



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: **August 13, 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 – 10:10 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.	Approval of the Minutes from the June 11, 2026, CES Committee Meeting	10:10 – 10:25 am
	CES Policy Committee Update – Provide update on first meetings held, the steps being taken to make recommendations	



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	Presenter: William Lamas, Chair	
Item No.	Discussion and Presentations	
2.	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+	10:25 – 11:50 am
3.	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	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	October 8, 2026 from 10:00 – 11:30 a.m. Location: First 5 735 E Carnegie Drive #150, 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
June 11, 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 10:06 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 were not introduced. There were seven members of the public in attendance and more than 15 participants joined via Zoom and/or telephone. The following Outreach and CES Committee members or their alternates were present at the meeting: - William Lamas, David Rabindranath, Marisela Manzo, Mirna Lopez, Members arriving late: - Kameron Grosvenor (arrived at 10:07 a.m.) - Sue Walker (arrived at 10:09 a.m.) Members absent: - Nancy Felix - Giovanni Quiroz
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 April 9, 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. Marisela Manzo made a motion to approve the consent calendar and was seconded by Sue Walker. There were no discussions or questions from Committee members. Vote was taken: • 6 members were in favor: William Lamas, David Rabindranath, Sue Walker, Marisela Manzo, Kameron Grosvenor, Mirna Lopez • 0 members were opposed: • 0 members recused:
PRESENTATION / INFORMATION SHARING	PRESENTER	ACTION/OUTCOME
Received 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	The Chair opened item No. 2 and recognized Colin Caprara for presentation. David Rabindranath moved to defer public comments until the conclusion of all presentations. The motion was seconded by Marisela Manzo. Colin Caprara presented the following: • The goal is to predict and prevent homelessness. • The predictive model identifies people at high risk of homelessness. • See how equitable models are in the way it predicts homelessness. • How implementing and improving HPU outreach and service is hard work.

		Discussion and Questions from the Board: • Kameron Grosvenor – Asked whether there is urgency and what outcomes are anticipated. ○ Colin Caprara – Responded recent dramatic risks and there is a delay. • Marisela Manzo – Asked whether the cost of collecting and analyzing the data is worth the investment and what impact it is expected to have? ○ Colin Caprara – Responded self-identifying and high-risk group of people are not asking and applying for help. • David Rabindranath – Asked when the study was conducted. ○ Colin Caprara – Responded the study was conducted in 2023. • Sue Walker – Asked whether the project's funding provided flexibility. ○ Colin Caprara – Responded the original funding was more flexible. There being no other discussion, the Vice Chair closed Item No. 2. • William Lamas – Asked about the correlation between the Point-in-Time Count results over the previous 12 months. ○ Colin Caprara – Responded the model does not measure homelessness. There being no further discussion, the Chair closed item # 2
PRESENTATION / INFORMATION SHARING	PRESENTER	ACTION/OUTCOME
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+	The Vice Chair opened item No. 3, and recognized Aziza Manuel for the presentation, who provided the following information: The Vice Chair opened the item for public comments. Public comments were made. • Ruth Humphrey Aziza Manuel - presented the following: • HMIS data information from October 1st to December 31st of 2025. • There were 111 Rapid Rehousing referrals, KEYS had funding that needed to be expanded. • 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.

		Discussion and Questions from the Board: - David Rabindranath – Asked whether ISCUW 211+ is working with IEHP community support partners. - Aziza Manuel – Responded, they don't use HMIS. - Marisela Manzo – Asked whether referrals can be redirected when appropriate. - Aziza Manuel – Answered, yes. There being no further discussion, the Chair closed Item # 3.
PRESENTATION / INFORMATION SHARING	PRESENTER	ACTION/OUTCOME
Receive a presentation on the Homeless Management Information System (HMIS) Outreach Dashboard	Jevita Webster, Business System Analyst, Office of Homeless Services, San Bernardino County	The Chair opened item No. 4, 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. Jevita Webster - presented the following: - HMIS Outreach Performance - Street outreach program overview for the period of January through March 2026. - Street outreach exits and destinations. - People served by outreach programs by region. Discussion and Questions from the Board: - William Lamas – Asked for the regional data do you want us to go back and update? - Jevita Webster – Answered, yes, back to October 2025. - Mirna Lopez – Questioned the data from HMIS? - Jevita Webster – Answered, it was created manually. There being no further discussion, the Chair closed Item # 4.
BOARD MEMBER COMMENTS	PRESENTER	ACTION/OUTCOME
		The Chair opened the floor for comments from Committee members. Discussion ensued:

