



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/>

Item No.	Consent	
2.	Approve Minutes of February 12, 2026, Meeting – William Lamas, Chair	10:25 am – 10:30 am
Item No.	Discussion and Presentations	
3.	Receive Presentation on City of Redlands Outreach Efforts. - Keshae Bellamy and Ramona Hernandez, City of Redlands Outreach	10:30 am – 10:50 am
4.	Receive Update on Contact Center Data, Demographic Breakdown by Region, and Needs and Referral count. – Aziza Manuel, Inland Southern California United Way (ISCUW) 211+	10:50 am – 11:10 am
Committee Member Comments		
	Individual CES Committee member comments. Each member is given 3 minutes to make comments.	11:10 am – 11:15 am
Adjournment		
Next CES Meeting	June 11, 2026 10:00 a.m. – 11:30 a.m. Location: TBD	

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 A REASONABLE MODIFICATION OR ACCOMODATION FOR A DISABILITY 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 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**

February 12, 2026, from 10:00 a.m. – 11:30 a.m.

Minutes Recorded and Transcribed by Nancy Felix, City of Redlands and Adriana Cueto, Office of Homeless Services

TOPIC	PRESENTER	ACTION/OUTCOME
Call to Order	William Lamas, Chair	The meeting was called to order at 10:05 a.m.
Outreach and CES Committee Members Present by Roll Call	William Lamas, Chair	<p>The 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"> • William Lamas, David Rabindranath, Marisela Manzo, Nancy Felix, Sue Walker <p>Members arriving late:</p> <ul style="list-style-type: none"> • Marisela Manzo <p>Members absent:</p> <ul style="list-style-type: none"> • Kameron Grosvenor
PUBLIC COMMENTS	PRESENTER	ACTION/OUTCOME
	William Lamas, Chair	<p>The Chair opened the floor to Public Comments</p> <p>Public comments were made.</p> <ul style="list-style-type: none"> • Ryan Rising • Lorraine Sifuentes • Lily Hilfer • Gustavo Hurtado <p>The Chair closed Public Comment.</p>
CONSENT ITEMS	PRESENTER	ACTION/OUTCOME
Election of new CES Committee Members	William Lamas, Chair	<p>The Chair opened item #1 and opened nominations for a new Outreach and CES Committee member.</p> <p>The following individuals were nominated and accepted nominations:</p>

		<ul style="list-style-type: none"> • Giovanni Quiroz– City Link in Fontana • Gustavo Hurtado– RPYA • Myrna Lopez– Step Up • Icha Vacheco <p>The Chair opened the items for public comments. No public comments were made.</p> <p>No Discussion and Questions from the Committee Members:</p> <p>Vote was taken on the nomination of Myrna Lopez:</p> <ul style="list-style-type: none"> • 4 members were in favor: William Lamas, David Rabindranath, Sue Walker, Marisela Manzo • 0 members were opposed: • 0 members recused: • 1 member absent during this vote: Kameron Grosvenor <p>The committee voted to elect Myrna Lopez as the new Outreach and CES Committee member and she joined the committee table.</p> <p>Vote was taken on the nomination of Giovanni Quiroz:</p> <ul style="list-style-type: none"> • 4 members were in favor: William Lamas, David Rabindranath, Sue Walker, Marisela Manzo • 0 members were opposed: • 0 members recused: • 1 member absent during this vote: Kameron Grosvenor <p>The committee voted to elect Giovanni Quiroz as the new Outreach and CES Committee member and he joined the committee table.</p> <p>Being no other discussion, The Chair closed item # 1.</p>
<p>Approve Minutes of December 11, 2025, CES Committee Meeting</p>	<p>William Lamas, Chair</p>	<p>The Chair opened item #2 the consent calendar portion of the agenda.</p> <p>The Chair opened the items for public comments. No public comments were made.</p> <p>David Rabindranath made a motion to approve the consent calendar and was seconded by Marisela Manzo.</p> <p>No discussion and Questions from Committee Members:</p>

