



**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**

**Meeting date, time, and place**      Date: **June 12, 2025**  
    Time: **10:30 a.m. – 12:00 p.m.**  
    Location: **Human Services Administration Office**  
    **HSS Conference Room**  
    **150 S Lena Rd**  
    **San Bernardino, CA 92415**

CES Committee members must attend the meeting in person.

The public may observe the meeting online at:

[\*\*Join the meeting now\*\*](#)

Meeting ID: 258 127 411 790 \*\*\* Passcode: e6Cr2jP2

Dial in by phone +1 661-568-6806,,694104756# Conference ID: 694 104 756#

**Note: 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 Outreach and Coordinated Entry System (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.

Time 10:30 am

<b>Call to Order</b>	Chair or Designee will call the meeting to order	10:30 – 10:40 am
<b>Invocation/ Pledge</b>	Chair or Designee will lead the Invocation and Pledge of Allegiance	
<b>Introductions</b>	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.

<b>Public Comment</b>	Any member of the public may address the Coordinated Entry System (CES) committee on any matter not on the agenda that is within the subject matter jurisdiction of the CES committee.
<b>Item No.</b>	<b>Consent</b> Action on Consent agenda - The motions and votes for Consent agenda items are taken as a single action. If the committee directs that an item listed on the Consent



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	agenda be held for further discussion, the item will be addressed under “Deferred Items” listed on the Discussion agenda	
1	Approve Minutes of the April 21, 2025, CES Meeting – William Lamas, Chair	10:40 – 10:45 am Pgs. 3-6

Item No.	Discussion/Action Item/Deferred Items	
2	Receive Update on Contact Center Data, Demographic breakdown by region, and Needs and Referral count – Christopher Darbee, Inland Southern California United Way (ISCUW) 211+	10:45 – 11:05 am Pgs. 7-15
3	Receive Update on Homeless Management Information Systems (HMIS) Data by regions for program enrollments and exits – Jevita Webster, Office of Homeless Services	11:05 – 11:25 am Pgs. 16-26
4	Voting of CES Committee Secretary – William Lamas, Chair	11:25 – 11:35 am
Committee Member Comments		
	Individual committee member comments. Each member is given 3-minutes to make comments.	11:35 – 12:00 am
Adjournment		12:00 pm
Next CES Meeting	Thursday, July 10, 2025 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 OUTREACH AND COORDINATED ENTRY SYSTEM COMMITTEE MEETINGS ARE ACCESSIBLE TO PERSONS WITH DISABILITIES. IF ASSISTIVE LISTENING DEVICES OR OTHER AUXILIARY AIDS OR SERVICES ARE NEEDED IN ORDER TO PARTICIPATE IN THE PUBLIC MEETING, REQUESTS SHOULD BE MADE THROUGH THE OFFICE OF HOMELESS SERVICES AT LEAST THREE (3) BUSINESS DAYS PRIOR TO THE PARTNERSHIP MEETING. THE OFFICE OF HOMELESS SERVICES TELEPHONE NUMBER IS (909) 501-0610 AND THE OFFICE IS LOCATED AT 560 E. HOSPITALITY LANE, SUITE 200, SAN BERNARDINO, CA 92408-0044. <https://sbchp.sbccounty.gov/> AGENDA AND SUPPORTING DOCUMENTATION CAN BE OBTAINED AT 560 E. HOSPITALITY LANE, SUITE 200, SAN BERNARDINO, CA 92408-0044.

**Minutes for San Bernardino County Homeless Partnership  
Outreach and Coordinated Entry System (CES) Committee  
Special Meeting**

April 21,2025 from 10:30 a.m. – 11:30 a.m.

Minutes Recorded and Transcribed by Kenesha Potts (Program Specialist I), Office of Homeless Services

TOPIC	PRESENTER	ACTION/OUTCOME
Call to Order	William Lamas, Chair	The meeting was called to order at 10:30 a.m.
Outreach and Coordinated Entry System (CES) Committee Members Present	William Lamas, Chair	<p>Members of the public are not introduced. There were over 26 members of the public who joined Outreach and Coordinated Entry System (CES) Committee meeting in person, via Zoom and/or telephoned in.</p> <p>The following Outreach and Coordinated Entry System (CES) Committee members or their alternates were present for the meeting:</p> <ul style="list-style-type: none"> <li>• William Lamas, Sue Walker, David Rabindranath, Manual Tristan</li> </ul> <p>Members arriving late:</p> <ul style="list-style-type: none"> <li>• Kameron Grosvenor (10:37 a.m.)</li> </ul> <p>Members absent:</p> <ul style="list-style-type: none"> <li>• Astrid Johnson, Sharon Green</li> </ul>
PUBLIC COMMENTS	PRESENTER	
	William Lamas, Chair	<p>The Chair opened the floor to Public Comments</p> <p>No Public Comments were made.</p> <p>The Chair closed Public Comment.</p>
CONSENT/ACTION ITEMS	PRESENTER	ACTION/OUTCOME
Approve Minutes of February 27, 2025, Outreach and CES Committee Meeting	William Lamas, Chair	<p>The Chair opened the consent calendar portion of the agenda.</p> <p>Manual Tristan made a motion to approve the minutes and was seconded by Kameron Grosvenor.</p> <p>The Chair opened the items for comment by the CoC Board members. No Discussion ensued.</p> <p>Vote was taken:</p> <ul style="list-style-type: none"> <li>• 5 members were in favor: Sue Walker, William Lamas, David Rabindranath, Kameron Grosvenor, Manual Tristan</li> </ul>

		<ul style="list-style-type: none"> <li>• 0 members were opposed:</li> <li>• 2 members absent during this vote: Astrid Johnson, Sharon Green</li> </ul> <p>The motion was approved.</p>
<b>DISCUSSION / INFORMATION SHARING</b>	<b>PRESENTER</b>	<p>Inland Southern California United Way (ISCUW) 211+</p> <p>Aziza Manual, Inland Southern California United Way (ISCUW) 211+</p> <p>The Chair opened item # 2 and recognized Aziza Manuel.</p> <p>Aziza Manuel provided the following updates:</p> <ul style="list-style-type: none"> <li>• A breakdown of demographic of callers by region</li> <li>• A count of the services requested during calls</li> <li>• A count of the referrals sent by agency</li> </ul> <p>The Chair opened the items for comments by the public: No Public comments were made.</p> <p>Discussion and Questions from the Board:</p> <ul style="list-style-type: none"> <li>• David Rabindranath asked "Do you have the average wait time until callers talk to someone?"</li> <li>• Aziza Manuel stated "Wait time has decreased drastically since the implementation of the new system and is projected to continual decline. It was previously two minutes to a minute and ten seconds. The wait time goal is 45 seconds. For providers worried about contacting 211 for homeless services there is a CES direct line. "</li> <li>• David Rabindranath asked "Is 211 still 24hrs?"</li> <li>• Aziza Manuel stated "211 contact center is still 24hrs. If the phone call is received after hours for the CES team, the phone call will be returned within 48 hours. Is there anything missing from the presentation? "</li> <li>• Kameron Grosvenor stated "It would be useful to have the household size of the callers. We personally see larger families."</li> <li>• Aziza Manuel informed "Family household size is something we can capture with our CES data."</li> <li>• David Rabindranath stated "We would also like to know if the clients have pets. This information will allow us to see what program they are eligible for, especially when considering shelters."</li> <li>• Aziza Manuel stated "I think this would be show that way we can understand why a certain population has higher numbers. We may be able to add this to a personal assessment."</li> </ul> <p>The Chair opened the items for comments by the public: No Public comments were made.</p> <p>Being no other discussion, The Chair closed item # 2</p>