		• Kameron Grosvenor thanked the committee members for their participation and contributions. • Marisela Manzo expressed interest in increasing referrals through CES and family programs and thanked everyone for attending. • David Rabinadranath thanked 211 and Office of Homeless Services (OHS) for their continued support and noted that local providers had recently completed CES training. • William Lamas thanked the presenters for their informative presentations and commended their efforts. He also shared that he is coordinating with Inland Empire Health Plan (IEHP) and Molina Healthcare to participate in a future CES Committee meeting.
ADJOURNMENT		
Next CES Meeting		The meeting adjourned at 11:40 a.m. The next Outreach and CES Meeting is scheduled as follows: Date: August 13, 2026 Time: 10:00 a.m. – 11:30 a.m. Location: 217 East Club Center Drive Suite A San Bernardino, CA 92408

COMMITTEE DATA SUMMARY



Inland Southern
California
UNITED WAY



Q2 2026 OVERVIEW

Total
CES Enrollments

2,096

Permanent
Housing Referrals

23 Pending

33 Approved

Rapid Re-Housing
Referrals

21 Pending

103 Approved

Source: HMIS

Reporting period: April 1 through June 30, 2026

SUMMARY OF DATA



During the reporting period (04/01/2026–06/30/2026), there were 2,096 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: April 1 through June 30, 2026

MATCH MAKING REMINDERS & TIPS



Please double check HMIS to ensure all the children are enrolled and added to household

PSH Must have Chronic homeless proof (12 chronological months) or 4 months of services for each year (must be 3 years = 12 months)

EXAMPLES OF PROOF OF CHRONIC HOMLESSNESS:

- Letters from Business' in the area
- Proof of recent storage receipts
- Additional homeless services letter
 - examples: shelters, senior centers, teamsters house)

VISPDAT SCORES:

- Average Individual score = 9
- Average Family score = 12
- Average TAY score = 6

Requested to be presented by Committee

CHECKLIST OF ITEMS NEEDED FOR MATCH MAKING - FAMILIES



Inland Southern
California
UNITED WAY



ITEM	COMPLETED
ID for anyone over 18	
Birth Certificates for Minors	
SS Cards for all HH Members	
Income (paystubs, Calworks, SS Award Letter)	
Photo of Client	
Photo of Clients encampment/Car	
Chronic Homeless Proof (if applicable)	

All documents collected should be recent

Requested to be presented by Committee

CHECKLIST OF ITEMS NEEDED FOR MATCH MAKING - INDIVIDUAL



Inland Southern
California
UNITED WAY



ITEM	COMPLETED
ID for anyone over 18	
SS Cards for all HH Members	
Income (paystubs, Calworks, SS Award Letter)	
Photo of Client	
Photo of Clients encampment/Car	
Chronic Homeless Proof (if applicable)	

All documents collected should be recent

Requested to be presented by Committee



REFERRAL OUTCOMES BY AGENCY: RAPID RE-HOUSING



Inland Southern
California
UNITED WAY



PH – Rapid Re-Housing						
Referring Agency	Referred to Agency: Program Name	P	P / I	A	D	E
CE Agency	SB Children and Family Services (CFS): CFS Bringing Families Home (RRH)	1	0	0	0	0
CE Agency	Inland Valley Hope Partners (IHP): IHP CoC Family Stabilization Program	13	1	3	0	0
CE Agency	Inland Temporary Homes (ITH): ITH CoC Infinite Horizons (RR-H)	7	6	8	2	0
CE Agency	Knowledge & Education for Your Success (KEY): KEY CoC KEYS for Life	0	0	1	0	0
CE Agency	Knowledge & Education for Your Success (KEY): KEY CoC KEYS for Success	0	0	3	3	0
CE Agency	Knowledge & Education for Your Success (KEY): KEY SF Housing Support	0	2	87	14	0
CE Agency	Knowledge & Education for Your Success (KEY): KEY SF HSP Interim Housing	0	0	0	1	0
CE Agency	SB Office of Homeless Services (OHS): OHS ESG Federal (RRH)	0	0	0	3	0
CE Agency	SB Office of Homeless Services (OHS): OHS ESG FEDERAL 2024 (RRH)	0	6	1	4	0

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

Reporting period:
April 1 through June 30, 2026

REFERRAL OUTCOMES BY AGENCY: STREET OUTREACH & HOUSING ONLY



Inland Southern
California
UNITED WAY



Inland Southern
California 211+

Street Outreach						
Referring Agency	Referred to Agency: Program Name	P	P / I	A	D	E
CE Agency	City of Victorville (COV): COV ERF-3 (SO)	144	59	10	1	0
CE Agency	City of Victorville (COV): COV PF Street Outreach (SO)	3	0	0	0	0
CE Agency	Healthcare in Action (HIA): HIA IEHP Street Medicine (SO)	13	35	10	5	0

PH – Housing Only						
Referring Agency	Referred to Agency: Program Name	P	P / I	A	D	E
CE Agency	Inland Temporary Homes (ITH): ITH HHAP 4 Central Valley (PH)	5	2	3	0	0

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

Reporting period:
April 1 through June 30, 2026

REFERRAL OUTCOMES BY AGENCY (CONT.)



