

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

June 9, 2026

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. 4 to Contract No. 22-1111** with Inland Southern California 211+, for the provision of countywide Information and Referral services, to update performance measures and benchmarks, increasing the contract amount by \$587,675, from \$2,367,970 to \$2,955,645, and exercising the final one-year option to extend the contract term, for a total contract period of July 1, 2022 through June 30, 2027.

(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). The recommended Amendment increases the total contract amount by \$587,675, to a new total contract amount of \$2,955,645. Adequate appropriations and revenues have been included in the respective departments' 2026-27 recommended budgets.

Department/Partnership	Previous Totals	Amendment No. 4	Revised Totals
Children and Family Services	\$94,516	\$40,504	\$135,020
Probation Department*	\$600,000	\$150,000	\$750,000
Preschool Services Department	\$156,786	\$18,004	\$174,790
Department of Public Health	\$10,000	\$2,500	\$12,500
Countywide – Realignment	\$1,506,668	\$376,667	\$1,883,335
Total	\$2,367,970	\$587,675	\$2,955,645

*Probation Department costs invoiced to the Department of Public Health.

BACKGROUND INFORMATION

Since 2005, Inland Southern California 211+ (Inland SoCal 211+), formerly known as Inland Empire United Way, has provided Information and Referral (I&R) services related to community, health, human, and disaster resources (211 program) to San Bernardino County (County) residents. Services are provided through a toll-free telephone call center, website, and written directory of resources. The 211 program includes the participation of multiple County departments, in which data, resources, and paid County support staff are provided by Inland

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SoCal 211+. This Amendment will ensure the continuance of the County-designed 211 program, maintain the support that Inland SoCal 211+ offers to County departments, and leverage the considerable investment made by the County over the past 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 I&R to vital health and social services in their local community.

On November 15, 2022 (Item No. 37), the Board of Supervisors (Board) approved Contract No. 22-1111 (Contract) with Inland SoCal 211+ to provide I&R 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, 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 decrease was due to the elimination of the Community Resource Specialist position under the Preschool Services Department budget.

On April 29, 2025 (Item No. 41), the Board approved Amendment No. 2 to the Contract for Inland SoCal 211+ to continue providing I&R 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.

On June 18, 2025 (Item No. 41), the Board approved Amendment No. 3 to the Contract to add invoicing information to Probation/Community Corrections' Fiscal section, as it was omitted in error in Amendment No. 2, with no change to the contract amount or term.

Approval of Amendment No. 4 exercises the final one-year option to extend the contract term through June 30, 2027. This Amendment also revises the scope of work to update the delivery address for quarterly reports, remove the inbound calls requirement, and establish benchmarks. As the inbound call volume is outside the control of Inland SoCal 211+, the requirement that 10,000 calls be answered monthly has been removed. This requirement is being replaced with performance-based benchmarks that more accurately measure service quality and outcomes for each department. All department budgets remain the same as the year prior, as there have not been significant changes to the service levels or demand for services. With this extension, Inland SoCal 211+ can continue to provide crucial services for the County.

The quarterly and annual reports will continue to be monitored, evaluated and will be actively assessed against established benchmarks to ensure contract compliance and performance. Data collection will include, but is not limited to, call volume, call abandonment rate, service level average, outcomes, number of calls received, and number of calls answered. Inland SoCal 211+ will also conduct a minimum of 1,000 random callback surveys each quarter regarding access, accuracy, and caller satisfaction with referred resources.

Inland SoCal 211+ outcomes are as follows:

- Approximately serves 7,500 County residents each month, and
- Reports that 98.97% of surveyed callers received and contacted the referrals provided.

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The Amendment adds additional benchmarks that Inland SoCal 211+ must meet to ensure County residents continue to receive a high level of customer service.

PROCUREMENT

Not applicable.

REVIEW BY OTHERS

This item has been reviewed by Human Services (Lisa Rivas-Ordaz, Contracts Manager, 388-0222) on April 29, 2026; Public Health (Dominic Correra, Program Coordinator, 665-2647) on April 30, 2026; Probation (Iveth Herrera Zavala, Administrative Supervisor I, 387-5984) on April 29, 2026; County Counsel (Daniella V. Hernandez, 387-5455) on May 4, 2026; and County Finance and Administration (John Hallen, Principal Administrative Analyst, 388-0802, Allegra Pajot, 388-0218, and Iliana Rodriguez, 386-8392, Administrative Analysts) on May 21, 2026.

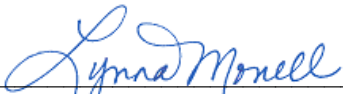
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Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

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

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: June 9, 2026



cc: HS - Ahmad w/ agree
Contractor c/o HS w/ agree
File w/ agree
JLL 06/29/2026