Update on Homeless Management Information Systems (HMIS) Data by regions for housed and unhoused individuals	Jevita Webster, Office of Homeless Services	<p>The Chair opened item # 3 and recognized Jevita Webster.</p> <p>Jevita Webster provided the following information:</p> <ul style="list-style-type: none"> <li>• Overview of overall enrollment per region for the third quarter including exits</li> <li>• A breakdown of types of exits</li> <li>• First time enrollments numbers by region, program type, and household type</li> </ul> <p>The Chair opened the items for comments by the public:</p> <ul style="list-style-type: none"> <li>• No public comments were made</li> </ul> <p>Discussion and Questions from the Board:</p> <ul style="list-style-type: none"> <li>• Kameron Grosvenor asked "I am curious if the breakdown is typical. Is the normal amount or has there been an influx."</li> <li>• Jevita Webster informed "This is the first time we are seeing this data"</li> <li>• William Lamas asked, "Would it be good to know the number of programs in each region?"</li> <li>• Jevita Webster stated, "I can get that information."</li> <li>• David Rabindranath inquired "Is there a way to breakdown which programs are exiting people back to the street."</li> <li>• Kameron Grosvenor asked "For clients that are exited back to the street that have anything to do with how they are being exited from the program. "</li> <li>• Jevita Webster stated "Yes, the data could be a result of incorrect program exits, and we can highlight the exits per program."</li> <li>• William Lamas asked, "Does the HMIS training highlight exits."</li> <li>• Jevita Webster informed "Yes, we highlight exits and explain the importance of accurate exit destinations."</li> <li>• William Lamas asked, "Does this data correlate with the point in time count data?"</li> <li>• Jevita Webster stated "This data is independent of the point in time count"</li> <li>• William Lamas asked, "Is this data for the year?"</li> <li>• Jevita Webster informed "This data is from the third quarter not from the year but I can get that data."</li> </ul> <p>Being no other discussion, The Chair closed item # 3.</p>
CONSENT/ACTION ITEMS	PRESENTER	ACTION/OUTCOME
Voting of CES Committee Secretary	William Lamas,	The Chair opened item # 4 and asked that Board Members nominate a secretary for the committee

	Chair	<p>The Chair opened the items for comment by the CES Board members.</p> <p>Discussion and Questions from the Board:</p> <ul style="list-style-type: none"> <li>• William Lamas- Does the secretary have to be a board member?</li> <li>• Annette Florez- Yes</li> <li>• Kameron Grosvenor- I have been asked to do it but I am not able to.</li> <li>• David Rabindranath- We should also consider switching committee members that have not been able to attend</li> </ul> <p>Board members did not have any nominations.</p> <p>Being no other discussion, The Chair closed item # 4.</p>
BOARD MEMBER COMMENTS	PRESENTER	
		<p>The Chair opened the floor for comment from the Outreach and Coordinated Entry System (CES) Committee members.</p> <p>Discussion ensued:</p> <ul style="list-style-type: none"> <li>• William Lamas declared "This committee is responsible for the enhancement and continual development of the coordinated entry system and outreach. This includes maintaining and evaluating a system of outreach, assessment and prevention."</li> <li>• Manuel Tristan informed "There are a couple of guys injured on our team so there are just two of us but we are continuing to do our best."</li> <li>• Kameron Grosvenor stated "I would like to thank Aziza and Jevita for their presentations. The reports were very helpful and I am excited about the progress this committee has made."</li> <li>• David Rabindranath stated "I am also excited to see the tremendous progress being made."</li> <li>• Sue Walker stated "I am pleased with the improvement of data."</li> </ul>
Adjournment		Being no further business, the meeting was adjourned at 11:00 a.m.
Next Meeting		<p>The next CoC Board Meeting will be held as follows:</p> <p>Thursday, June 12, 2025  10:30 am– 12:00 p.m.  Human Services Administration Office  HSS Conference Room  150 S Lena Rd  San Bernardino, CA 92415</p>

## Housing Social Determinants of Health San Bernardino County

### Select a Page

West Valley

Central Valley

Desert

East Desert

Mountains

211 Needs

211 Referrals

Pathways Home

The Inland SoCal 211+ Contact Center empowers residents in Riverside and San Bernardino Counties with resources to thrive. Established in 2005 and authorized by the California Public Utilities Commission, the 211 Contact Center is the easy 3-digit call line 2-1-1 for multi-lingual, culturally relevant information, referrals, and services available 24 hours a day, 7 days a week, including holidays and weekends. Operated by local expert, compassionate Community Resource Advisors, the 211 Contact Center is Accredited by Inform USA and the American Association of Suicidology.

Pathways Home is Inland SoCal 211+'s program for Coordinated Entry. Coordinated Entry is a system-wide process designed to efficiently and equitably connect people experiencing or at risk of homelessness to housing and other services. It involves assessing needs, prioritizing individuals, and making referrals to appropriate resources within a community. Essentially, it acts as the "front door" to the homelessness response system, streamlining the process of accessing help.

CallDateAndTimeStart

1/1/2025

5/15/2025

CityName

Alta Loma

Chino

Chino Hills

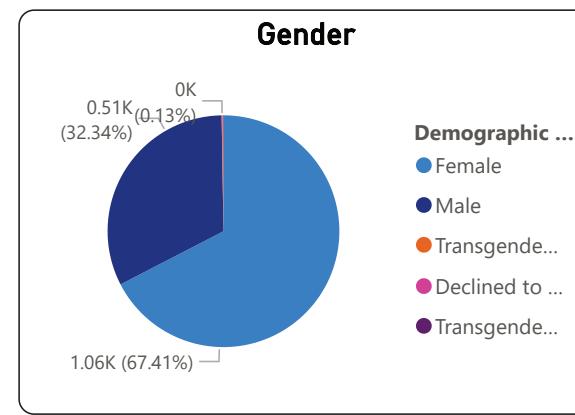
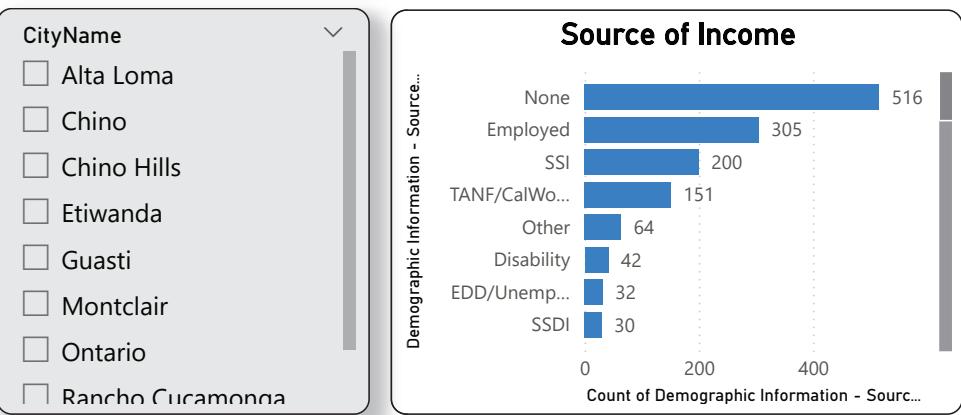
Etiwanda

