Office of Homeless Services
560 E. Hospitality Lane, Suite 200 • San Bernardino, CA 92408-0044
Phone: (909)501-0610 • Fax: (909)501-0622
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Regular Meeting of the:

Outreach and Coordinated Entry System (CES) Committee

Date: **November 19, 2026**
Time: **10:00 a.m. – 11:30 a.m.**
Location: **Performance, Education & Resource Center (PERC)**
217 East Club Center Drive
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=ov1sjlqeaoPCYhPgEA
Meeting ID: **262 040 226 104 047** Passcode: **GG3TW7b2**

Dial in by phone +1 661-568-6806, 345723510# 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 – 10:10 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.	Approve the minutes of the August 13, 2026, Outreach and Coordinate Entry System (CES) Committee meeting.	10:10 – 10:15 am

San Bernardino County HOMELESS PARTNERSHIP

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Item No.	Discussion and Presentations	
2.	Co-Chair Transition and Appointment - Discuss vacancy, call for volunteers/nominations, and vote on replacement. **Presenter:** William Lamas, CES Chair	10:15 – 10:30 am
3.	Receive an update from the CES Policy Committee regarding proposed revisions to the CES and outreach policies, including work completed, recommendations under development, and next steps. **Presenter:** William Lamas, CES Chair	10:30 – 10:40 am
4.	Discuss the distribution of a survey regarding the Vulnerability Index-Service Prioritization Decision Assistance Tool (VI-SPDAT), including the proposed response timeline and presentation of survey results at the next CES Committee meeting. **Presenter:** William Lamas, CES Chair	10:40 – 10:50 am
5.	Receive a presentation from Inland Southern California United Way (ISCUW) 211+ on the Q2 2026 Contact Center data, including call volume, demographics, client needs, referrals, and regional trends. Receive an update on CES case conference meetings and discuss recommendations for improvement, including holding meetings within each region. **Presenter:** Aziza Manuel, Inland Southern California United Way (ISCUW) 211+	10:50 – 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	January 14, 2027 from 10:00 – 11:30 a.m. Location: **TBD**	

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
August 13, 2026, from 10:00 a.m. – 11:30 a.m.

Minutes Recorded and Transcribed by Hana Ruiz, City of Redlands

TOPIC	PRESENTER	ACTION/OUTCOME
Call to Order	William Lamas, Chair	The meeting was called to order at 10:03 a.m.
Outreach and CES Committee Members Present by Roll Call	William Lamas, Chair	The Chair recognized the Outreach and CES Committee member roll call. Members of the public are not introduced. There were over 8 members of the public who attended the meeting in person and 12+ via Zoom and/or telephoned in. The following Outreach and CES Committee members or their alternates were present at the meeting: • William Lamas, David Rabindranath, Marisela Manzo, Mirna Lopez, Sue Walker, Geovanni Quiroz Members arriving late: • Kameron Grosvenor (arrived at 10:08 a.m.) Members absent: None
PUBLIC COMMENTS	**PRESENTER**	**ACTION/OUTCOME**
	William Lamas, Chair	The Chair opened the floor to Public Comments No public comments were made. The Chair closed Public Comment.

CONSENT ITEMS	PRESENTER	ACTION/OUTCOME
Approve Minutes of June 11, 2026, CES Committee Meeting		The Vice Chair opened item No. 1, the consent calendar portion of the agenda. The Vice Chair opened the item for public comments. No public comments were made. Kameron Grosvenor made a motion to approve the consent calendar and was seconded by Marisela Manzo. There were no discussions or questions from Committee members. Vote was taken: • 7 members were in favor: William Lamas, David Rabindranath, Sue Walker, Marisela Manzo, Kameron Grosvenor, Mirna Lopez, Geovanni Quiroz • 0 members were opposed: • 0 members recused:
PRESENTATION / INFORMATION SHARING	**PRESENTER**	**ACTION/OUTCOME**
Receive a presentation on the Second Quarter 2026 Contact Center data, including demographic breakdown by region, needs and referral counts.	Aziza Manuel, Inland Southern California United Way (ISCUW) 211+	The Chair opened item No. 2 and recognized Aziza Manuel for presentation. David Rabindranath made a motion to move all public comments to the end and was seconded by Marisela Manzo. Aziza Manuel presented the following: • Q2 2026 homeless enrollments in HMIS • Match making reminders & tips • Checklists of items that are needed for families & individuals • Referral outcomes by agencies

