

Office of the Ombuds

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



KCRHA
King County Regional Homelessness Authority

Presentation Roadmap



What is an Ombuds?



What are the responsibilities of the KCRHA Ombuds?



Current work and updates.

What is an Ombuds?

“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.”

~ American Bar Association, 2004 Resolution



Functions of the KCRHA Ombuds



CUSTOMER SERVICE



COMMUNITY
ENGAGEMENT



SYSTEMS CHANGE

The Ombuds Office Responsibilities



Promote public confidence in the RHA's ability to serve people experiencing homelessness



Collect data and gather feedback to improve operations and outcomes



Ensure ease of contact for people using services



Resolve concerns



Investigate complaints



Issue Reports



Report independently to the implementation board twice a year

The Ombuds Office Serves



COMMUNITY MEMBERS
SERVED BY AN RHA FUNDED
PROGRAM



PROVIDERS WHO RECEIVE
FUNDING FROM THE RHA.



EMPLOYEES OR CONTRACTORS
OF THE RHA.

Scope of Responsibility



Program Administration



Policies

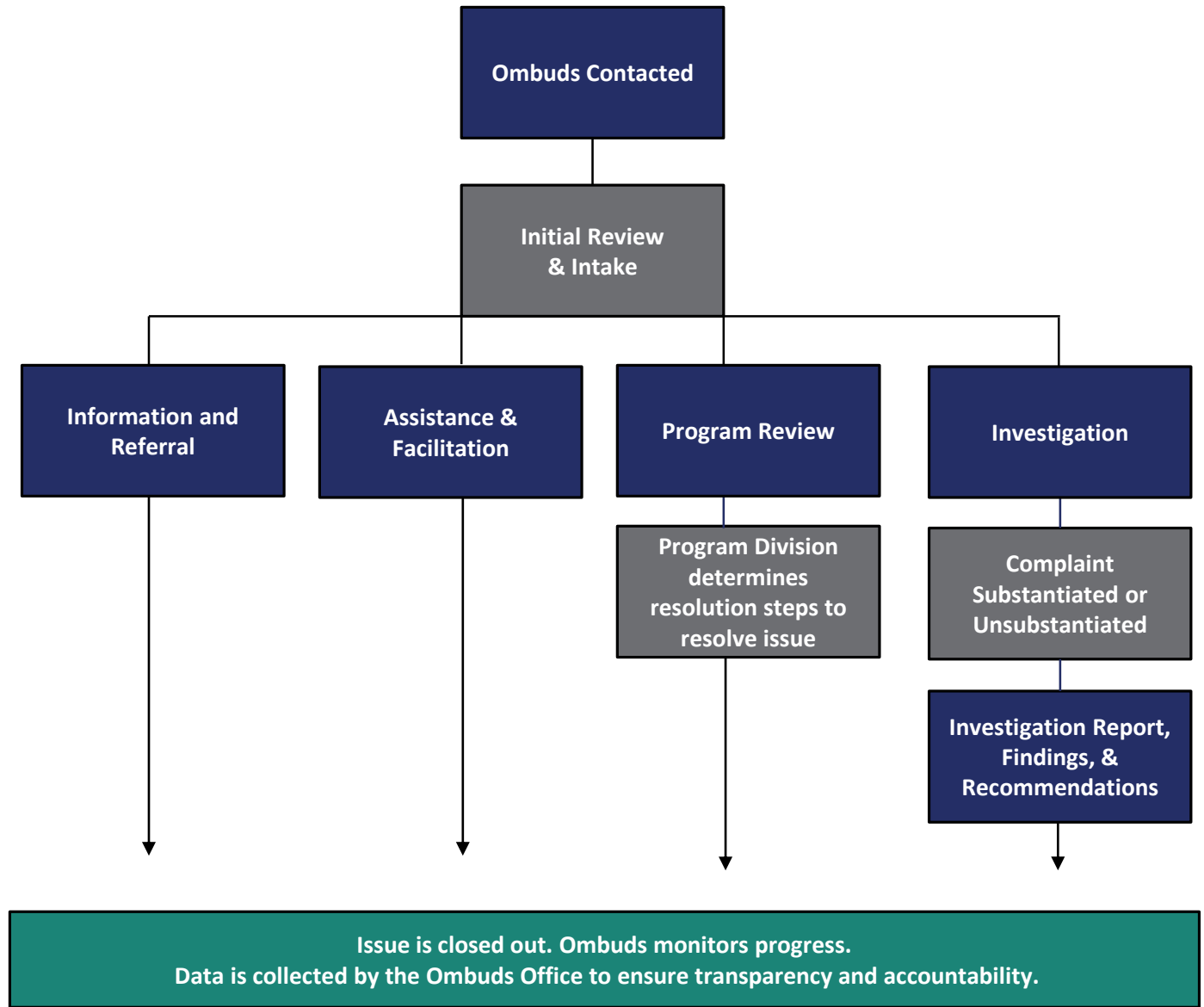


Delivery of Services



Other Activities Overseen by the Authority

What happens when the Ombuds Office is contacted?







