

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF SAN BERNARDINO COUNTY
AND RECORD OF ACTION**

June 18, 2025

FROM

GILBERT RAMOS, Assistant Executive Officer, Human Services

SUBJECT

Amendment to Contract with Inland Southern California 211+ for Information and Referral Services

RECOMMENDATION(S)

Approve **Amendment No. 3 to Contract No. 22-1111** with Inland Southern California 211+, for the provision of countywide Information and Referral services, to add fiscal provision to Probation/Community Corrections portion of the contract, with no change in the contract amount of \$2,367,970 or contract period of July 1, 2022 through June 30, 2026.
(Presenter: Gilbert Ramos, Assistant Executive Officer, 387-4261)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Provide for the Safety, Health and Social Service Needs of County Residents.

Pursue County Goals and Objectives by Working with Other Agencies and Stakeholders.

FINANCIAL IMPACT

Approval of this item does not impact Discretionary General Funding (Net County Cost) as the recommended amendment is non-financial in nature.

BACKGROUND INFORMATION

Since 2005, Inland SoCal 211+, formerly known as Inland Empire United Way, has provided Information and Referral services related to community, health, human, and disaster resources to San Bernardino County (County) residents. Services are provided through a toll-free telephone call center, website, and written directory of resources. The recommended contract will ensure the continuance of the County designed 211 program and leverage the considerable investment made by the County for the last 20 years.

Dialing 211 is free and confidential, with live bilingual call specialists, to assist callers 24 hours a day, 365 days a year. Inland SoCal 211+ provides crucial referrals to individuals and families in need of information and referral to vital health and social services in their local community.

On November 15, 2022 (Item No. 37), the Board of Supervisors (Board) approved the Contract with Inland SoCal 211+ to provide Information and Referral services throughout the county in the amount of \$1,822,680 for the period of July 1, 2022 through June 30, 2025, with the option to extend for two additional one year periods.

On June 25, 2024 (Item No. 64), the Board approved Amendment No. 1 to the Contract with Inland So Cal211+, decreasing the contract amount by \$42,385, from \$1,822,680 to \$1,780,295, with no change to the Contract period of July 1, 2022 through June 30, 2025. The

**Amendment to Contract with Inland Southern California 211+ for
Information and Referral Services
June 18, 2025**

decrease was due to the elimination of one position under Preschool Services Department's budget.

On April 29, 2025 (Item No. 41), the Board approved Amendment No. 2 to the Contract with Inland So Cal 211+ to continue providing information and referral services throughout the County, increasing the contract amount by \$587,675, from \$1,780,295 to \$2,367,970, and extending the contract term by one year, for a total contract period of July 1, 2022 through June 30, 2026.

This amendment is to add invoicing information to Probation/Community Correction's Fiscal section of the Contract as it was omitted in error in the last amendment. The quarterly and annual reports will continue to be monitored and evaluated to ensure data collection includes, but is not limited to, call volume, call abandonment rate, service level average, and outcomes, number of calls received, number of calls answered, and conducting a minimum of 1,000 random callback surveys each quarter regarding access, accuracy, and caller satisfaction of referred resources.

PROCUREMENT

Not applicable.

REVIEW BY OTHERS

This item has been reviewed by Human Services Contracts (Patty Steven, Contracts Manager, 388-0214) on May 22, 2025; County Counsel (Daniella V. Hernandez, 387-5455) on May 22, 2025; Finance (John Hallen, Principal Administrative Analyst, 388-0802) on May 30, 2025; and County Finance and Administration (Cheryl Adams, Deputy Executive Officer, 388-0332) on May 30, 2025.

**Amendment to Contract with Inland Southern California 211+ for
Information and Referral Services
June 18, 2025**

Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Curt Hagman Seconded: Joe Baca, Jr.
Ayes: Col. Paul Cook (Ret.), Jesse Armendarez, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: June 18, 2025



cc: HS - West w/agree
 Contractor - c/o HS w/agree
 File - w/agree
CCM 07/2/2025