		<p>Vote was taken:</p> <ul style="list-style-type: none"> • 4 members were in favor: William Lamas, David Rabindranath, Sue Walker, Marisela Manzo • 0 members were opposed: • 0 members recused: • 1 member absent during this vote: Kameron Grosvenor <p>The motion was approved.</p>
PRESENTATION / INFORMATION SHARING	PRESENTER	ACTION/OUTCOME
Office of Homeless Services Outreach & Engagement	Karyn Garner, Office of Homeless Services	<p>The Chair opened item # 3 and recognized Karyn Garner for presentation.</p> <p>The Chair opened the items for public comments. No public comments were made</p> <p>Karyn Garner presented the following:</p> <ul style="list-style-type: none"> • The team provided immediate resources such as shelter referrals, food, health care connections, and linkages to emergency shelters and other housing programs, while working to build trust and encourage ongoing engagement with services. • OHS CalAIM- Community Supports (SO) engaged and enrolled 107 individuals. • 2 resource Fairs were conducted in public works high profile locations, in the city of San Bernardino. • OHS coordinated and collaborated with the cities of Redlands, Victorville, Fontana, Colton, San Bernardino, Bloomington, Rialto, and Ontario. • OHS and County Non-profit agencies: HIA, Innroads, Host, 211, Symba, AMRC, Salvation Army, Water of Life, Public Health. • OHS will support unincorporated and county line land by offering and coordinating resources. • OHS is focusing on expanding their relationship with BH agencies to support clients. • Supporting families and youth who are at risk of homelessness with family reunification to avoid foster placement. • OHS has added mental Health and drug and Alcohol counselors to the team. • Medi-Cal will support individuals experiencing homelessness with up to six months of rental assistance. • Transitional rent coming to OHS: July 1st, 2026 <p>Discussion and Questions from the Board:</p> <ul style="list-style-type: none"> • David Rabindranath - How many people do you expect for your outreach team once you're fully staffed <ul style="list-style-type: none"> ○ Karyn Garner - We're going to have about 15, our next line of hiring is going to our social workers. • David Rabindranath – Asked will it be divided by region?

		<ul style="list-style-type: none"> ○ Karyn Garner – Responded, yes, we're going to be splitting the Desert, Central, and the West End. ● David Rabindranath – Questioned, are you going to help with care court referrals? <ul style="list-style-type: none"> ○ Karyn Garner – Answered, yes. ● Marisela Manzo – Asked what is being done in the East Valley and low desert? <ul style="list-style-type: none"> ○ Karyn Garner – Yes, we work in partnership with Victorville, and plan to expand our coverage once our team grows. ● Giovanni Quiroz – Questioned, what the resource fairs consist of? <ul style="list-style-type: none"> ○ Karyn Garner – Answered, our resource fairs take place in unincorporated areas and county-designated locations within the city. Many of our clients face challenges such as mental health issues or lack of transportation, which makes it difficult for them to access services at offices like TAD or Inroads. To address this, we bring services directly to them, helping them connect with the support they need and guiding them toward next steps to improve their situation. ● Myrna Lopez – Questioned is the transitional rental community supported through Medicaid? <ul style="list-style-type: none"> ○ Karyn Garner – Answered, the support might be through IEHP and will get clarification. ● William Lamas – Asked is there funding for animals, are there any connections for individuals who have pets? <ul style="list-style-type: none"> ○ Karyn Garner - Yes, we've worked with Animal Care, Devore Animal Shelter and The Lane Foundation who do neutering and spraying. ● William Lamas- Questioned since working with SARC what is the turn-around time for SARC clients? <ul style="list-style-type: none"> ○ Karyn Green – Answered unfortunately, we don't have a partnership with those perks. The partnership that we've created is just open communication with SARC so that we can try to support the clients with getting them into the program with the vendors available. <p>Being no other discussion, The Chair closed item # 3.</p>
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PRESENTATION / INFORMATION SHARING	PRESENTER	ACTION/OUTCOME
Receive Presentation from HealthCare in Action on their Outreach Efforts.	Kristen Malaby and Robert Mora, HealthCare in Action	<p>The Chair opened item # 4 and recognized Kristen Malaby and Robert Mora for presentation and provided the following information</p> <p>The Chair opened the items for public comments. No public comments were made</p> <p>Karyn Garner presented the following:</p> <ul style="list-style-type: none"> ● The team provided immediate resources such as shelter referrals, food, health care connections, and linkages to emergency shelters and other housing programs, while working to build trust and encourage ongoing engagement with services. ● OHS CalAIM- Community Supports (SO) engaged and enrolled 107 individuals. ● 2 resource Fairs were conducted in public works high profile locations, in the city of San Bernardino.