Inland Southern
California
UNITED WAY



PH – Permanent Supportive Housing (disability required for entry)

Referring Agency	Referred to Agency: Program Name	P	P / I	A	D	E
CE Agency	SB Department of Behavioral Health (DBH): DBH CoC Laurel Brook II (PSH)	1	1	1	2	0
CE Agency	SB Department of Behavioral Health (DBH): DBH CoC Project Cornerstone	4	41	15	3	0
CE Agency	SB Department of Behavioral Health (DBH): DBH CoC Project Cornerstone	2	0	0	0	0
CE Agency	SB Department of Behavioral Health (DBH): DBH HUD Golden Apartments	2	0	0	0	0
CE Agency	SB Department of Behavioral Health (DBH): DBH MHSA-SNHP Liberty Lane	1	4	0	0	0
CE Agency	SB Department of Behavioral Health (DBH): DBH NPLH Las Terrazas (PSH)	1	0	0	0	0
CE Agency	SB Housing Authority (HA1): HA1 PF Bloomington III (PSH)	0	1	0	0	0
CE Agency	SB Housing Authority (HA1): HA1 PF Desert Haven (PSH)	0	1	0	0	0
CE Agency	SB Housing Authority (HA1): HA1 PF Golden Apartments (PSH)	1	0	3	0	0
CE Agency	SB Housing Authority (HA1): HA1 PF North Gate (PSH)	0	2	0	0	0
CE Agency	Inland Temporary Homes (ITH): ITH HHAP 4 West Valley (PH)	1	0	0	0	0
CE Agency	Lighthouse Social Services (LSS): LSS CoC Hope for Heroes (PSH)	2	0	3	0	0
CE Agency	Step Up on Second Street, Inc. (SUS): SUS CoC Step Up (PSH)	1	0	6	0	0
CE Agency	US Veterans Inc (USV): USV CoC Veterans PSH (PSH)	7	0	5	0	0

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

Reporting period:
April 1 through June 30, 2026

KEY HIGHLIGHTS



Inland Southern
California
UNITED WAY



City of Victorville processed the highest referral volume, with:

- 144 pending
- 59 in progress
- 10 accepted
- 1 denied
- 0 expired

SBCo DBH also managed a high number of referrals:

- 4 pending
- 41 in progress
- 15 accepted
- 3 denied

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

- 87 accepted referrals out of 103 total referrals reviewed.

211 CONTACT CENTER DATA



Inland Southern
California
UNITED WAY



NEEDS CATEGORIES	# OF REFERRALS	% OF REFERRALS
Housing	10,405	43.12%
Food/Meals	5,686	23.56%
Clothing/Personal/Household Needs	1,447	6.00%
Utility Assistance	1,427	5.91%
Mental Health/Substance Use Disorders	1,110	4.60%
Legal, Consumer and Public Safety Services	940	3.90%
Employment	877	3.63%
Individual, Family and Community Support	708	2.93%
Health Care	405	1.68%

NEEDS CATEGORIES	# OF REFERRALS	% OF REFERRALS
Transportation	291	1.21%
Income Support/Assistance	225	0.93%
Disaster Services	221	0.92%
Information Services	157	0.65%
Other Government/Economic Services	76	0.31%
Education	59	0.24%
Volunteers/Donations	50	0.21%
Unknown	37	0.15%
Arts, Culture and Recreation	10	0.04%
GRAND TOTAL	24,131	100%



Power BI

Office of Homeless Services HMIS Coordinated Entry Analytics

Second Quarter (Q2) 2026 | April 1-June 30, 2026

[View in Power BI](#)

Last data refresh:

7/23/2026 3:06:52 AM UTC

Downloaded at:

7/23/2026 3:15:13 AM UTC



Dashboard Guide

Coordinated Entry Analytics Dashboard

Quarter 2 (April 1 – June 30, 2026)

Purpose:

This dashboard provides an overview of HMIS activity for Street Outreach, Coordinated Entry, Housing Programs, and regional performance during Quarter 2. It is intended to support operational discussions, identify trends, and inform decision-making.

 **Reporting Period**
Quarter 2
Apr 1 – Jun 30, 2026

 **Dashboard Scope**
Quarter 2 Overview, Street Outreach, Coordinated Entry, Housing Outcomes, Client Journey, Regional Analysis.

 **Key Definitions**
Client counts represent different HMIS activities and should not be added together.
Client counts are **not expected to match one-for-one** across pages.
Each dashboard page measures activity within a different part of the CE process.

 **Navigation**
Executive Summary → Street Outreach → Coordinated Entry → Housing → Client Journey → Regional Analysis

- Important Notes**
- Clients may enter Coordinated Entry through multiple access points, including Street Outreach, 211, Regional Access Points, Emergency Shelters, and other Coordinated Entry referral pathways.
 - Housing outcomes are based on a documented **Housing Move-in Date** recorded in HMIS.
 - Counts reflect activity recorded in **Clarity HMIS** during the reporting period.

OHS HMIS Coordinated Entry Analytics Dashboard

Quarter 2 (April 1 – June 30, 2026)

Street Outreach Clients

789

CE Clients

1,152

Housing Programs

96

Clients enrolled in a housing program during the reporting period.

