

KCRHA Ombuds Office 2023 Annual Report

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



KCRHA
King County Regional Homelessness Authority

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



Scope of Responsibility



Program Administration



Policies



Delivery of Services



Other Activities Overseen by the Authority

The Ombuds Office Serves



COMMUNITY MEMBERS
SERVED BY A KCRHA FUNDED
PROGRAM

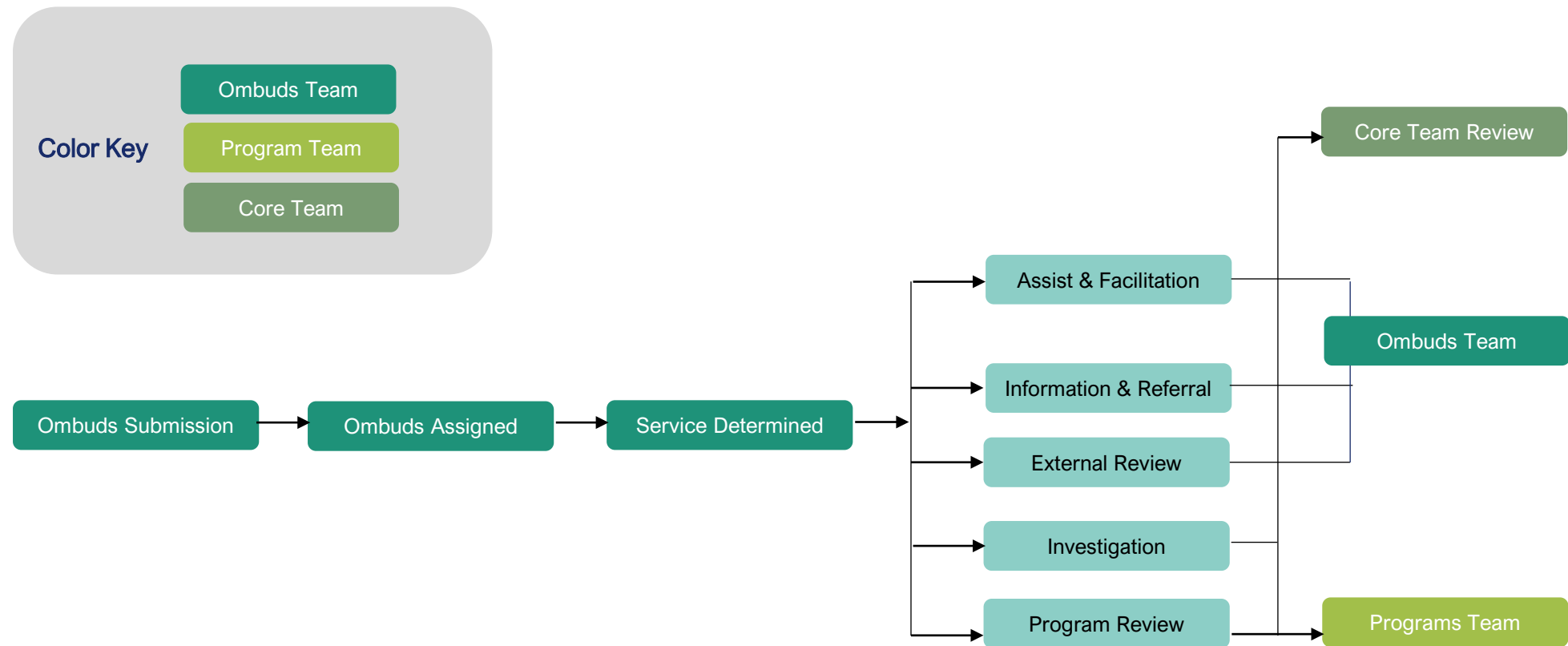


PROVIDERS
WHO RECEIVE FUNDING
FROM KCRHA



EMPLOYEES OR
CONTRACTORS
OF KCRHA

Ombuds Submission Workflow



Constituents Served

115

Constituents
in 2022

536

Constituents
