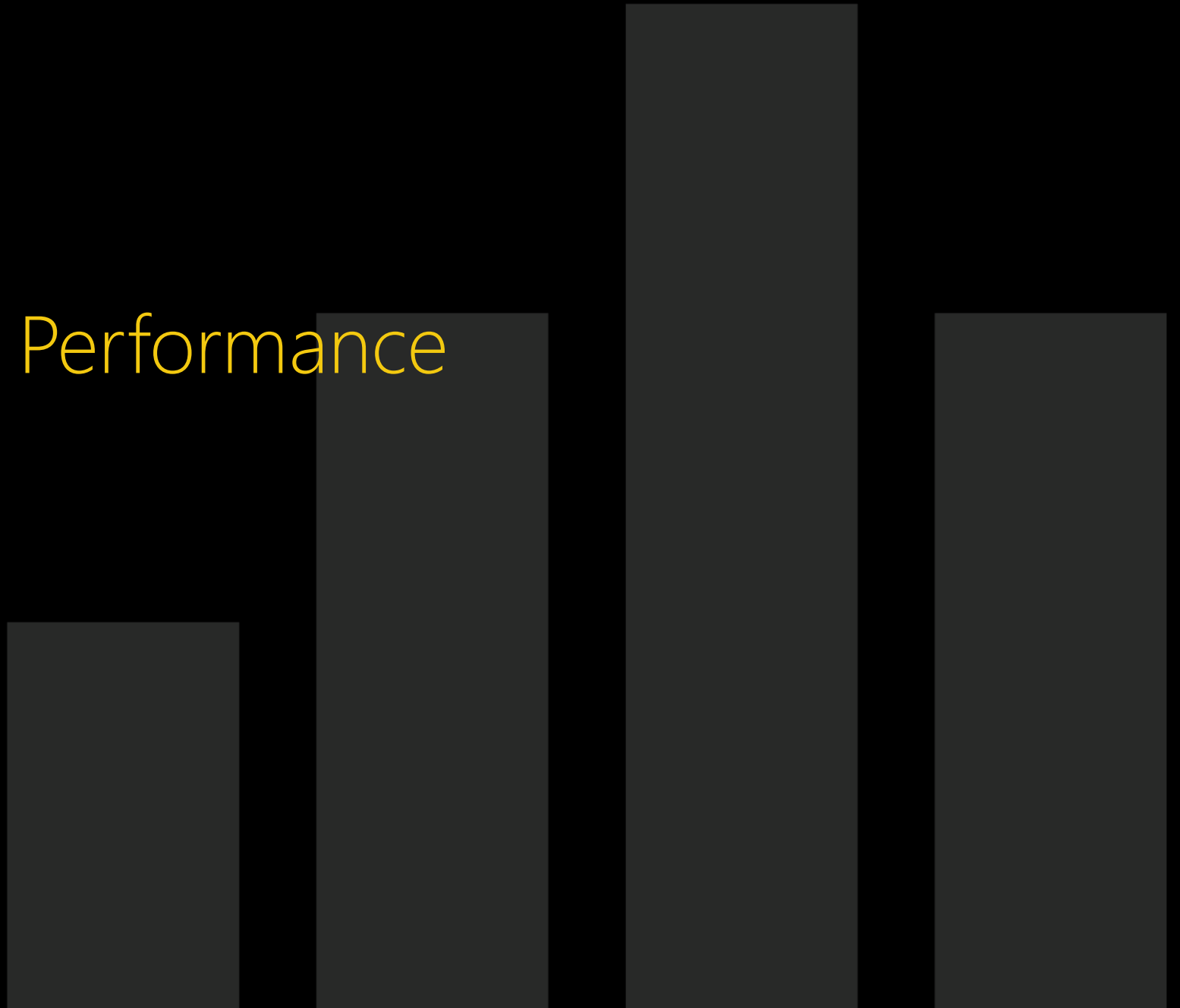
211 CONTACT CENTER DATA



QUEUE	CONTACTS INCOMING	OUTBOUND	CONTACTS HANDLED	CONTACTS QUEUED
San Bernardino - Aging Adults - Spanish	268	0	175	268
San Bernardino - Aging Adults - English	1,700	0	1191	1,700
San Bernardino - Food Assistance - English	2,581	0	1,851	2,581
San Bernardino - Food Assistance - Spanish	382	0	268	382
San Bernardino - General - English	8,736	192	6,720	8,736
San Bernardino - General - Spanish	808	0	563	808
San Bernardino - Homeless Assistance - English	6,614	0	5,160	6,614
San Bernardino - Homeless Assistance - Spanish	260	0	177	260
Grand Total	21,349	192	16,105	21,349