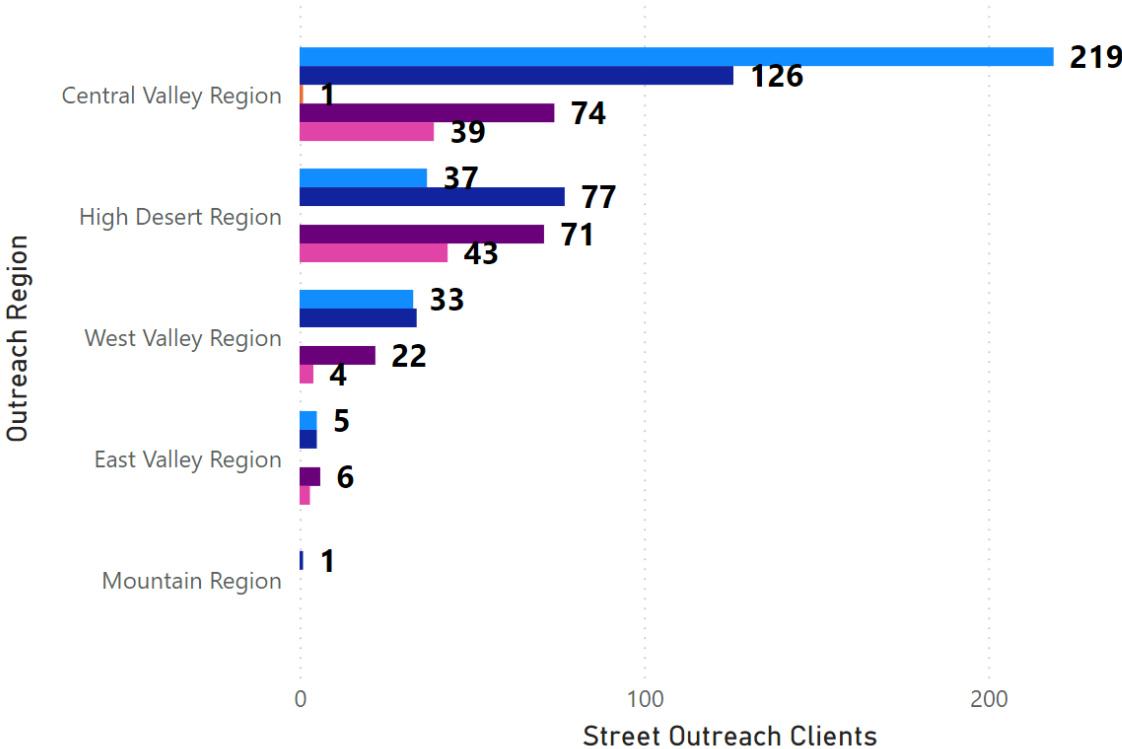
Housing Program Enrollments

1,743

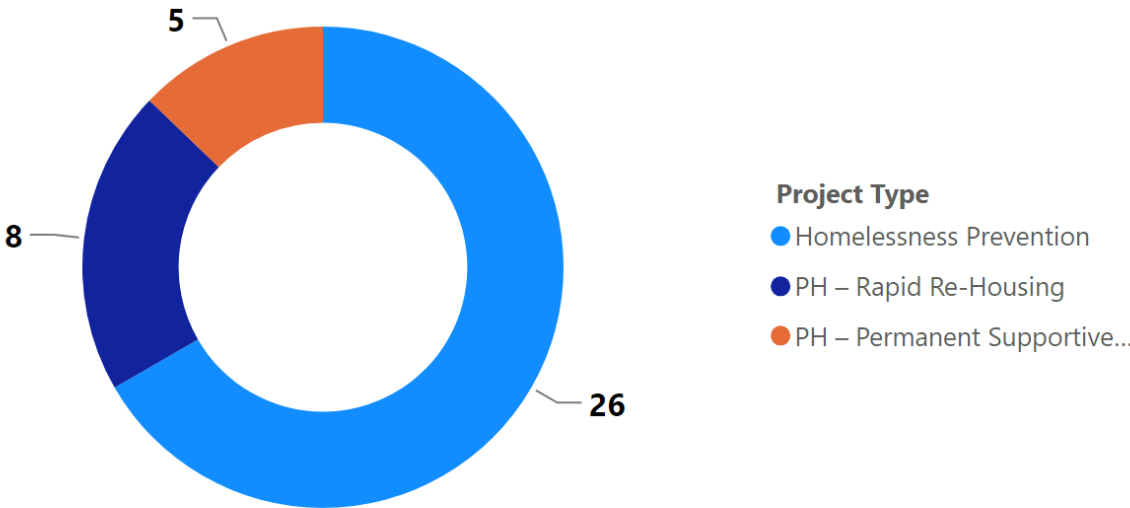
Street Outreach Client Engagement by Region

Days in Outreach

- 0–30 Days
- 31–60 Days
- 365+ Days
- 61–90 Days
- 91–180 Days



Clients with Housing Move-in Date by Housing Type



Documented housing outcomes are based on clients with a recorded Housing Move-in Date in HMIS. Housing program enrollments without a documented move-in date are excluded.