- OHS coordinated and collaborated with the cities of Redlands, Victorville, Fontana, Colton, San Bernardino, Bloomington, Rialto, and Ontario.
- OHS and County Non-profit agencies: HIA, Inroads, Host, 211, Symba, AMRC, Salvation Army, Water of Life, Public Health.
- OHS will support unincorporated and county line land by offering and coordinating resources.
- OHS is focusing on expanding their relationship with BH agencies to support clients.
- Supporting families and youth who are at risk of homelessness with family reunification to avoid foster placement.
- OHS has added mental Health and drug and Alcohol counselors to the team.
- Medi-Cal will support individuals experiencing homelessness with up to six months of rental assistance.
- Transitional rent coming to OHS: July 1st, 2026

Discussion and Questions from the Board:

- David Rabindranath - How many people do you expect for your outreach team once you're fully staffed
 - Karyn Garner - We're going to have about 15, our next line of hiring is going to our social workers.
- David Rabindranath – Asked will it be divided by region?
 - Karyn Garner – Responded, yes, we're going to be splitting the Desert, Central, and the West End.
- David Rabindranath – Questioned, are you going to help with care court referrals?
 - Karyn Garner – Answered, yes.
- Marisela Manzo – Asked what is being done in the East Valley and low desert?
 - Karyn Garner – Yes, we work in partnership with Victorville, and plan to expand our coverage once our team grows.
- Giovanni Quiroz – Questioned, what the resource fairs consist of?
 - Karyn Garner – Answered, our resource fairs take place in unincorporated areas and county-designated locations within the city. Many of our clients face challenges such as mental health issues or lack of transportation, which makes it difficult for them to access services at offices like TAD or Inroads. To address this, we bring services directly to them, helping them connect with the support they need and guiding them toward next steps to improve their situation.
- Myrna Lopez – Questioned is the transitional rental community supported through Medicaid?
 - Karyn Garner – Answered, the support might be through IEHP and will get clarification.
- William Lamas – Asked is there funding for animals, are there any connections for individuals who have pets?
 - Karyn Garner - Yes, we've worked with Animal Care, Devore Animal Shelter and The Lane Foundation who do neutering and spraying.
- William Lamas- Questioned since working with SARC what is the turn-around time for SARC clients?
 - Karyn Green – Answered unfortunately, we don't have a partnership with those perks. The

		<p>partnership that we've created is just open communication with SARC so that we can try to support the clients with getting them into the program with the vendors available.</p> <p>Being no other discussion, The Chair closed item # 4.</p>
<p>Receive Update on Coordinated entry Engagement, Placement, and Queue Activity by regions for program enrollments and exits.</p>	<p>Jevita Webster, Office of Homeless Services</p>	<p>The Chair opened item # 5 and recognized Jevita Webster for presentation.</p> <p>The Chair opened the items for public comments. No public comments were made</p> <p>Jevita Webster presented the following:</p> <ul style="list-style-type: none"> • Coordinated Entry by region for the period October 1, 2025 – December 31, 2025. • She reported that Clients engaged by street Outreach and emergency shelter 306 clients 168 exited and 187 active clients. There were 74 Households without children, 55 households with children, and 176 single adults. • Total clients served 889 Active enrollments 756 and total program enrollments 905. <p>Discussion and Questions from the Board:</p> <ul style="list-style-type: none"> • David Rabindranath – Asked how many outreach teams are active in the outreach queue or in CES? <ul style="list-style-type: none"> ○ Jevita Webster – Responded not at this time, but that information can be given. • David Rabindranath - Requested a slide showing the top ten outreach programs. <ul style="list-style-type: none"> ○ Jevita Webster - Agreed to include data on the top outreach programs and the clients who exited from those programs. When they do the universal assessments with somebody in a county universal assessment as they're doing this, the CE process, when they are finishing that assessment, that is an option to not have it. After they have done that process and if the client's system welcomes to the City Access program completed all the accesses and universal assessment, they are added to the outreach queue one and two. It takes an hour to verify that that information is done, then move into the house. • Marisela Manzo- Asked how many people were housed? <ul style="list-style-type: none"> ○ Jevita Webster- I can break that down for you when I finish covering that information. • Giovanni Quiroz - Just to clarify any questions, the outreach queue is part of the CE agency enrollment provides and then second clarifying question or just expanding it says here that there can be an overlap, but they can be both in the outreach queue and the housing queue. Why? Why would that be? <ul style="list-style-type: none"> ○ Jevita Webster- Because if they're in that housing in the average queue, they may not need to move from the outage queue when they're answered. • Myrna Lopez - How accurate are the statistics for the outreach team and the housing team? <ul style="list-style-type: none"> ○ Jevita Webster- It's just a clicking button on the House until they have that would be a 211 house. It's a process.