Guasti

Montclair

Ontario

Rancho Cucamonga



**At Risk of Homelessness**

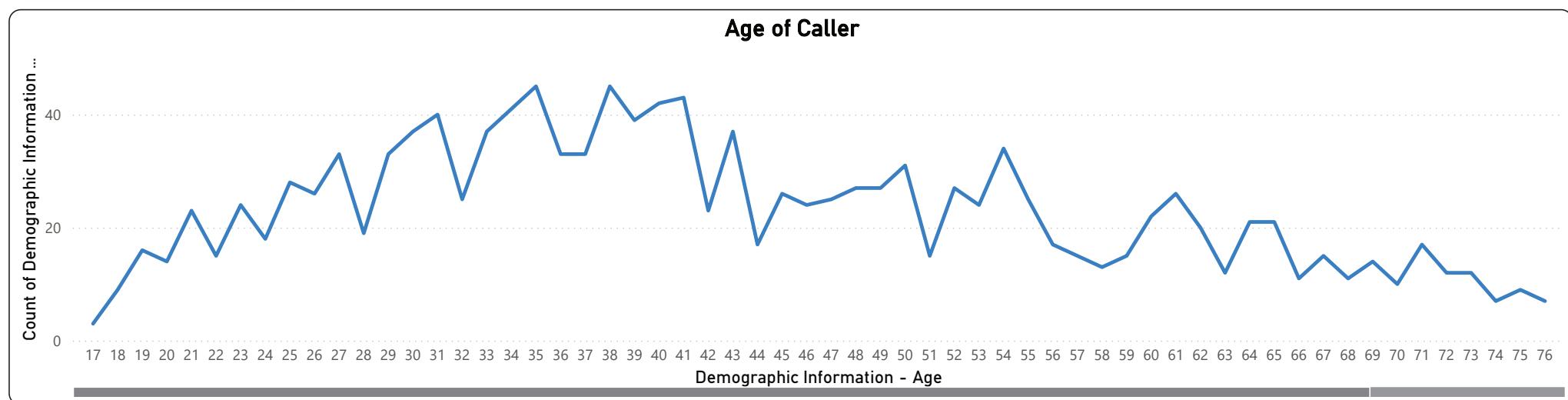
**287**

**Homeless**

**589**

**West Valley Contact Forms**

**3760**



CallDateAndTimeStart

1/1/2025

5/15/2025

CityName

Bryn Mawr

Colton

Devore Heights

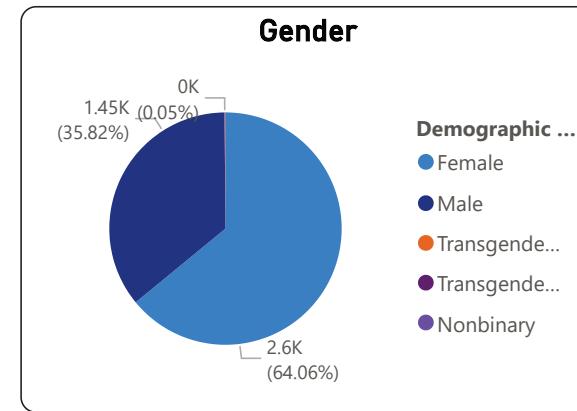
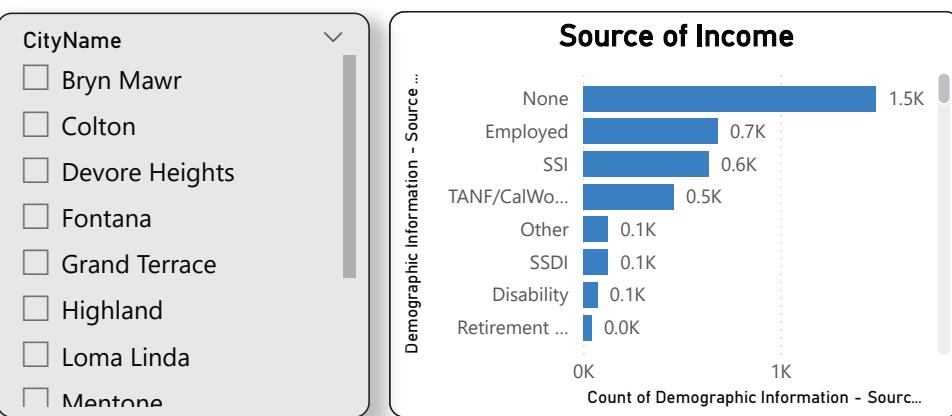
Fontana

Grand Terrace

Highland

Loma Linda

Mentone



Central Valley Contact Forms

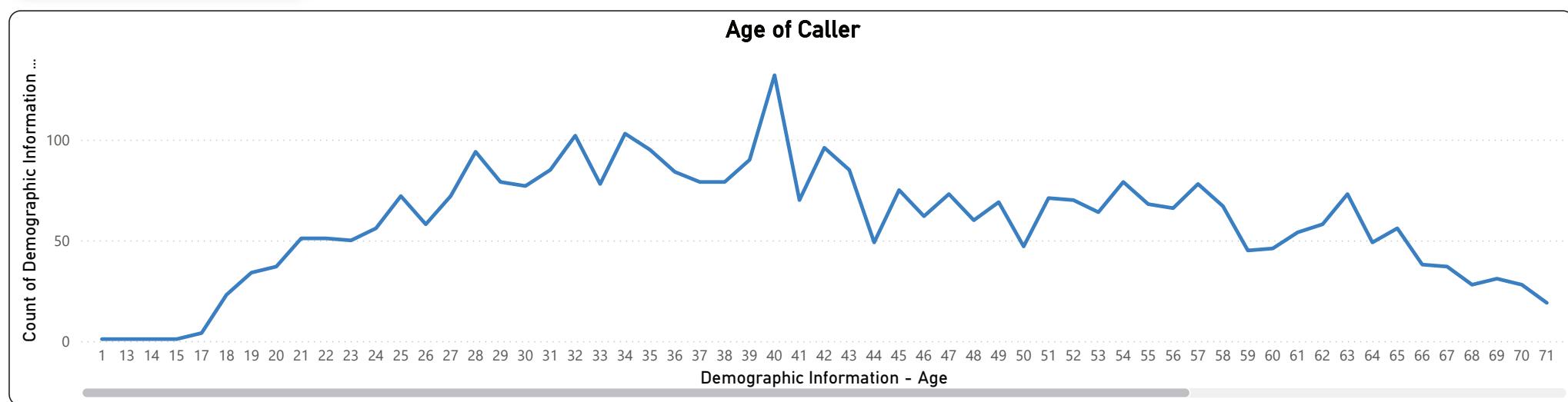
**9475**

At Risk of Homelessness

**700**

Homeless

**1776**



CallDateAndTimeStart

1/1/2025

5/15/2025

CityName

Adelanto

Amboy

Apple Valley

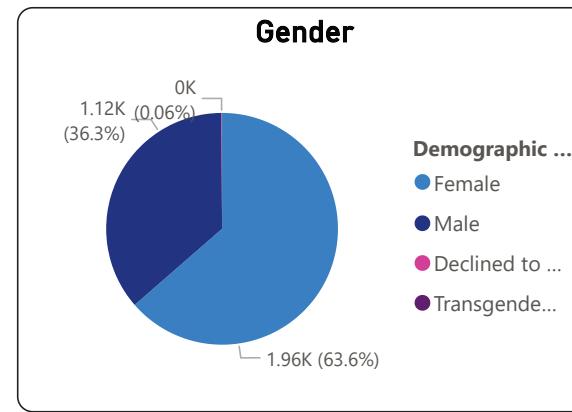
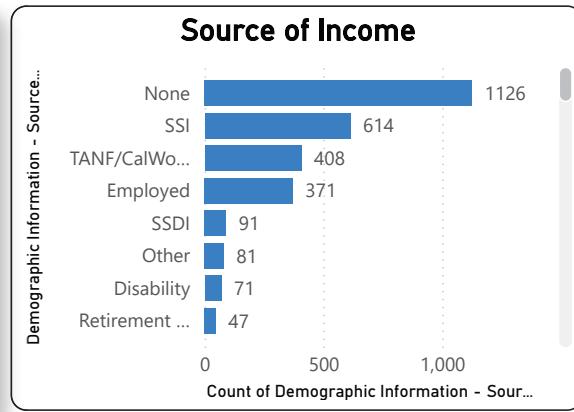
Baker