Street Outreach Analysis – Q2

All

All

Street Outreach Clients

789

Active Street Outreach Clients

515

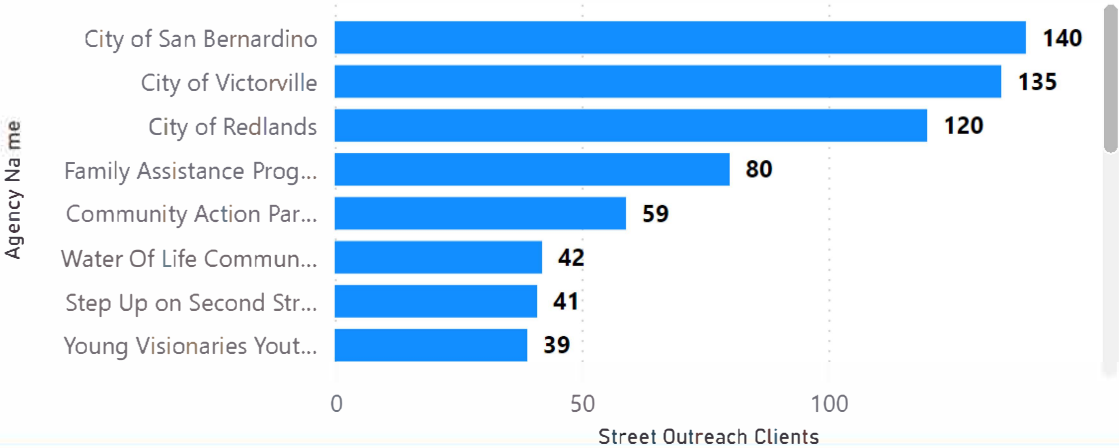
Street Outreach Programs

25

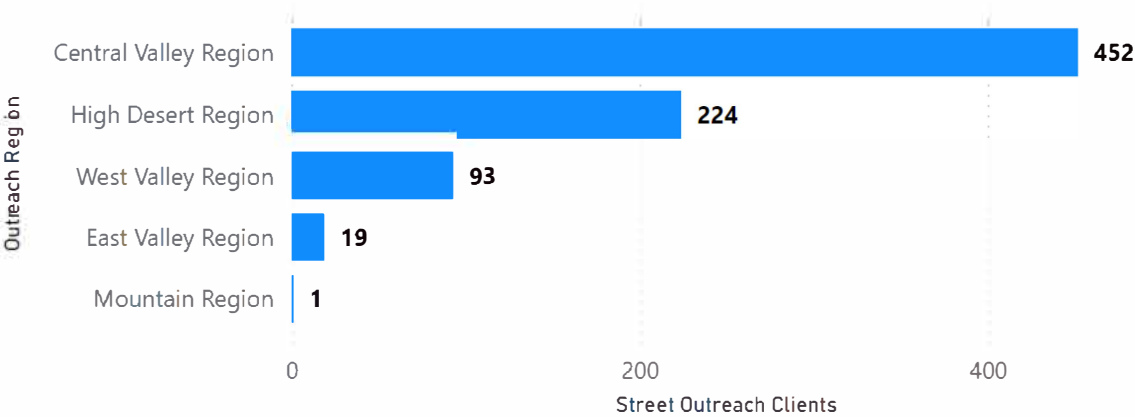
Street Outreach Providers

20

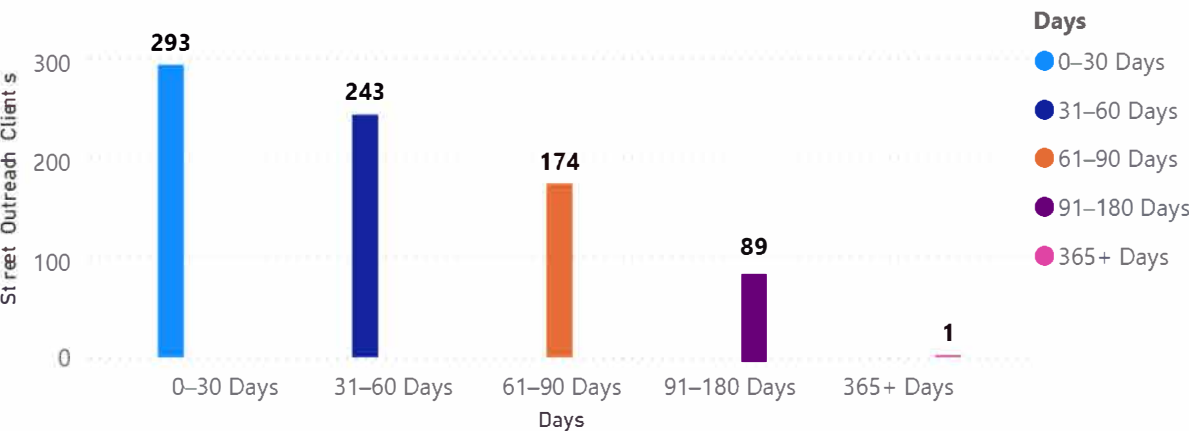
Clients by Provider



Clients by Outreach Region



Days in Outreach



Street Outreach Quarter 2 Highlights

- 789 unique clients served.
- 515 clients remain actively engaged.
- Central Valley had the highest outreach activity.
- 20 providers delivered Street Outreach services.
- Most clients remained in outreach for 0–30 days.