		Discussion and Questions from the Board:
		• Giovanni Quiroz – Asked when you say number of referrals is this the amount of people calling or numbers of referrals that you provide to an agency?
		  o Aziza Manuel – Responded these are callers that are calling in and the category of what their need is.
		• Giovanni Quiroz –Asked are the vi-spdat scores for TAY using the same scoring as the adults are using?
		  o Aziza Manuel – Responded it's a different category based on their age and it's the score the system generated.
		• Mirna Lopez –Questioned how long is a referral pending before it is expired?
		  o Aziza Manuel – Responded it expires after 90 days.
		• William Lamas – Questioned when someone makes a contact as a service provider does that contact continue the homeless service to meet that 12-month period or does it have to be an enrollment into a program?
		  o Aziza Manuel – Responded contacts are justifiable; 1 contact is 1 month of homelessness. It is very beneficial to put everything, even a bus pass or give someone a water bottle under services.
		• William Lamas – Asked from the first numbers you presented 8.75% of the 2000 people that's just based off our capacity to get them into a permanent housing solution?
		  o Aziza Manuel – Responded that is what was available, I am working with OHS to get better understanding.
		• William Lamas – Asked the vi-spdat how has that been in finding individuals who meet those categories? Has it been accurate?
		  o Aziza Manuel – Responded yes, we have a high volume of calls, so the numbers are increasing as enrollments, but the housing is going down.
		• David Rabindranath – Asked are you submitting referrals through community supports like IEHP and medical housing programs?
		  o Aziza Manuel – Responded IEHP programs are not using HMIS since they are not required to use HMIS. I refer clients to them but since that provider does not use HMIS there is no point in me submitting it into HMIS.
		• David Rabindranath – Asked In the future are we going to be tracking that data since it is all state funding?
		  o Aziza Manuel – Responded I would be open to capturing it if the recipient that is getting the referral will use it. I don't want to send them and it's just going to sit in the system as pending.
		• David Rabindranath – Questioned if you ever had those talks with IEHP?

		○ Aziza Manuel – Responded not with IEHP but with the providers who are getting the funding specifically because they are more familiar with the data that we use. But a lot of them do not want to do more work if it's not required from them. • Kameron Grosvenor – Asked are the HMIS licenses still restricted and is there a plan to expand that? ○ Aziza Manuel – Responded I worry if we open it, we will continue to have a lot of issues like last year where providers are not entering things into the system. • Marisela Manzo – Asked is there a way to track average time of an individual from when their file is ready of how long it is taking us as a county to house them? ○ Aziza Manuel – Responded we can create a report, but it's on the providers to exit the clients. I could run a report, but it would not be accurate because there is still a lump sum of providers who are not entering the exit dates into the system. ○ Kameron Grosvenor – Asked is there a way to link the housing date under their enrollment? ○ Javita Webster – You are correct, in housing programs there is a move in date which I am going to talk about during my presentation. ○ Aziza Manuel – Answer yes, I can run that report, but it will not be accurate since we are just the matchmaker as a referral agency. The housing providers must do that footwork. Being no other discussion, the Chair closed item # 2
PRESENTATION / INFORMATION SHARING	**PRESENTER**	**ACTION/OUTCOME**
Receive a presentation on the Second Quarter 2026 Homeless Management Information System (HMIS) Outreach Dashboard, including program enrollments and exits by region, a summary of data and recommendations for improvement	Jevita Webster, Business System Analyst, Office of Homeless Services, San Bernardino County	The Chair opened item No. 3, and recognized Jevita Webster for the presentation, who provided the following information: The Vice Chair opened the item for public comments. Public comments were made. No public comments were made. Jevita Webster - presented the following: • An overview of HMIS activity for street outreach, coordinated entry, housing programs, and regional performance during Quarter 2

		• Assessment activity by outreach regions • Housing enrollments vs Housed clients by program types • Client's journey across the homeless response system Discussion and Questions from the Board: • Marisela Manzo – Asked what is the extra step to get them from outreach to a referral? o Jevita Webster – Responded, make sure they are document ready. That is the key for the clients. • Marisela Manzo – Asked once the file is complete is it the street outreach team who puts them into housing? o Jevita Webster – Answered, no it's ISCUW who puts them into housing. • Kameron Grosvenor – Asked are the numbers for coordinated entry different because they are not document ready? o Jevita Webster – Answered, yes. • William Lamas – Asked for the housing queue, it's only for permanent housing or rapid rehousing? o Jevita Webster – Answered, yes. • William Lamas – Asked did we get an update on the users that can input data? o Jevita Webster – Answered, yes, the organizations were able to get their staff the licenses that were needed. Now the providers must make sure they're updating the information in the system. • William Lamas – Asked have we tied in with of the surrounding counties to get their data? o Jevita Webster – Answered, yes, we are working with other counties to look at that. • Giovanni Quiroz – Commented I'd like to see a further breakdown of how many street outreach clients are being directly plugged into the CE agency. o Jevita Webster – Answered, yes most definitely. • Sue Walker – Asked do you see a trend in the HMIS data? Are homeless decreasing, increasing or staying the same? o Jevita Webster – Answered, I can look at that data but giving an analysis on that I can't since I haven't looked at it yet. There being no further discussion, the Chair closed Item # 3.