Bakersfield

Barstow

Daggett

Fort Irwin



Desert Contact Forms

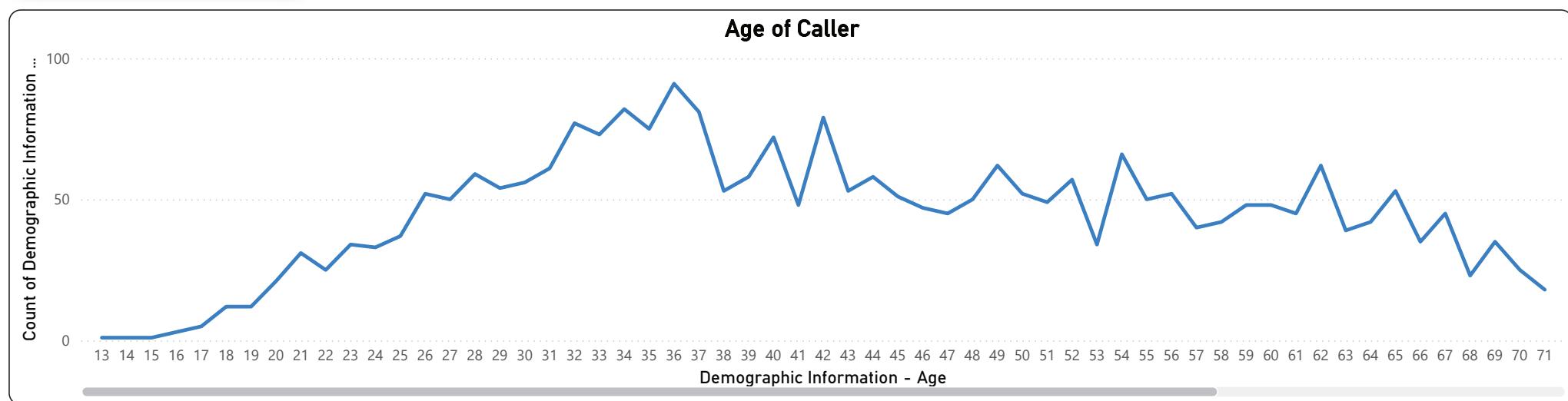
**6829**

At Risk of Homelessness

**417**

Homeless

**1267**



CallDateAndTimeStart

1/2/2025

5/15/2025

CityName

29 Palms

Joshua Tree

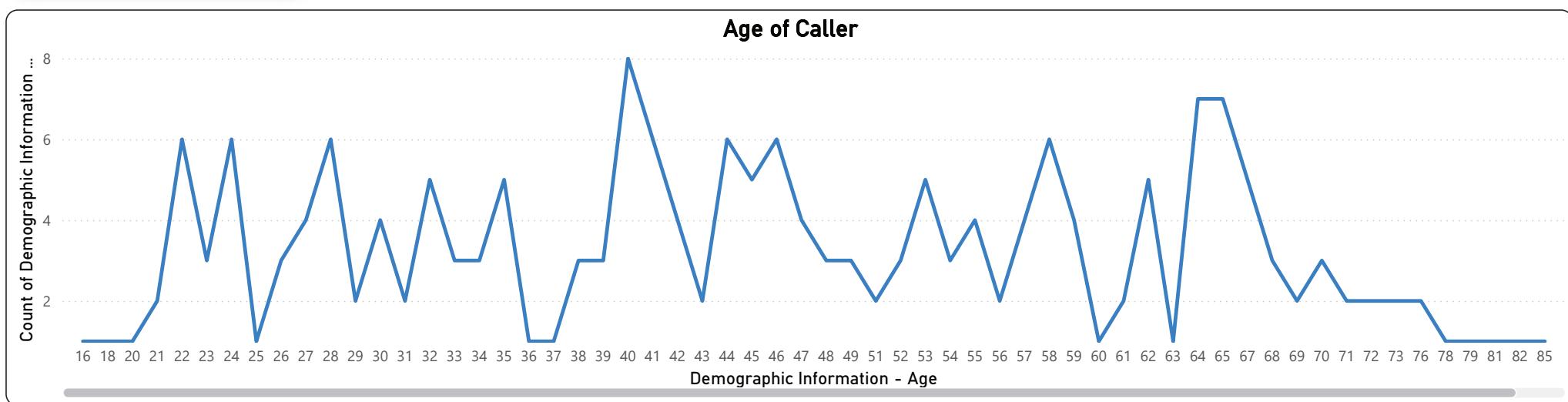
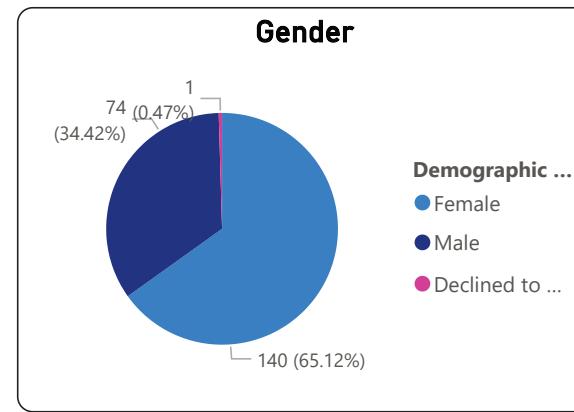
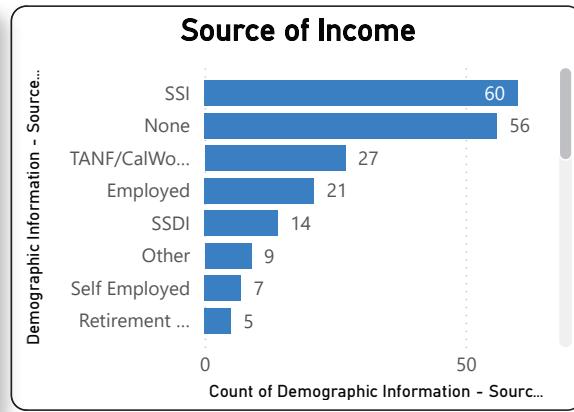
Landers

Morongo Valley

Twentynine Palms

Twntynine Plm

Yucca Valley



CallDateAndTimeStart

1/1/2025

5/15/2025

CityName

Angelus Oaks

Arrowbear Lake

Arrowhead Farms

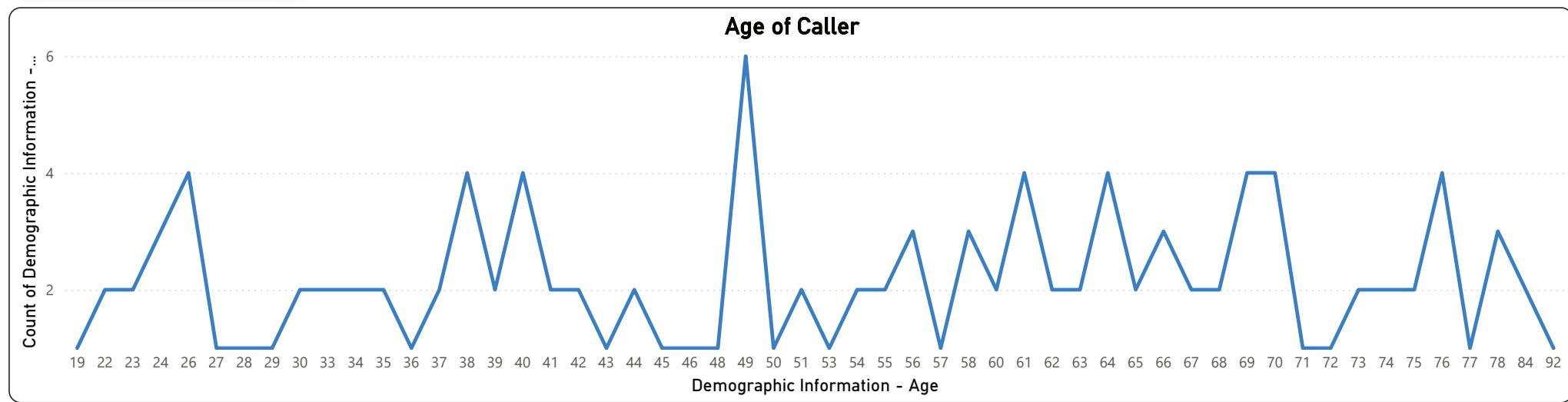
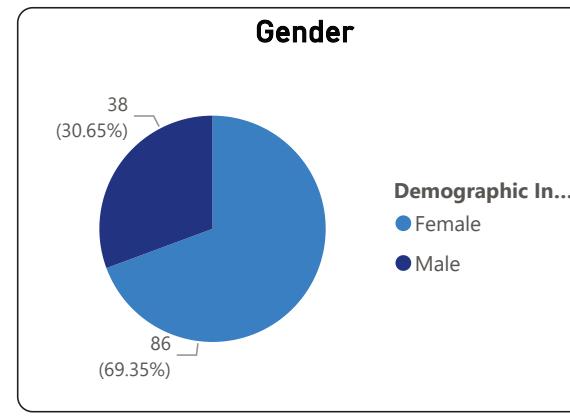
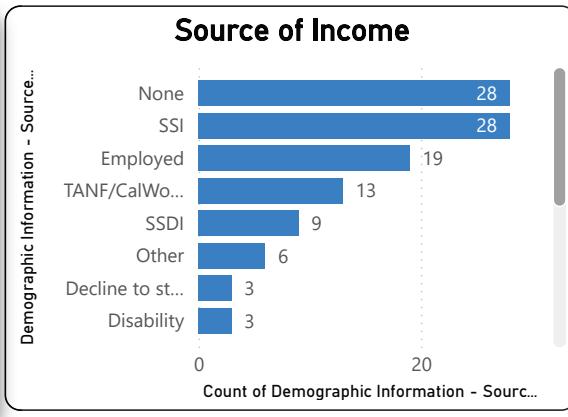
Big Bear