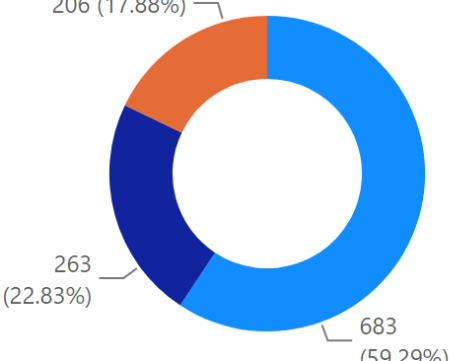
Coordinated Entry Analysis

Quarter 2 (April 1 – June 30, 2026)

Region

All

Household Types



Clients Household...

Single Adult

Household wit...

Household wit...

CE Client

1,152

CE Assessments

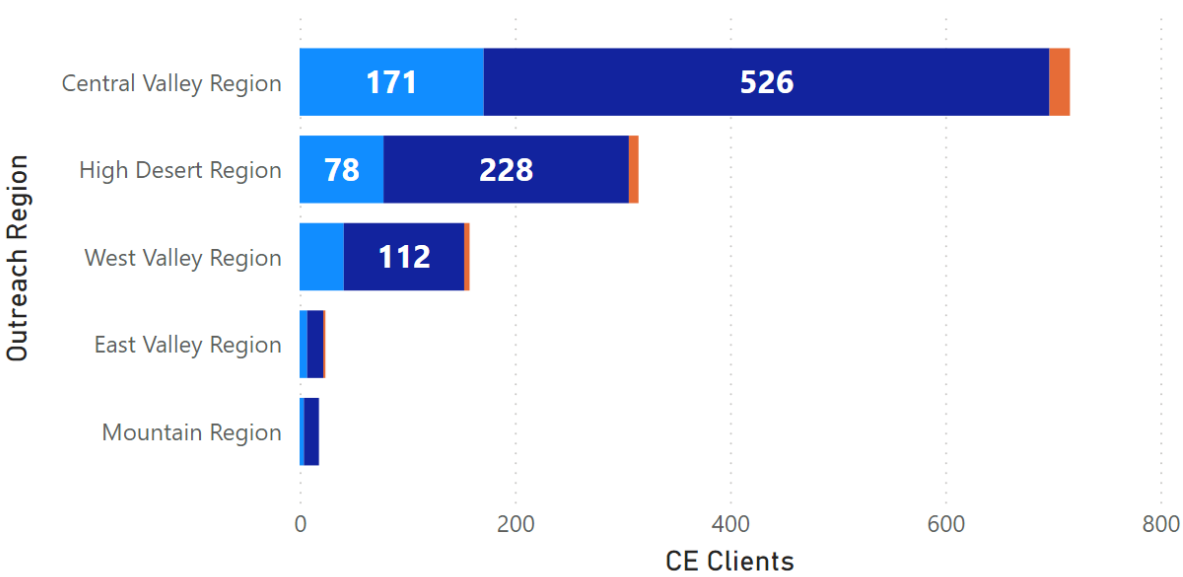
3K

Assessment Types

3

Assessment Activity by Outreach Region

Assessment Tool ● FAMILY VI-SPDAT V3 ● INDIVIDUAL VI-SPDAT V3 ● TAY-VI-SPDAT [V2]



Coordinated Entry Quarter 2 Highlights

- 1,152 unique clients participated in Coordinated Entry.
- Three standardized assessment types were completed during Quarter 2.
- Individual VI-SPDAT V3 was the most frequently completed assessment.
- The Central Valley Region had the highest number of Coordinated Entry participants.
- Single Adults represented the largest household population entering Coordinated Entry.