HMIS Outreach Performance 611

[View in Power BI](#) ↗



Street Outreach Program Overview

January 2026 – March 2026

Unique people served

823

Total outreach enrollments

874

Unique people who exited

649

Total outreach exits

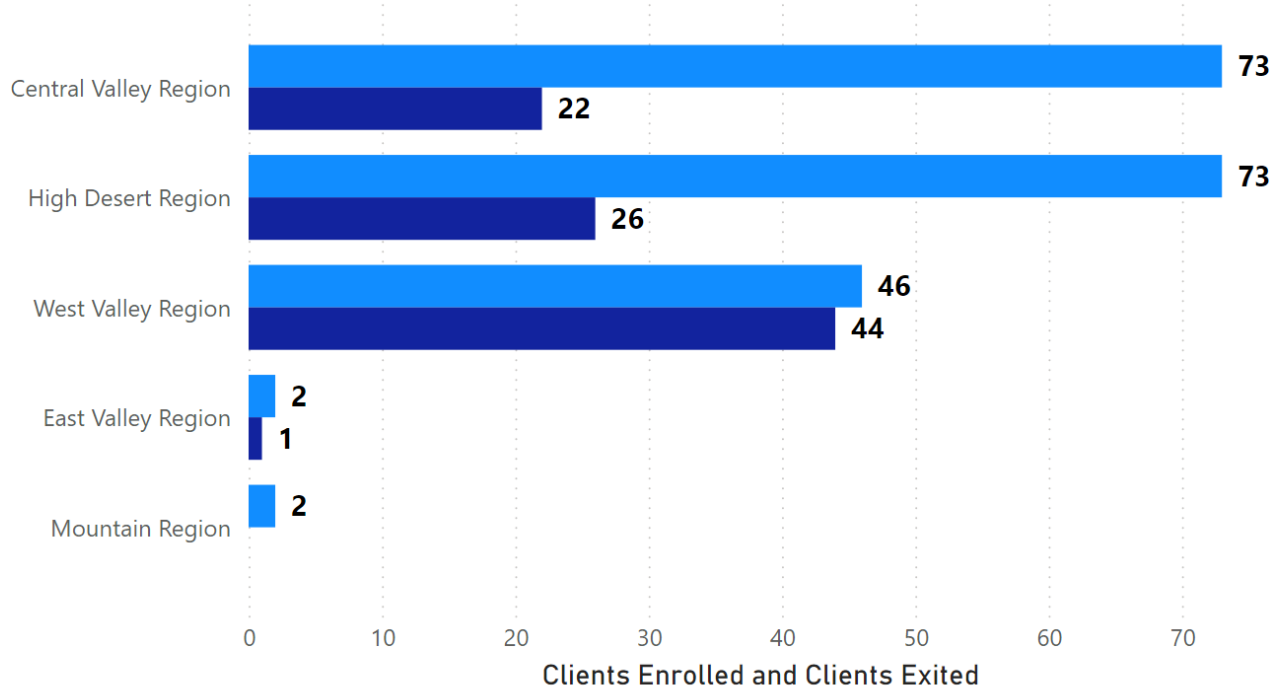
680

People Still Active

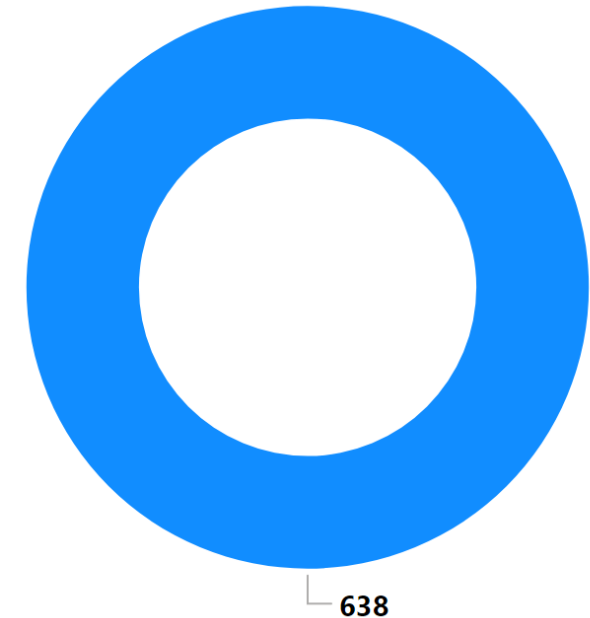
174

People Served and Exited by Region

● Clients Enrolled ● Clients Exited



Missing Region Updates in HMIS



Street Outreach Exits & Destinations

January 2026 – March 2026