Big Bear City

Big Bear Lake

Blue Jay

Cedar Glen

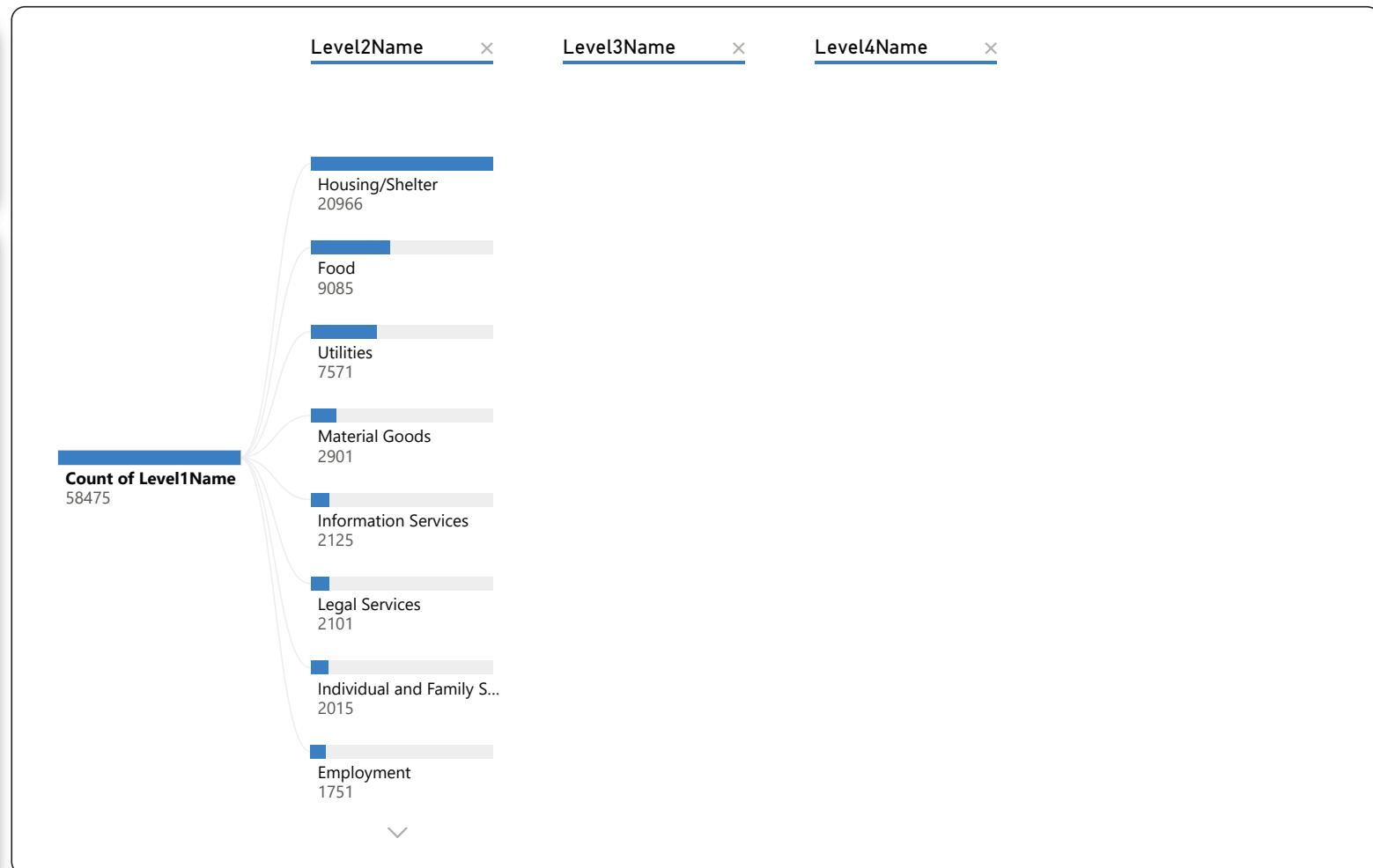


DateOfCall

1/1/2025  5/15/2025

CityName

- (Blank)
- 29 Palms
- Adelanto
- Alta Loma
- Amboy
- Angelus Oaks
- Apple Valley
- Argus
- Arrowbear Lake
- Arrowhead Farms
- Arvin
- Baker
- Barstow
- Base Line
- Big Bear



