

# Office of the Ombuds

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IMPROVING ACCESS TO  
EQUITABLE, CLIENT-  
CENTERED, AND QUALITY  
SERVICES



# Presentation Roadmap

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High level overview of the Ombuds role and the different types or models of Ombuds Offices.



The Ombuds model adopted by the KCRHA Ombuds.



Current progress and next steps.

# What is an Ombuds?

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“Ombuds receive complaints and questions from individuals concerning people within an entity or the functioning of an entity. They work for the resolution of issues and, where appropriate, make recommendations for the improvement of the general administration of the entities they serve. Ombuds protect: the legitimate interests and rights of individuals with respect to each other; individual rights against the excesses of public and private bureaucracies; and those who are affected by and those who work within these organizations.

~ American Bar Association, 2004 Resolution



# Essential Characteristics of an Ombuds

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Independence

Impartiality

Confidentiality

# Types of Ombuds

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**Classical** – investigates complaints and concerns regarding government actions and can help address issues informally. They advocate for fair and efficient process and policies, not for individuals.

**Organizational** – designated neutral person who is appointed by an organization to facilitate informal resolution of concerns within the organization with internal constituents or customers, or both.

**Advocate** – evaluates complaints, problems, and issues objectively, but advocates for fair process on behalf of specific individuals or groups.

## **Section 6. Office of the Ombuds.**

The Implementation Board shall cause the Authority to either (a) contract with either Party to provide ombuds services consistent with the requirements of this Section 6; or (b) create an office of the Ombuds (“Office of the Ombuds”) to promote Customer, employee and public confidence in the Authority’s ability to effectively, efficiently and equitably serve people experiencing homelessness. The Office of the Ombuds shall gather Customer feedback to improve the Authority’s operations and outcomes; ensure ease of contact for Customers and provide appropriate resources to resolve their concerns; implement strategies to collect, investigate, and respond to complaints and concerns about the delivery of services, policies, program administration, or other activities overseen or funded by the Authority; receive complaints from employees and Contract Holders; develop methods to respond to complaints or concerns in an equitable, impartial, and efficient manner; and be authorized to investigate complaints and issue findings, collect and analyze aggregate complaints data, and partner with Authority leadership, the Implementation Board, employees and Customers to design and recommend improvements in services, funding or oversight. The Office of the Ombuds shall report directly and independently to the Implementation Board on trends in Customer and employee feedback and activities undertaken in response to that feedback no less than twice per year.

# What type is the KCRHA Ombuds?

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# The KCRHA Ombud's Hybrid Approach

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KCHRA's Ombuds will:	Classical	Organizational	Advocate	KCRHA
<b>Conduct investigations</b>	X		X	X
<b>Hold the KCRHA accountable to the public .</b>	X		X	X
<b>Collaborate with the agency to make programs better.</b>				X
<b>Issue Reports.</b>	X	X		X
<b>Support people served by KCRHA service providers as well as providers, contractors, and employees.</b>	X			X
<b>Advocate for change within the agency.</b>	X	X		X
<b>Represent constituents' interests regarding policies and services implemented and provided by the KCRHA.</b>			X	X



# Functions of the KCRHA Ombuds

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CUSTOMER SERVICE



COMMUNITY  
ENGAGEMENT



SYSTEMS CHANGE

Independence

Impartiality in Context

Confidentiality

Racial Equity and Justice

Restorative and Transformative Justice

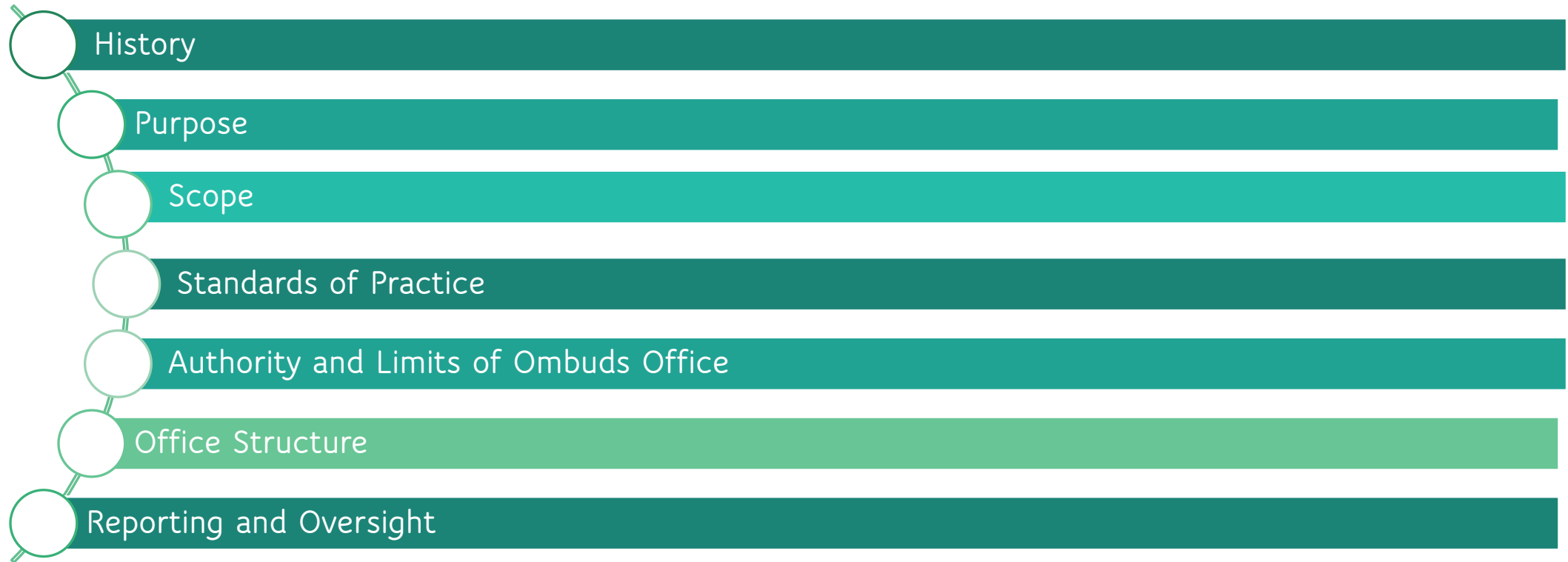


KCRHA Ombuds

Standards of Practice

# Ombuds Office Charter

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# Establishing the Ombuds Office

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## Organizational Strategy

- Determine how the Ombuds Office should interact with 211
- Referral management
- Community engagement
- Determine role of Ombuds data
- Further define Ombuds roles

## Core Infrastructure

- Consolidate informational resources for service navigation
- Procure or develop technology
- Developing Charter
- Establishing Ombuds Office Protocols

## Evaluation Criteria

- Standards of care
- Criteria to warrant an investigation
- Criteria to evaluate a case

# Next Steps



Hire Team



Finalize Charter



Develop and Finalize Investigation and Issue Resolution Protocols



Procure Complaint Management System



Develop and Implement Community Engagement Plan