in 2023

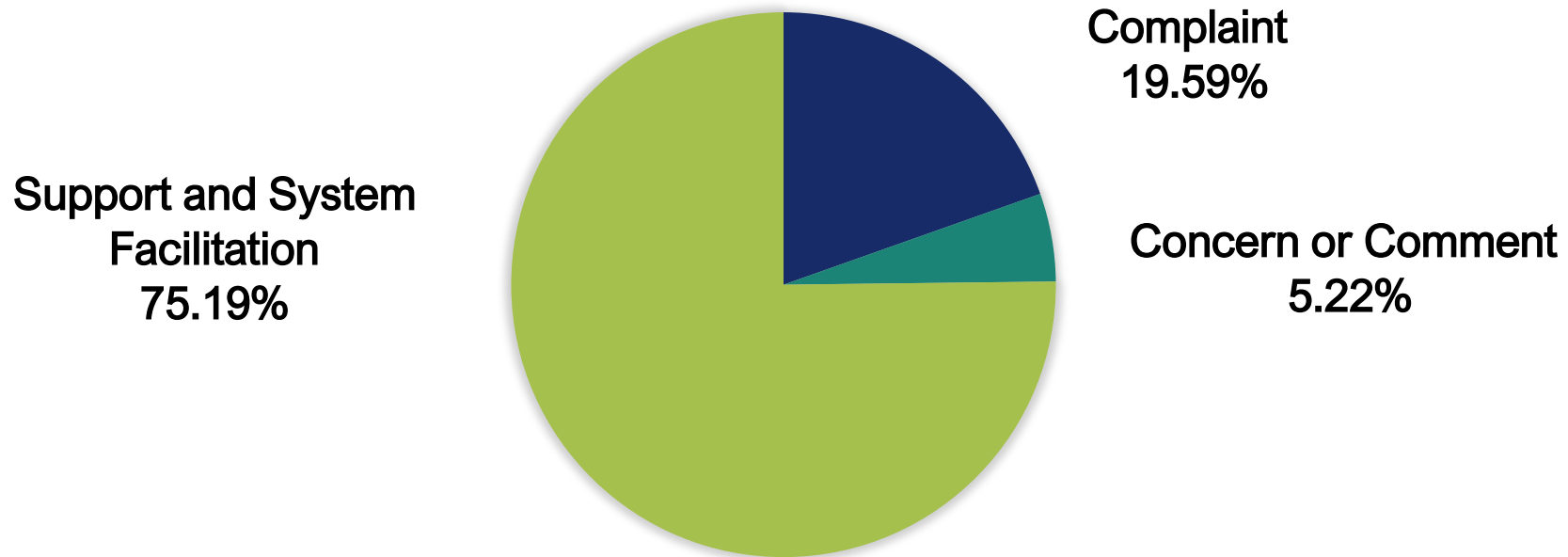
366%

increase

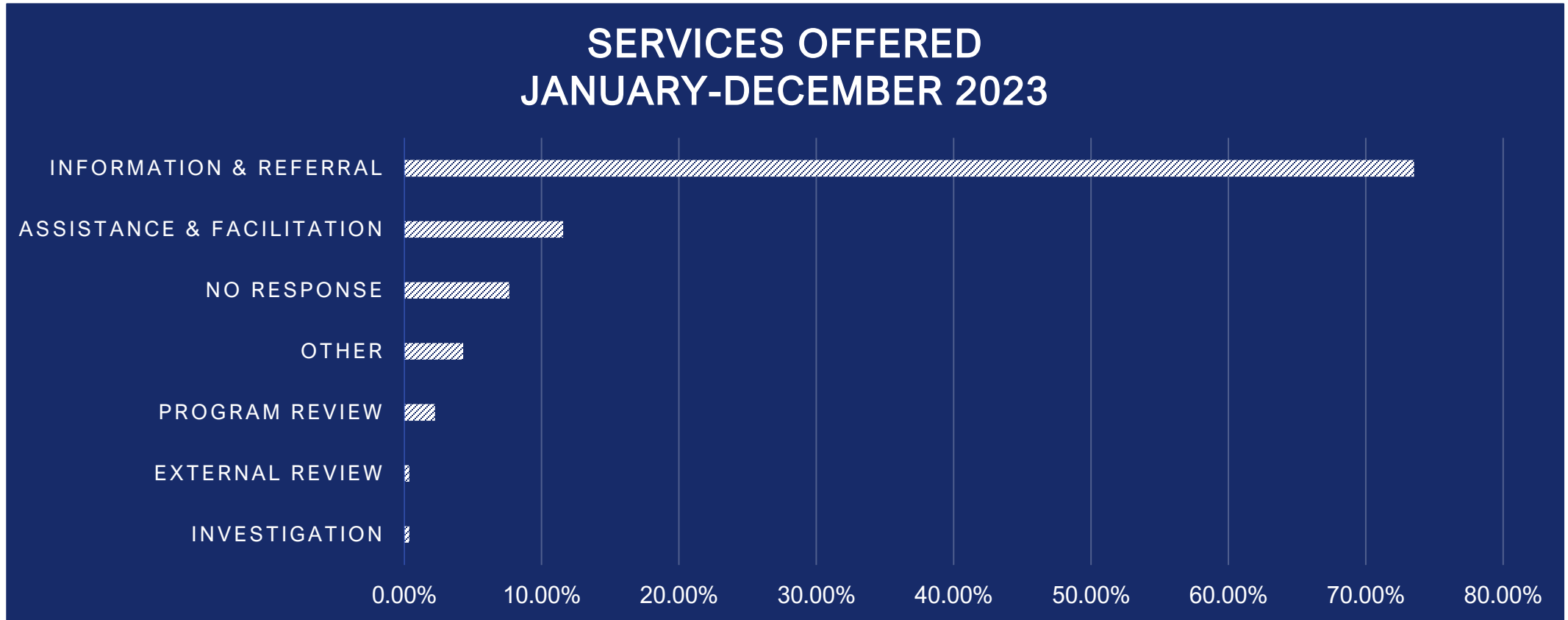


Submissions and Inquiries

SUBMISSIONS & INQUIRIES BY TYPE JANUARY-DECEMBER 2023



Services Offered



Ombuds Office Case Examples

The Ombuds Team



FACILITATED CONVERSATIONS BETWEEN A FAMILY AND A PROVIDER TO OBTAIN INFORMATION AFTER A FAMILY MEMBER PASSED AWAY



REFERRED A VEHICLE RESIDENT TO SALVATION ARMY STREET LEVEL TEAM FOR HOUSING NAVIGATION



COLLABORATED WITH A PROVIDER TO MODIFY INTAKE POLICY THAT VIOLATED THE FAIR CHANCE ORDINANCE AND POSED A BARRIER TO ACCESS INDIVIDUALS WITH CRIMINAL RECORDS