		Being no other discussion, The Chair closed item # 5.
BOARD MEMBER COMMENTS	PRESENTER	ACTION/OUTCOME
		<p>The Chair opened the floor for comment from the members</p> <p>Discussion ensued:</p> <ul style="list-style-type: none"> • Marisela Manzo -. Senior housing program (55+) with limited East Valley openings now, more units coming soon; referrals must go through CES with complete documentation and income for short-term subsidy eligibility. • William Lamas - Home Base is visiting regions and will share a feedback survey to help shape the CoC's new strategic plan and improve processes.
ADJOURNMENT		
		Meeting adjourned at 11:43am
Next Meeting		<p>The next Outreach and CES Meeting will be held as follows:</p> <p>April 9, 2026 10:00 a.m. – 11:30 a.m. Location: 217 East Club Center Drive Suite A San Bernardino, CA 92408</p>

City of Redlands Homeless Services

- ▶ Homeless Outreach Programs Overview
- ▶ By: Keshae Bellamy and Ramona Hernandez



Homeless Outreach Mission



- Connect unsheltered individuals with housing and services



- Provide compassionate and consistent engagement



- Improve public health and safety



- Support pathways to permanent housing

Key Outreach Goals



Outreach Team Structure



- Homeless Solutions Manager

- Homeless Outreach Specialists

- Case Managers from partner agencies

- Coordination with law enforcement and public health

Community Partnerships

- Step Up on Second (West Redlands)

- Salvation Army (North Redlands)

- Youth Hope (TAY Age 25 Years and Younger)

- Faith-based organizations

- County behavioral health providers

Outreach Services Provided

- Street outreach and engagement
- Case management and service coordination
- Housing navigation
- Shelter placement and diversion
- Mental health and substance use referrals

Target Populations



- Seniors (55+)