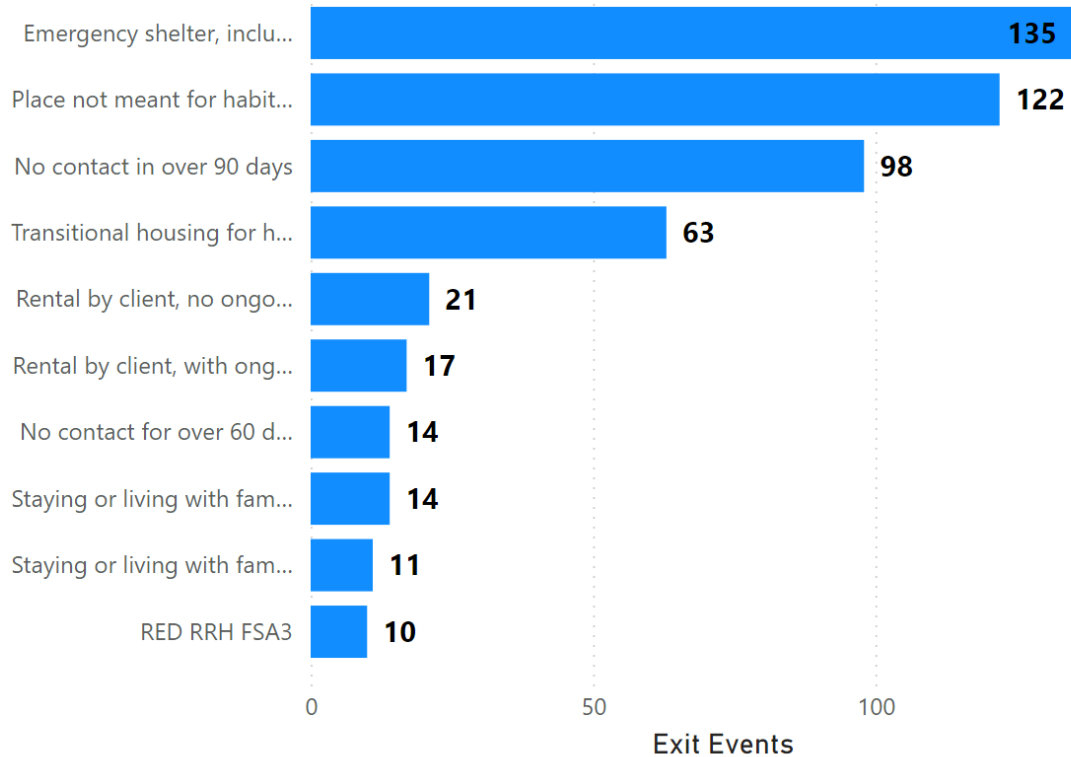
Total outreach exits

680

Unique people who exited

649

Total Outreach Exits by Destination Category



Street Outreach Exit Outcomes by Region



Street Outreach Program Performance

January 2026 – March 2026

Unique People Served

195

People Still Active

103

Total Outreach Enrollments

198

People Served by Outreach Program and Region

Region ● Central Valley Region ● East Valley Region ● High Desert Region ● Mountain Region ● West Valley Region