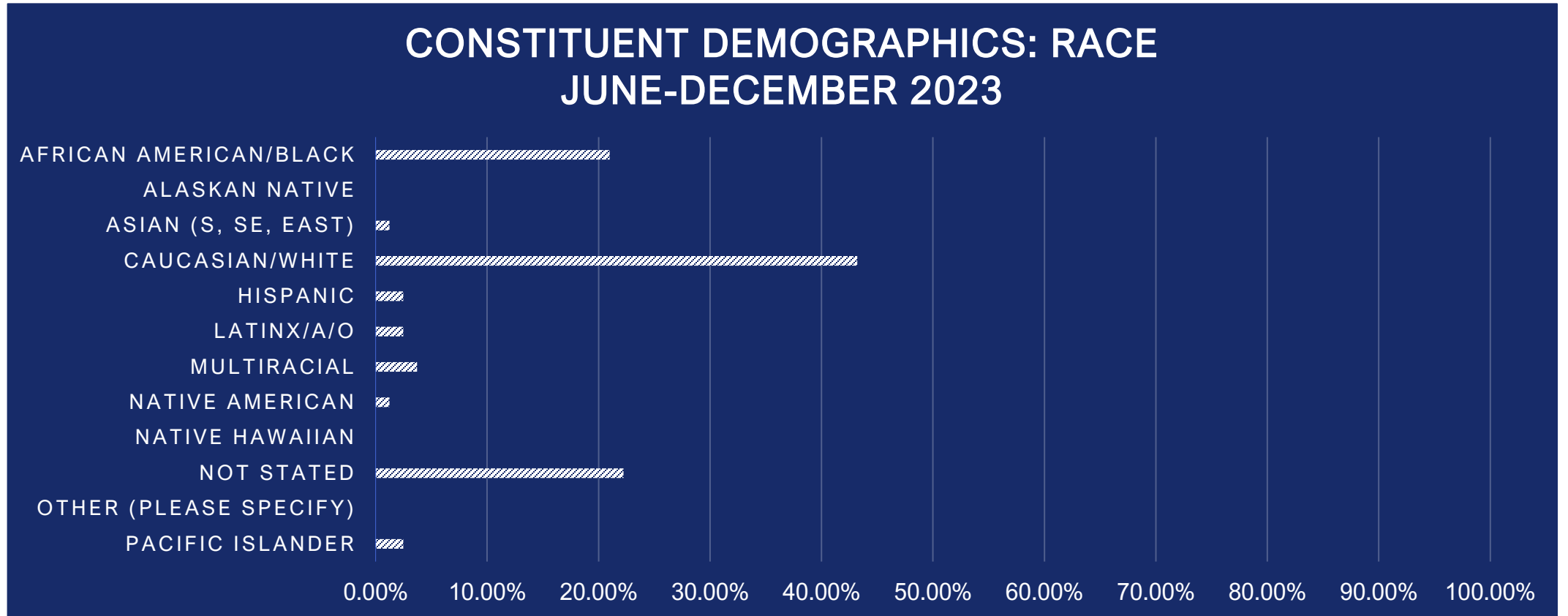


RECONNECTED CLIENT TO HOUSING PROGRAM BY CONTACTING PROVIDER TO CLARIFY ELIGIBILITY PROCESS TO REINSTATE SERVICES

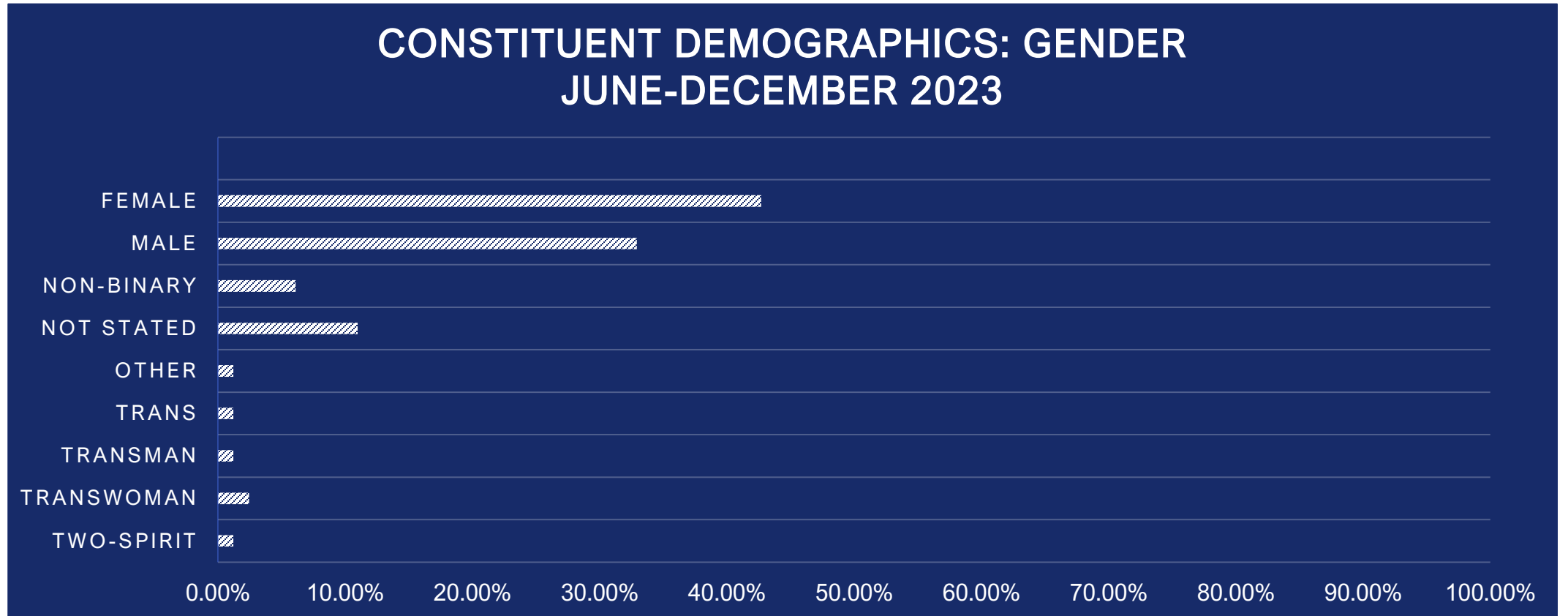


ELEVATED OUTREACH WORKERS' REPORTS ABOUT A POTENTIAL GRANTEE'S HARMFUL AND RACIALLY INTOLERANT BEHAVIOR. KCRHA INTERVENED, OFFERED TECHNICAL ASSISTANCE, AND REQUESTED EVIDENCE OF EQUITABLE PROGRAMMING BEFORE CONSIDERING FUTURE FUNDING REQUESTS