578






Constituents

Served by KCRHA's Ombuds Office since 2022

Ombuds Contacts by Type

		2022		2023	
Type		Count	% of Total	Count	% of Total
	Total Inquiries	115	100%	463	100.00%
	Support and Facilitation	46	40.00%	347	74.95%
	Complaints	56	48.70%	90	19.44%
	Comments or Concerns	13	11.30%	26	5.62%

Ombuds Contacts by Services Provided

		2022		2023	
Services Provided		Count	% of Total	Count	% of Total
	Total Inquiries	115	100.00%	463	100.00%
	Information and Referral	45	39.13%	340	73.43%
	Assistance and Facilitation	33	28.70%	48	10.37%
	Program Review or Investigation	10	8.70%	14	3.02%
	Other	27	23.48%	61	13.17%

Ombuds Office Case Examples

Collaborated with providers to connect to TA, programs, and other supports to enhance confidence in service provision.

Advocated for a program resident to receive an external mobility transfer after the provider repeatedly denied internal mobility requests.

Assisted a former program participant in obtaining the moving expenses and other funds promised to them after they transitioned from the program.

Helped constituent secure housing voucher after months of unsuccessfully reaching their case worker.

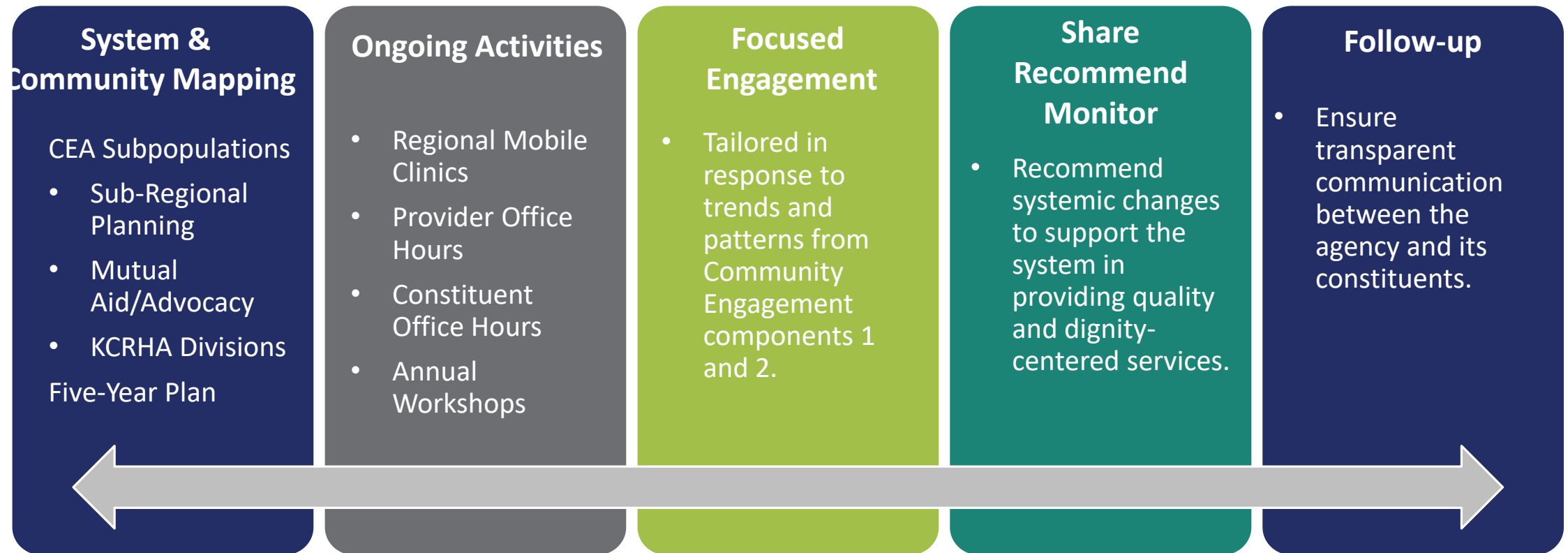
Assisted young adult and their case manager in resolving disputes around program requirements.


Helped family members connect with the program providing services to their missing relative experiencing homelessness.

Assisted program residents in raising concerns about their shelter experiences to shelter leadership.


Provided information to a young adult constituent on verifying their homeless status to qualify as an independent student on the Free Application for Federal Student Aid.

Community Engagement





KCRHA
King County Regional Homelessness Authority



Ombuds Office

Promoting Equity, Customer Service, and Accountability in King County's Homeless Response System

We are here to help!

Are you a client or provider of homelessness-related services in King County?

Do you need someone to talk to about a comment, concern, or complaint?

Can we support you in connecting to homeless services or related resources?

Are you a provider and have suggestions for improvement/feedback?

Updates

- Ombuds/Program Division Dashboard
- 2023 Annual Report – First Quarter 2024
- Community Engagement Events
- Updated Community Engagement Materials - Poster, translated materials.

Contact the Ombuds

Email: ombuds@kcrha.org

Visit: <https://kcrha.org/resources/ombuds/>