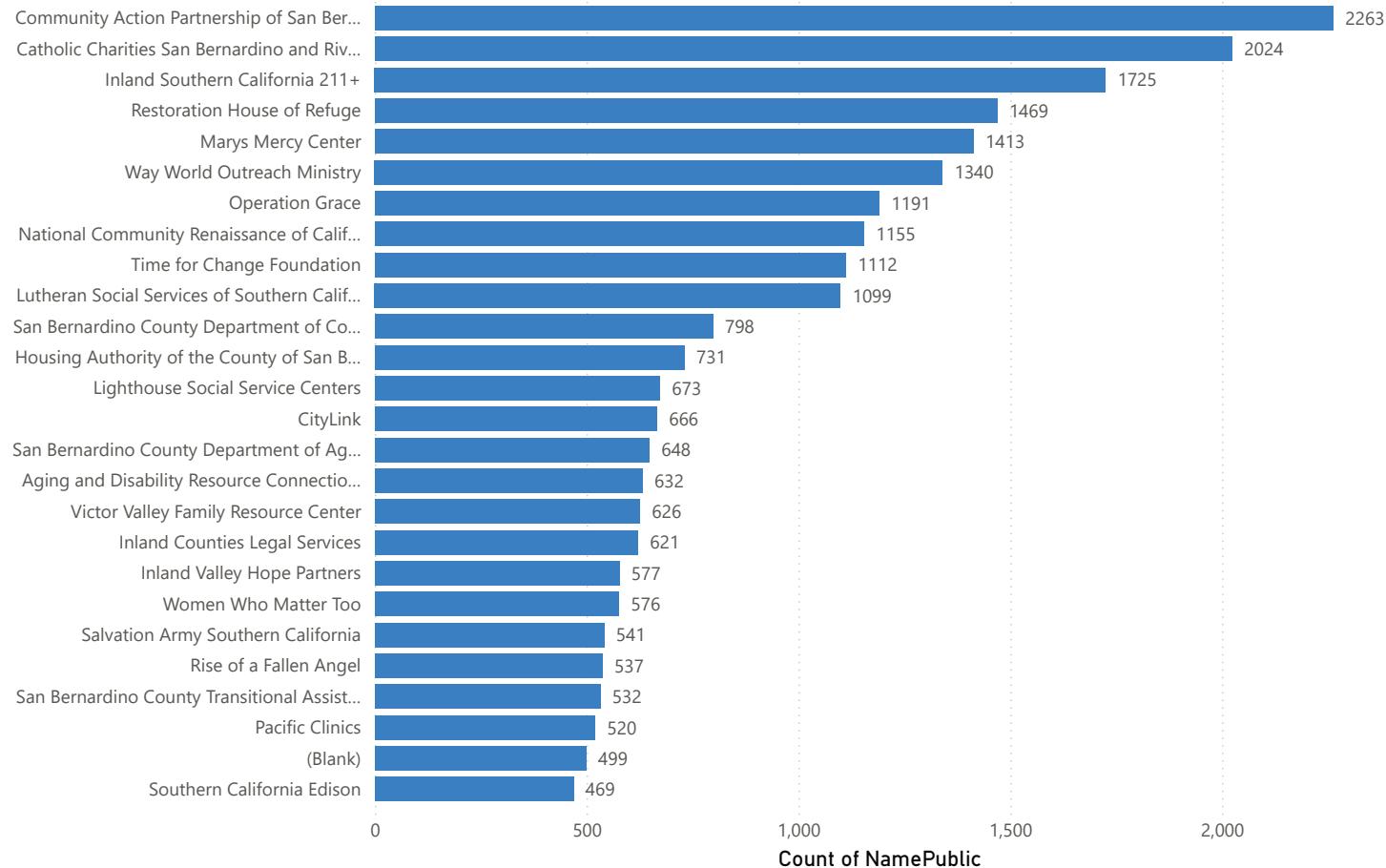
DateOfCall

5/15/2025

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- Base Line
- Big Bear
- Big Bear City

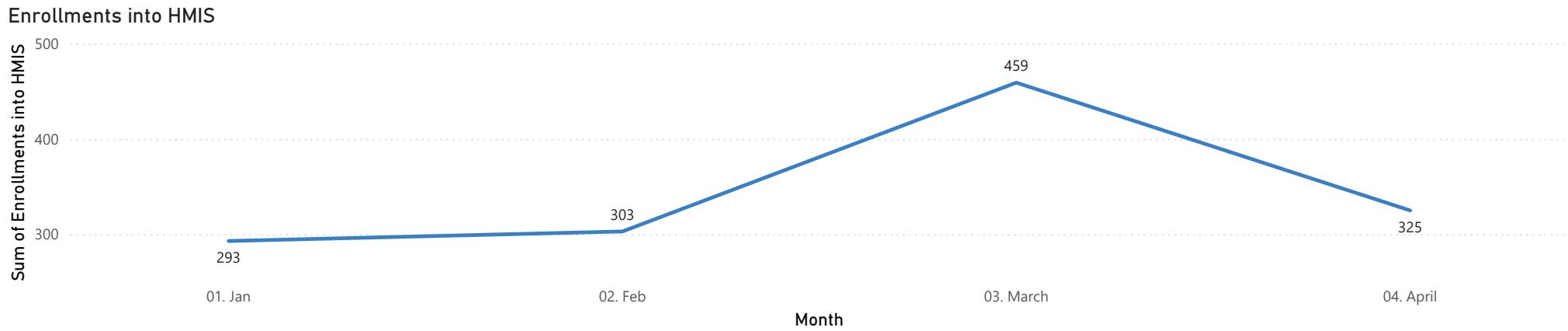
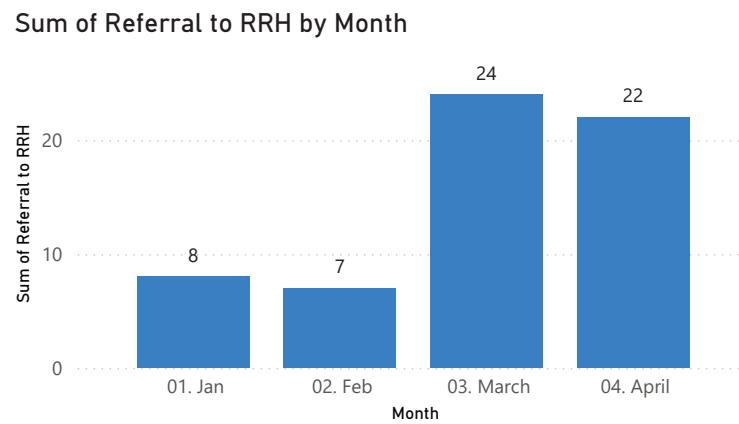
### Referrals to Agency



Year, Month

2025

- 01. Jan
- 02. Feb
- 03. March
- 04. April



# San Bernardino County – Coordinated Entry Committee

Data Overview: January 1 – April 30, 2025

Presented by: Jevita Webster

# CE Clients, Households, and Enrollments by region

Region	Clients	Households	Enrollments	Programs
Central Valley	413	409	417	(1)
East Valley	22	21	22	(1)
High Desert	304	299	306	(1)
Mountains	4	4	4	(1)
West Valley	168	162	172	(1)