- Individuals with disabilities

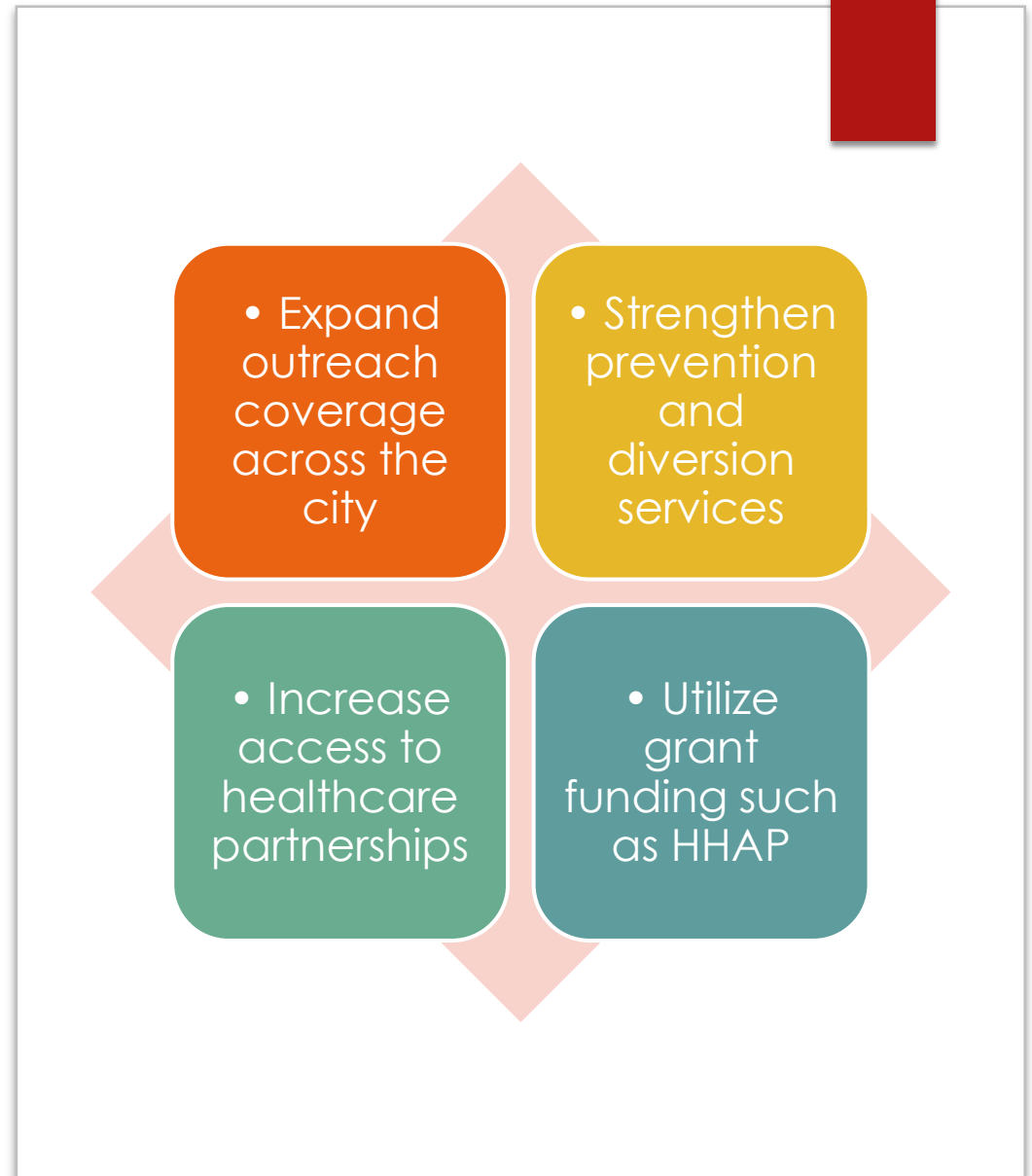
- Women fleeing human trafficking

- Chronically homeless individuals

Program Outcomes

- Increased connections to housing resources
- Reduction in unsheltered homelessness
- Improved coordination with regional service providers
- Data tracking through HMIS

Future Goals



Redlands PIT Count Data and Contact Information

2025 Total	2025 Unsheltered	2024 Total	2024 Unsheltered	2023 Total	2023 Unsheltered
146	104	213	144	324	244

- ▶ City of Redlands Homeless Services Hotline- 909-307-7370







Thank You



City of Redlands Homeless
Solutions Division- City of
Redlands Homeless Hotline
909-307-7370



Working together to
address homelessness with
compassion and
accountability

Committee Data Summary

Item# 4

CES enrollments, case conferencing, and shelter referral outcomes

Q4 2025 Overview



Source: HMIS

Referral Outcomes by Agency

HMIS case conferencing and shelter referral outcome statistics

Agency Name	P	P / I	A	D	E
City of Victorville	166	94	69	137	15
Knowledge & Education for Your Success	111	99	79	54	0
Lutheran Social Services of Southern California	101	79	13	77	13
SB Department of Behavioral Health	11	15	13	3	3
SB Housing Authority	6	12	6	4	1
Inland Temporary Homes	6	2	5	3	0
US Veterans Inc	3	1	3	1	1
SB Office of Homeless Services	4	1	1	2	1
Step Up on Second Street, Inc.	2	0	3	0	0
Children's Fund, Incorporated	2	0	0	2	0
Inland Valley Hope Partners	0	0	2	0	0
CE Agency	0	0	0	0	1
Family Services Association of Redlands	1	0	0	0	0
Healthcare in Action	1	1	0	0	0
Lighthouse Social Services	1	0	0	0	0

Legend: P = Pending, P/I = Pending-In Process, A = Accepted, D = Denied, E = Expired.

Reporting period: Oct 1, 2025 – Dec 31, 2025

Summary of Data

- CES enrollments reached 1,361 during the reporting period.
- Rapid Re-Housing referrals (111) were substantially higher than Permanent Housing referrals (23).
- City of Victorville recorded the highest pending and denied counts among listed agencies.
- Knowledge & Education for Your Success led accepted referrals with 79 acceptances.
- Lutheran Social Services of Southern California showed high pending volume with comparatively fewer acceptances (13).