BOARD MEMBER COMMENTS	PRESENTER	ACTION/OUTCOME
		The Chair opened the floor for comments from Committee members. Discussion ensued: • Giovanni Quiroz –Thanked everyone on the Committee and let them know there is currently transitional housing units available for families. Currently working with HMIS to make those beds available through that system. • William Lamas – A subcommittee is currently working actively on updating the policies and procedures on how we navigate CES and there should be an update at the next meeting. • Kameron Grosvenor –Thanked Javita and Aziza on presentations. Stated the data even though it's imperfect it is very useful. • Marisela Manzo – Thanked the presenters and commended their efforts. Highlighted how important it is to get families documents ready so funding can continue to meet deadlines.
ADJOURNMENT		
		The meeting adjourned at 10:54 a.m.
Next CES Meeting		The next Outreach and CES Meeting will be held as follows: November 19, 2026 10:00 a.m. – 11:30 a.m. Location: Peformance, Education & Resource Center (PERC) 217 East Club Center Drive, San Bernardino CA 92408

COMMITTEE DATA SUMMARY

Inland Southern California UNITED WAY | 211 Inland Southern California 211+

Q2 2026 OVERVIEW

Total Served

2,098

Source: HMIS
Reporting period: April 1, - June 30, 2026

REFERRAL OUTCOMES BY AGENCY

Inland Southern California UNITED WAY | 211 Inland Southern California 211+

Referral Outcomes Statistics

CE Agency

Date Range: 04/01/2026 thru 06/30/2026

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**
Lutheran Social Services of Southern California (LSSSC)	165	160	20	116	49
City of Victorville (COV)	155	0	13	2	0
Knowledge & Education for Your Success (KEY)	139	124	115	22	0
Healthcare in Action (HIA)	49	45	13	7	0
SB Department of Behavioral Health (DBH)	37	35	26	6	1
Inland Temporary Homes (ITH)	28	11	18	6	0
SB Office of Homeless Services (OHS)	9	7	3	17	1
US Veterans Inc (USV)	10	0	8	0	0
Step Up on Second Street, Inc. (SUS)	0	0	6	0	0
Inland Valley Hope Partners (IHP)	4	1	4	0	0
SB Housing Authority (HA1)	2	2	3	0	0
Children's Fund, Incorporated (CFI)	3	1	1	2	0
Lighthouse Social Services (LSS)	3	0	3	0	0

Reporting period:
April 1, - June 30, 2026

SUMMARY OF DATA

Inland Southern California UNITED WAY | 211 Inland Southern California 211+

Permanent Supportive Housing (PSH)

- 52 pending
- 37 pending/in process
- 46 accepted
- 6 denied
- 1 expired

PSH referrals resulted in 46 accepted placements/referrals, demonstrating continued activity toward connecting eligible clients with permanent supportive housing.

Reporting period: April 1, - June 30, 2026

RAPID RE-HOUSING (RRH)

- 110 pending
- 83 pending/in process
- 92 accepted
- 33 denied

RRH had the highest number of accepted referrals among the housing-focused categories, with 92 accepted during the reporting period.
During the April 1–June 30, 2026 reporting period, the CES recorded 1,452 referral status entries across participating housing, shelter, prevention, and outreach programs. Of these, 233 referrals were accepted, 604 remained pending, 386 were pending/in process, 178 were denied, and 51 expired.

Reporting period: April 1, - June 30, 2026

211 CONTACT CENTER DATA

Inland Southern California UNITED WAY

211 Inland Southern California 211+

Needs Categories	# of Referrals	% of Referrals
Housing	32083	41.89%
Food/Meals	16663	21.76%
Utility Assistance	5265	6.87%
Clothing/Personal/Household Needs	4664	6.09%
Mental Health/Substance Use Disorders	3592	4.69%
Legal, Consumer and Public Safety Services	3194	4.17%
Employment	2704	3.53%
Individual, Family and Community Support	2533	3.31%
Health Care	1478	1.93%
Disaster Services	1056	1.38%
Transportation	1051	1.37%
Income Support/Assistance	843	1.10%
Information Services	814	1.06%
Other Government/Economic Services	235	0.31%
Education	187	0.24%
Volunteers/Donations	172	0.22%
Arts, Culture and Recreation	54	0.07%
Grand Total	**76588**	**100%**

Month	# of Cases/Calls
Jan	4707
Feb	4333
Mar	5071
Apr	4949
May	5093
Jun	5235
Jul	5807
Aug	5668
Sep	3639
Grand Total	**572**

Reporting period:
January 1 - September 21, 2026

KEY UPDATES

Inland Southern California UNITED WAY | 211 Inland Southern California 211+

CES Policies & Procedures Update

- We have created a committee made up of community partners, CES, and OHS to review the CES Policies & Procedures. The group is going through the policies section by section to identify areas that may need to be updated, clarified, or changed, as well as address any barriers that providers and clients may be experiencing.
- We are working together to make sure the policies reflect how CES is currently operating and what is needed in the community. Our goal is to have the review and recommended changes completed by the end of the year, pending the required approvals.