Housing Outcomes Analysis

Quarter 2 (April 1 – June 30, 2026)

Region

All

Housing Program Type

All

Programs Name

- ☐ ACG VA GPD Veteran Housing (TH)
- ☐ ACOF Liberty Lane (PSH)
- ☐ BCC HHIP Rapid Rehousing (RRH)
- ☐ BEJ ERF 3 SB City (RRH)
- ☐ BTY SB Probation (TH)
- ☐ CFI HHAP 4 (HP)
- ☐ CFS TAY-THP (TH)
- ☐ CIT ERF-3R (RRH)

Housing Program Enrollments

1,743

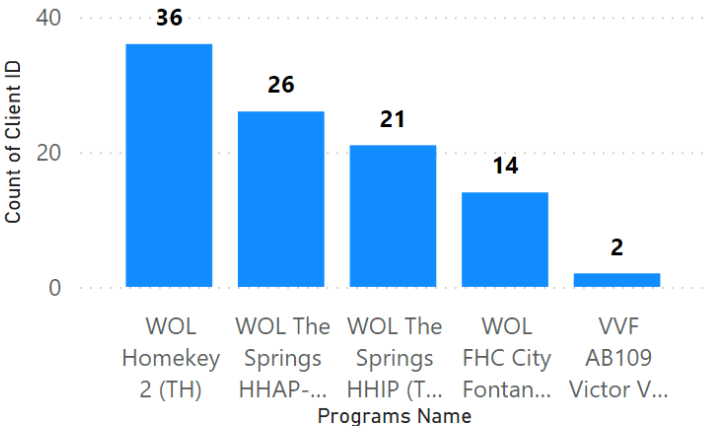
Clients with Housing Move-in Date

36

Housing Programs

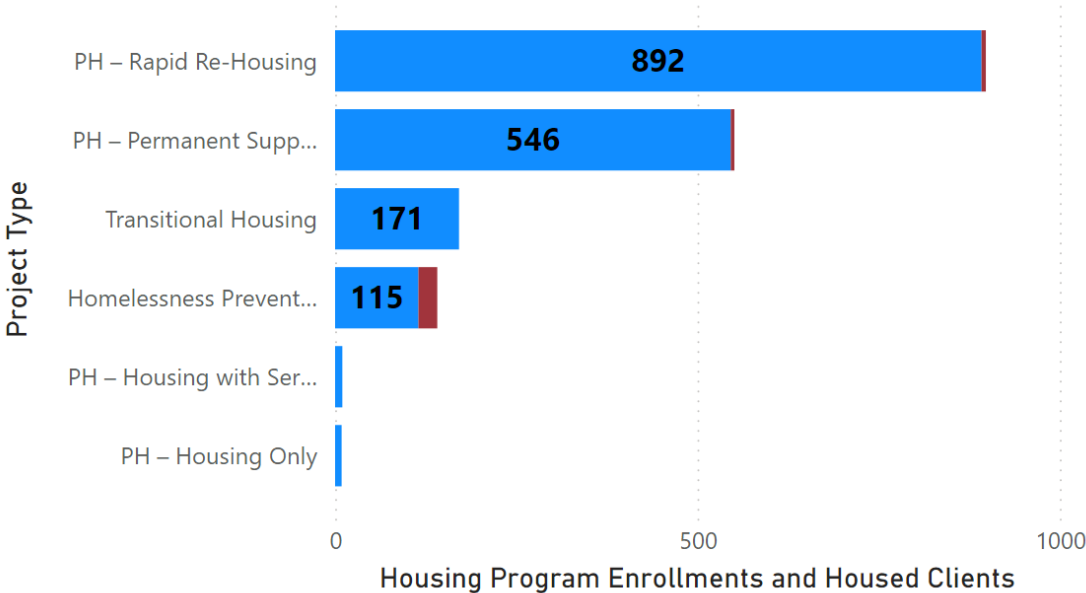
96

Top Housing Programs by Enrollment



Housing Enrollments vs. Housed Clients by Program Type

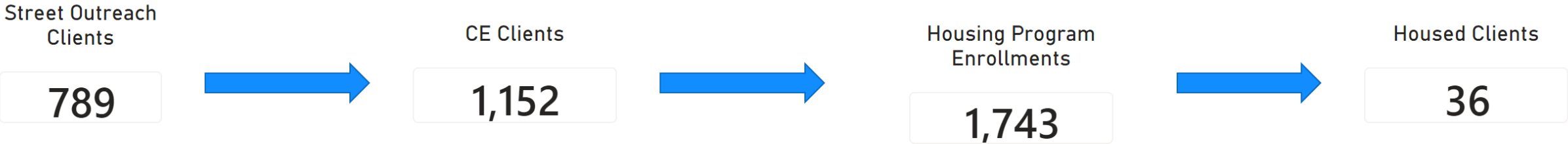
● Housing Program Enrollments ● Housed Clients



Housing Quarter 2 Highlights

- 1743 housing program enrollments were recorded during Quarter 2.
- 36 clients had a documented Housing Move-in Date in HMIS.
- Rapid Re-Housing accounted for the highest number of housing program enrollments.
- Homelessness Prevention recorded the highest number of documented housing placements.
- Housing outcomes are based on clients with a recorded Housing Move-in Date.

Client Journey Across the Homeless Response System



Client Journey Overview

- 789 clients engaged through Street Outreach.
-
- 1,152 clients participated in Coordinated Entry.
-
- 1,743 housing program enrollments were recorded.
-
- 36 clients had a documented Housing Move-in Date.

