

Can you help with Section-8 or Project-Based Housing Vouchers?

The King County Regional Homelessness Authority is **not** a housing provider and does not issue Section-8 or Project-Based Housing Vouchers. If you have a question about housing vouchers, please contact:

King County Housing Authority (KCHA)

(206) 574-1100

kcha.org

Seattle Housing Authority

(206) 615-3300

seattlehousing.org

Renton Housing Authority

(425) 226-1850

rentonhousing.org

Other Resources

Washington State 2-1-1

Call 2-1-1 or (800) 621-4636

Family Shelter Intake Line

(206) 245-1026

Coordinated Entry Regional Access Points

- **Seattle**
(206) 328-5900
- **South King County – Federal Way**
(253) 874-6718
- **South King County – Renton**
(425) 523-1377
- **East King County – Bellevue**
(206) 328-5900
- **North King County – North Seattle**
(206) 694-6833

For Immediate Assistance

The KCRHA Ombuds does not provide emergency services. If you are experiencing a life-threatening emergency requiring medical or law enforcement intervention, please call 911.

If you need support with mental health, substance use, or emotional concerns, the Crisis Connections phone line is available 24/7 to receive your call. (206) 461-3222

We are open to anyone seeking information about the homelessness response system or services.

Contact Us:



Call us:
(206) 639-4601



Email us:
ombuds@kcrha.org



Scan the QR code with your phone or visit us at kcrha.org/ombuds to learn more.



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?

What is the Ombuds Office?

We work to foster accountability in the homeless response system by providing information, resolving concerns, investigating complaints, and monitoring trends to guide improvements in King County.

How can the Ombuds Office help? We can:

- Educate, inform, and provide referrals to homeless resources in King County
- Respond to inquiries and concerns about homeless services and work to resolve them informally
- Investigate complaints
- Receive feedback from KCRHA constituents regarding homeless system services
- Report community concerns to KCRHA leadership, staff, and governance.

Who do we serve?

- Community members served by a KCRHA-funded program
- KCRHA-funded Service Providers
- Employees or contractors of the KCRHA

What happens when you contact the office?

We will do an initial review, intake, and assessment with you to determine how to best respond. This may involve asking questions to gain a better understanding. To improve our services, the Ombuds team may also ask demographic questions to better understand the community we serve.

Frequently Asked Questions

Can you handle any issue or complaint?

KCRHA's Ombuds Office can review, investigate, and resolve issues in four areas:

- **Delivery of Services** – The services, resources and activities provided for people experiencing homelessness
- **Program Administration** – The administrative responsibilities of KCRHA and its contracted service providers including contract management, performance monitoring, compliance with rules and regulations, and customer service
- **Policies** – The decisions, courses of action, protocols, or procedures implemented by KCRHA or a contracted service provider
- **Other activities managed by KCRHA** – Including but not limited to: Continuum of Care responsibilities such as Coordinated Entry or the Homeless Management Information System (HMIS)

Do I have to meet in person?

No. Meeting in-person with an Ombuds is an option, but it's not required.

How will the Ombuds protect my confidentiality if its records are public?

As a public entity, the Ombuds Office of the KCRHA must comply with Washington State's Public Records Act. This means that Ombuds Office records are considered public records, and these records can be requested by members of the public, unless the record requested contains information that is exempt or prohibited from being disclosed.

Although the Ombuds Office records are subject to public disclosure, it is the office's responsibility to maintain the highest level of confidentiality possible. The Ombuds Office will not reveal the identity of any person contacting the office to file a complaint, and will not disclose any information provided in confidence, except to address an imminent risk of serious harm or when required to do so by law.

Can I file an anonymous complaint?

Yes, if you are interested in filing an anonymous complaint DO NOT fill out the online form, text, or email us. Please give us a call directly at (206) 639-4601.