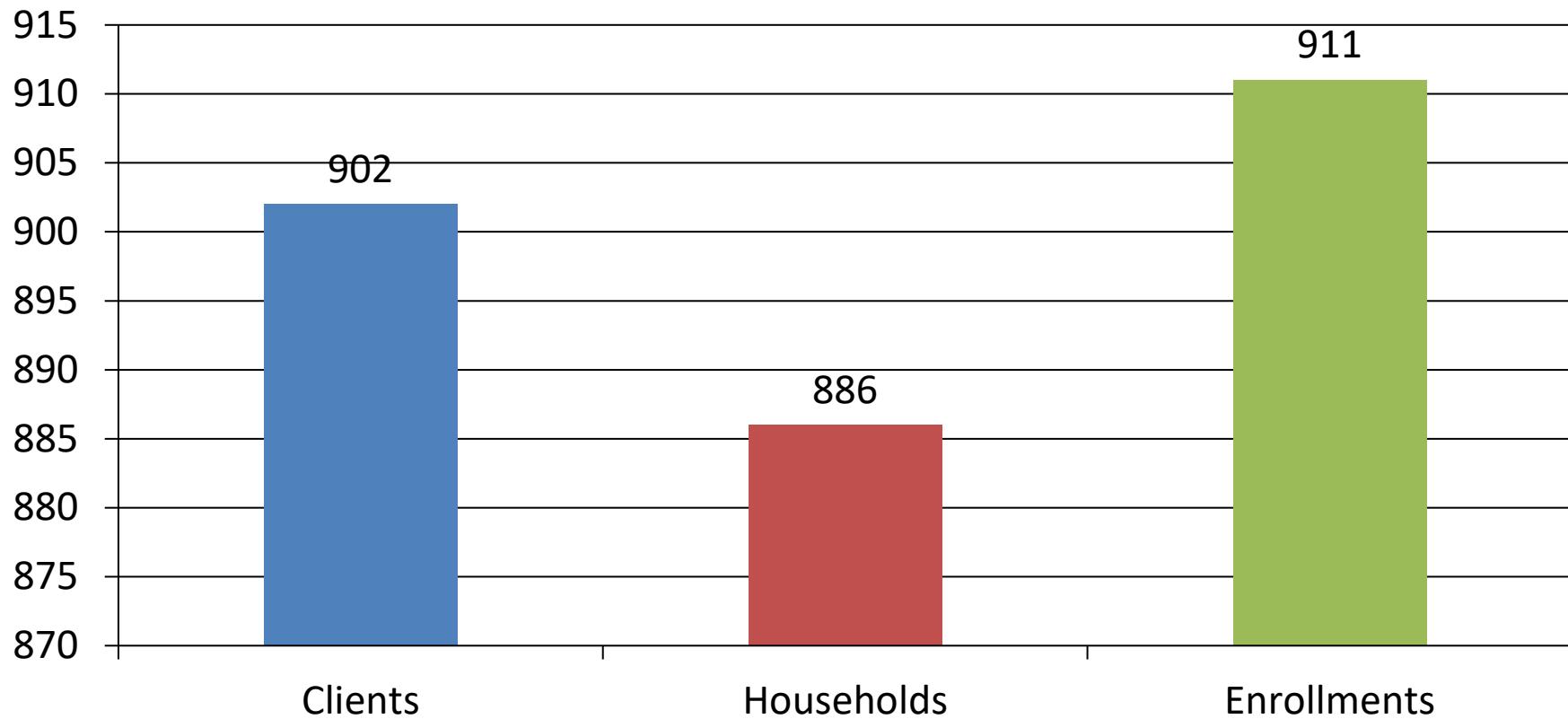
# System-Wide HMIS Data Snapshot

## HMIS Overview



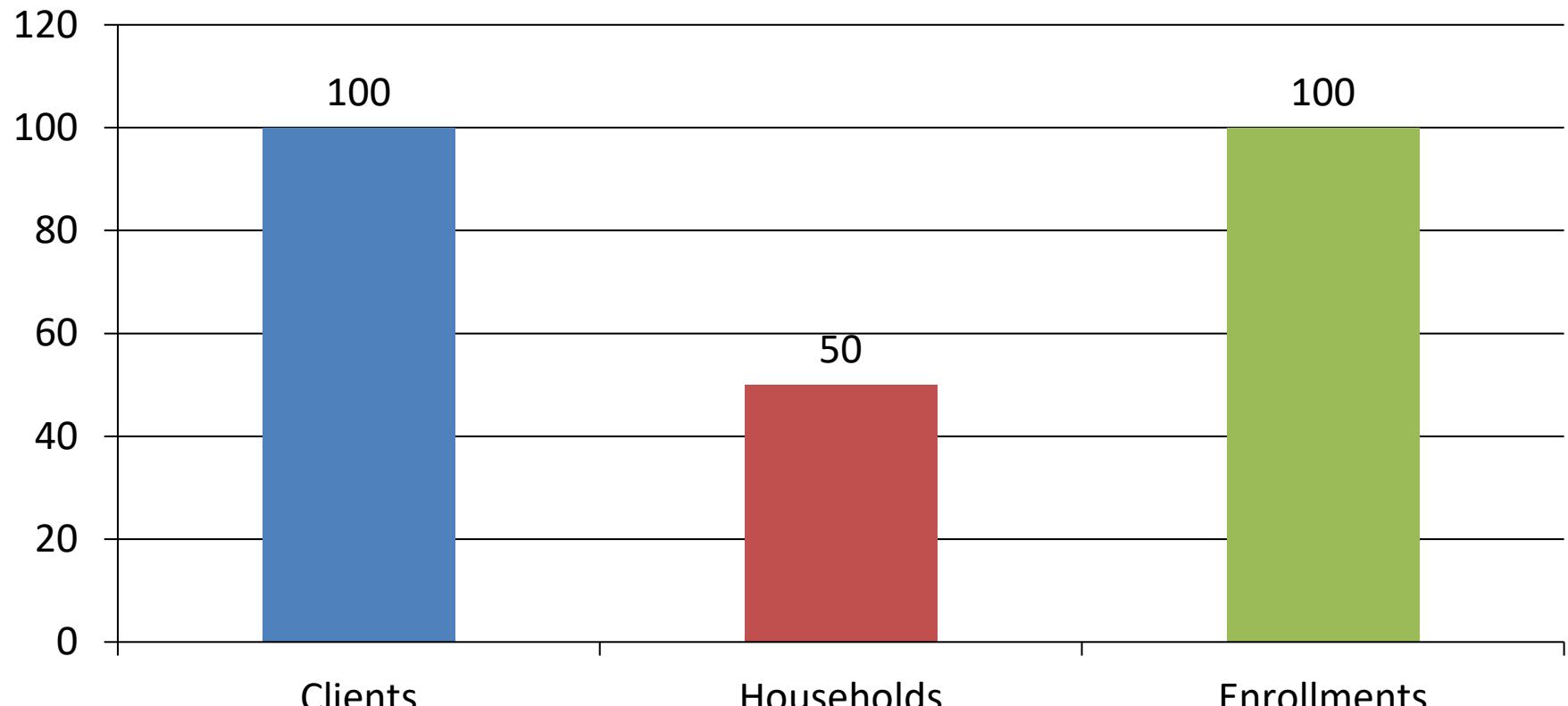
# Coordinated Entry Programs

## Coordinated Entry



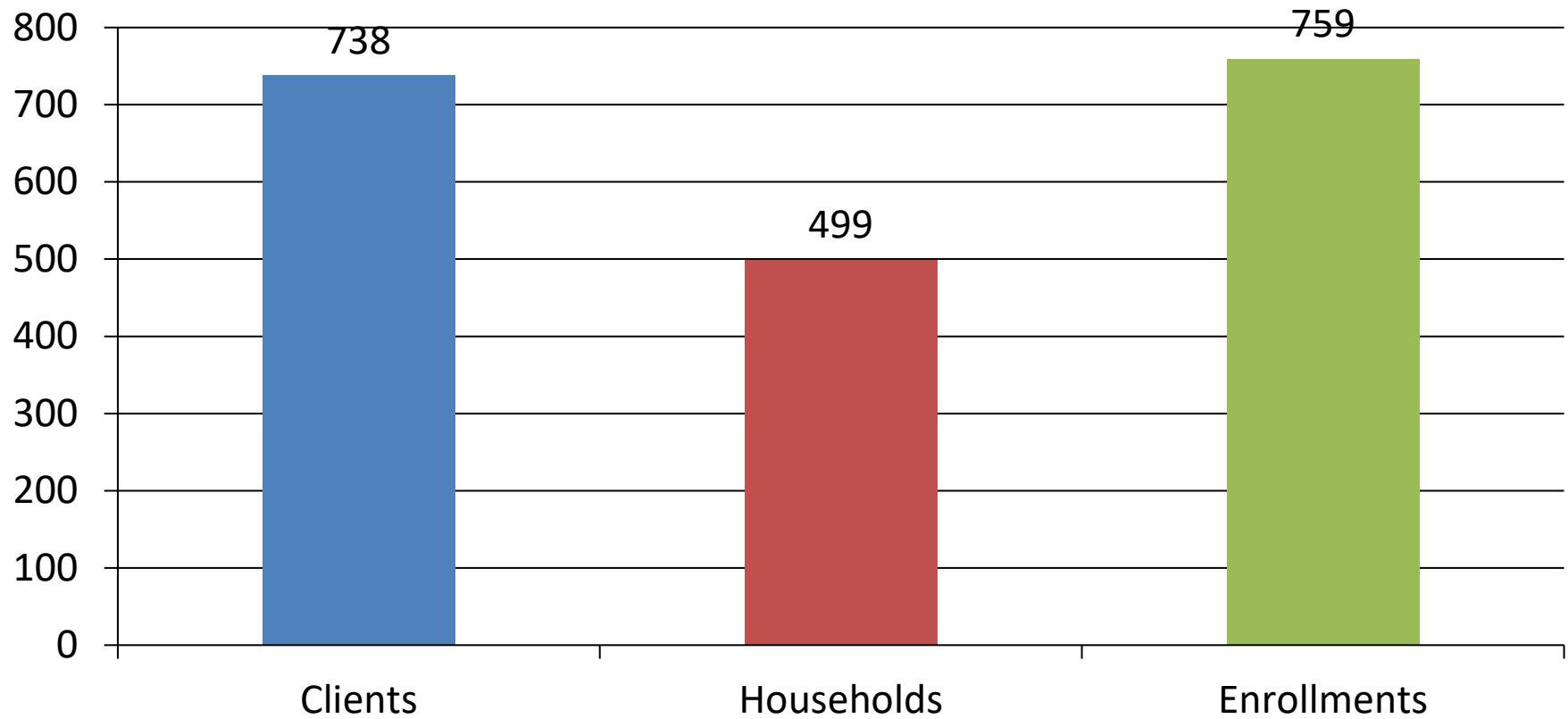
# Transitional Housing Programs

## Transitional Housing

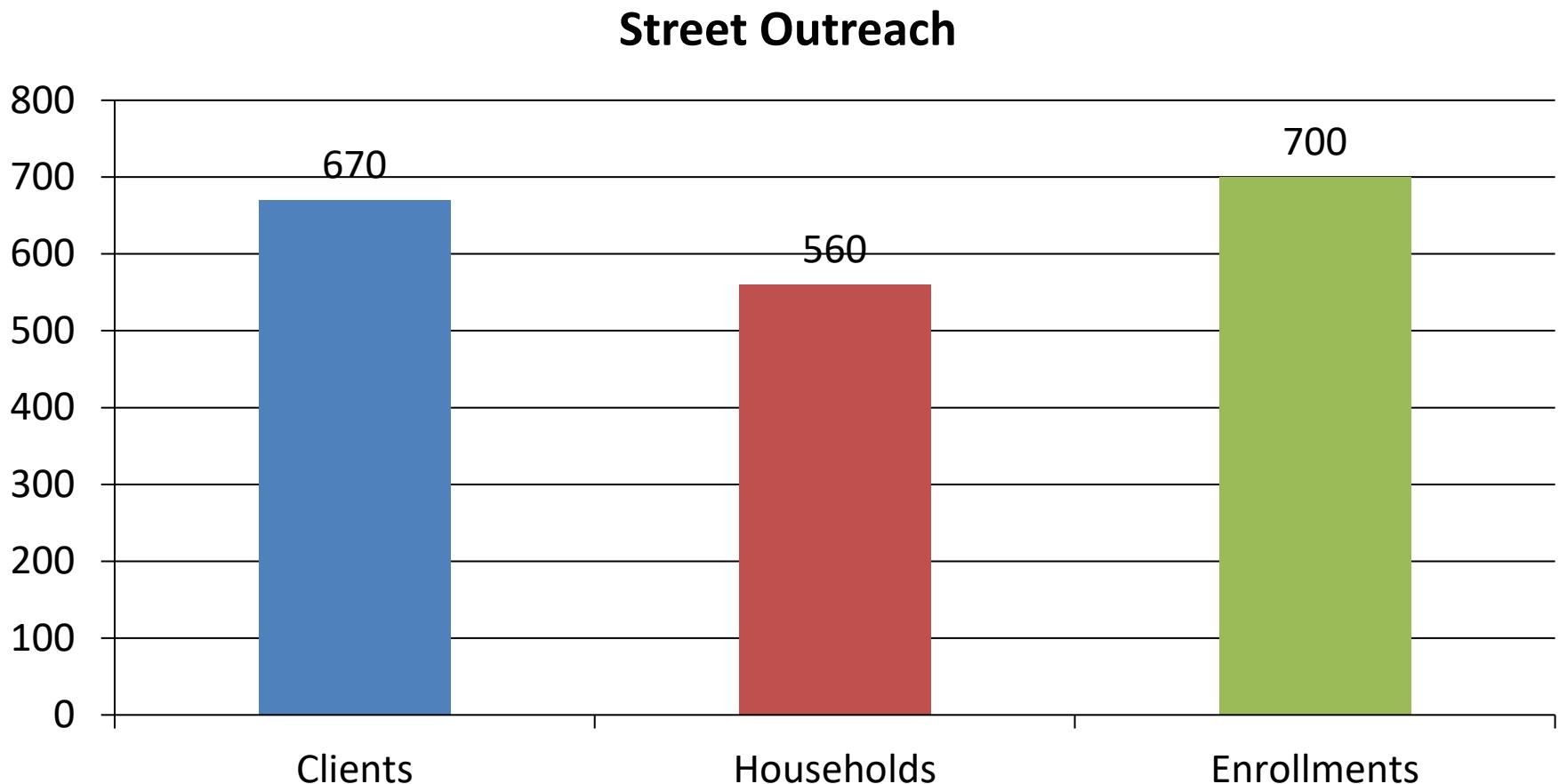


# Services Only Programs

## Services Only

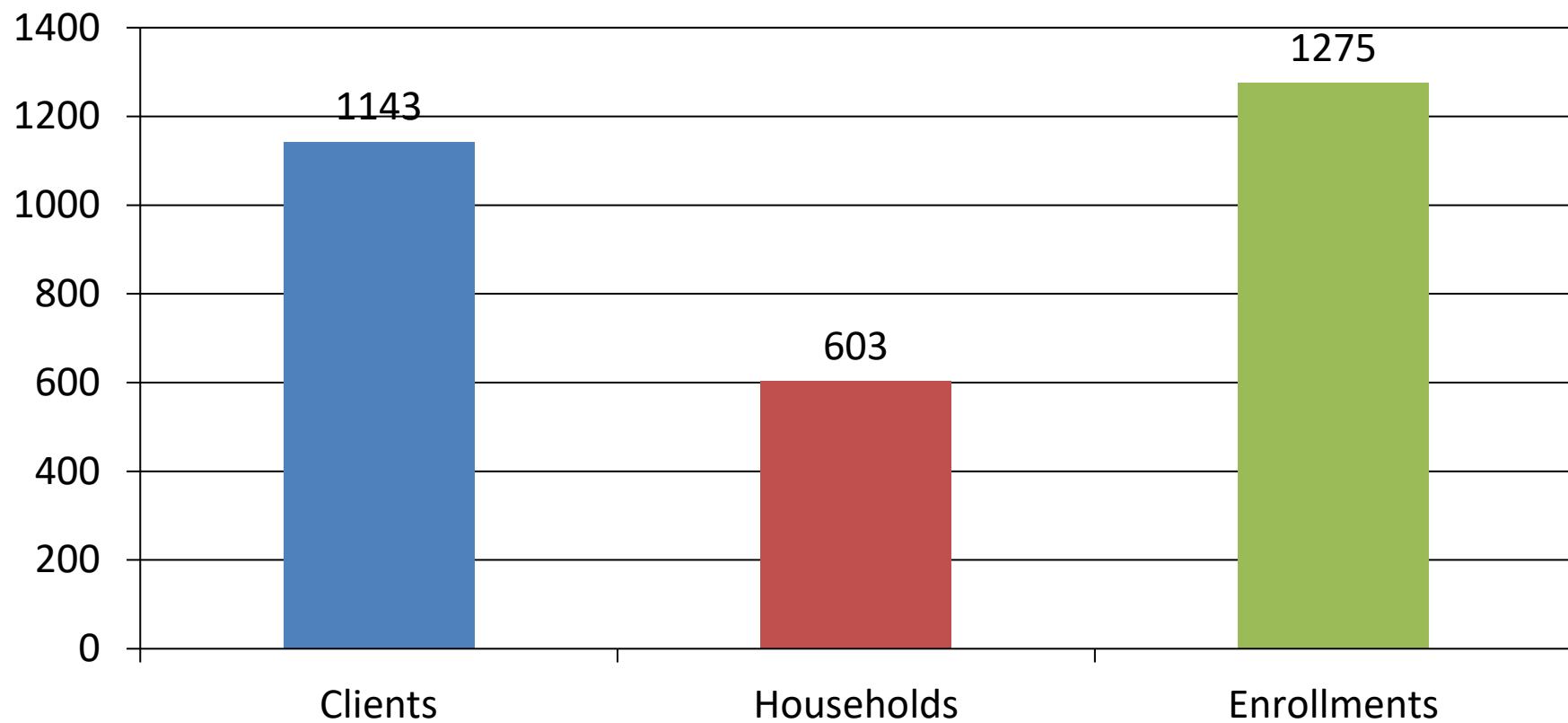


# Street Outreach Programs



# Permanent Housing Programs

## Permanent Housing



# System-Wide HMIS Data Snapshot - Housed on Exit

Metric	Value
 Clients Housed	<b>236</b>
 Households Housed	<b>91</b>
 Programs Involved	<b>27</b>

# Data Snapshot – Housed on Exit by Region

Region	Clients Housed	Households Housed	Programs Involved
Central Valley	5	5	5
East Valley	1	1	1
High Desert	6	6	4
Mountain	0	0	0
West Valley	1	1	1

# Summary of Key Insights (Jan–Apr 2025)



- HMIS SUPPORTED OVER 5,700 ENROLLMENTS AND 4,500 CLIENTS



- COORDINATED ENTRY HOUSED 31 INDIVIDUALS THROUGH 2 PROGRAMS



- PERMANENT HOUSING PROGRAMS SAW THE HIGHEST CLIENT COUNT (1,143)



- 286 CLIENTS EXITED PROGRAMS TO A HOUSED DESTINATION