Clients may enter Coordinated Entry through multiple access points, including Street Outreach, 211, Regional Access Points, shelters, or other Coordinated Entry referral pathways. Therefore, counts at each stage are not expected to match one-for-one.

The dashboard measures activity within each part of the homeless response system and should not be interpreted as a single client pipeline.

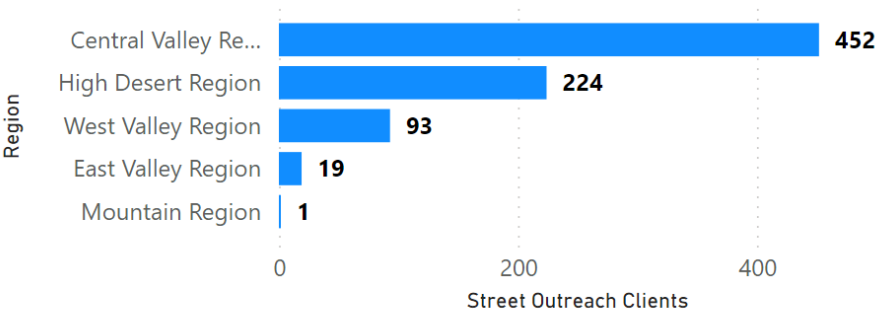
Reginal Analysis

Quarter 2 (April 1 – June 30, 2026)

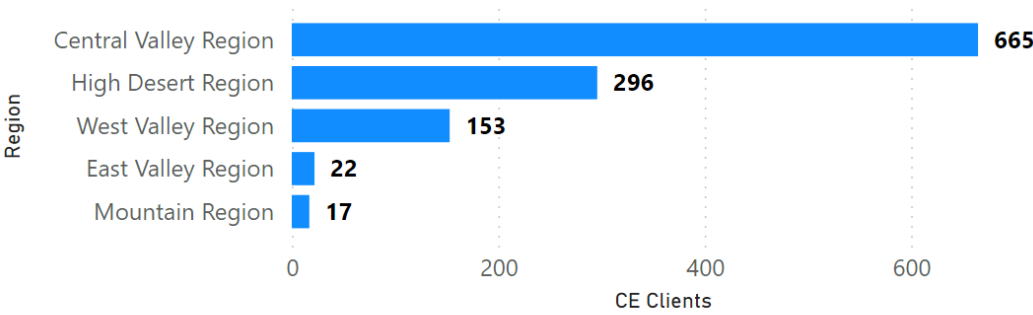
Region

All

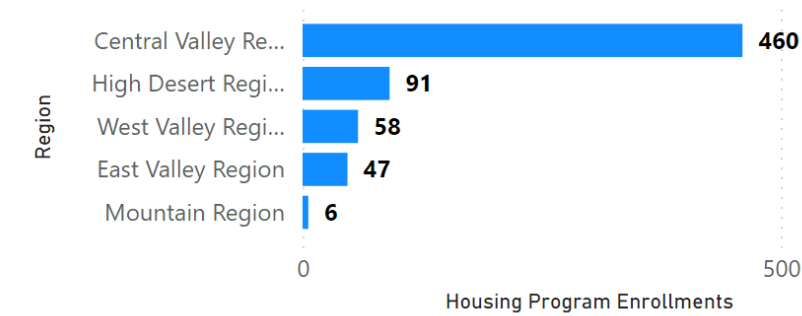
Street Outreach Clients by Region



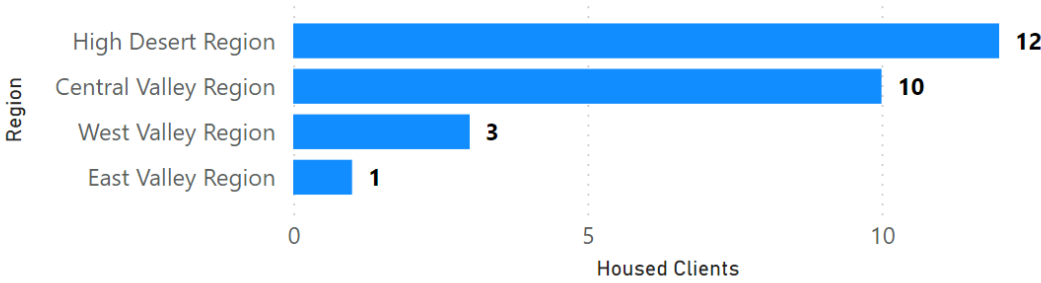
Coordinated Entry Clients by Region



Housing Program Enrollments by Region



Clients with Housing Move-in Date by Region



Regional Quarter 2 Highlights

- Central Valley recorded the highest Street Outreach activity.
- Central Valley also had the highest Coordinated Entry participation.
- Central Valley recorded the highest number of Housing Program Enrollments.
- High Desert recorded the highest number of documented Housing Move-in Dates.
- Regional comparisons highlight where services and housing outcomes differ across the County.