Demographics: Race

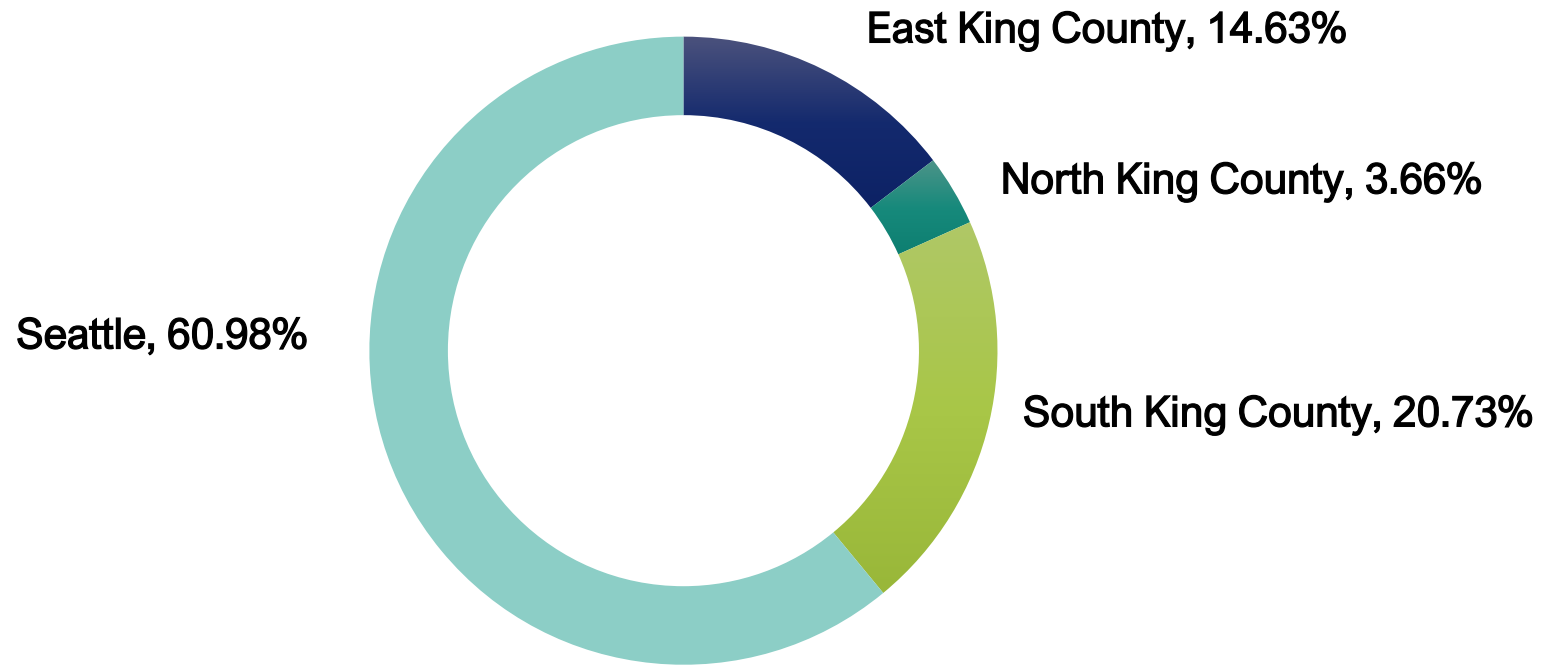


Demographics: Gender

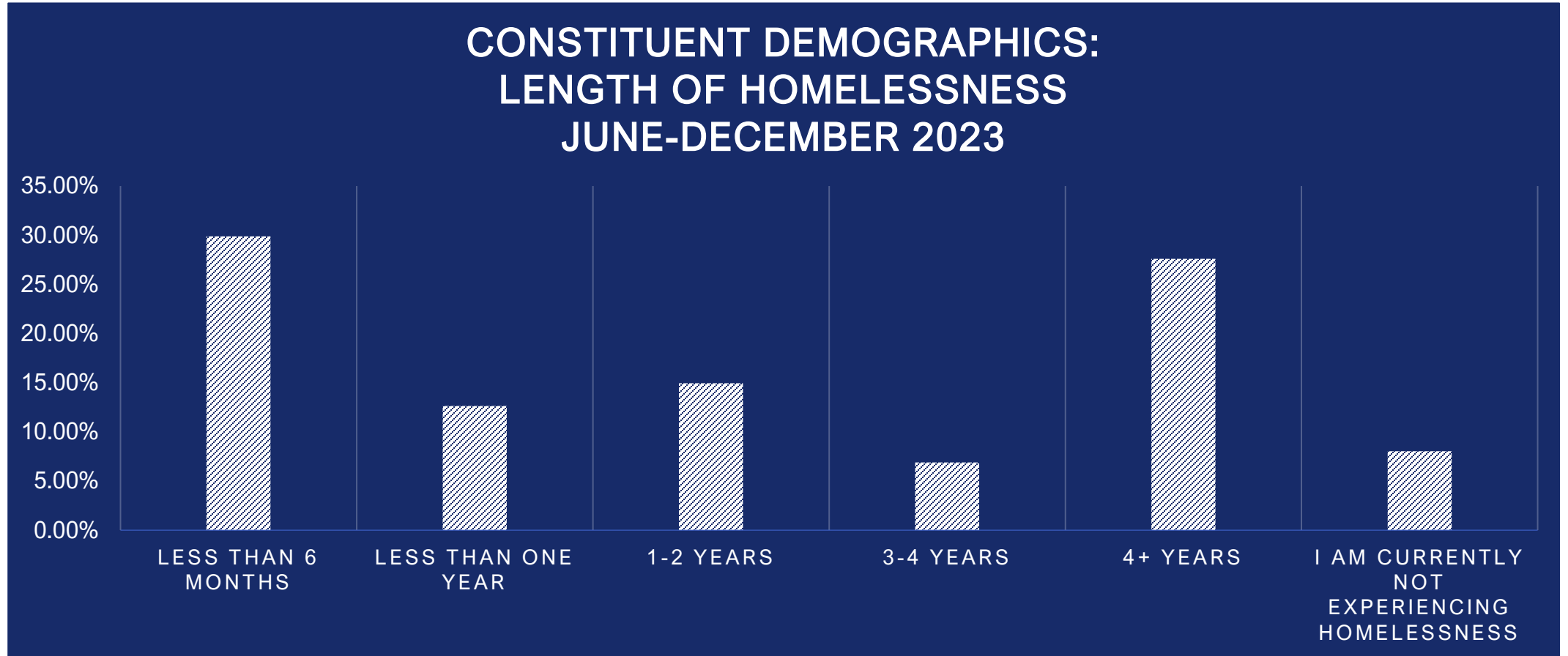


Demographics: Region

CONSTITUENT DEMOGRAPHICS: REGION JUNE-DECEMBER 2023



Demographics: Length of Homelessness



System Trends



System Access
Barriers



Insufficient
Case
Management &
Housing
Navigation



No Standard
Policies and
Practices
among Shelter
Providers



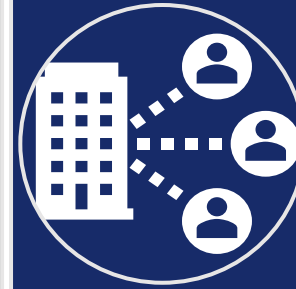
High Demand
for Prevention
Services



Scarce
Technical
Assistance
Capacity to
Resolve
Complex Issues



Inadequate
Confidentiality
Protections for
those
Contacting the
Ombuds Office



Inconsistent
Fidelity to
Permanent
Supportive
Housing Model

2024 Ombuds Office Priorities



Respond to constituent inquiries in a timely, responsive, and efficient manner



Enhance community engagement by connecting with people actively experiencing homelessness, educating providers, and providing light touch technical support



Develop promising practices and guidance, informed by constituent trends, to contribute to KCRHA's continuous improvement efforts in overseeing homeless services across King County



Promote transparency of the Ombuds Office by updating the website to include a dashboard of constituent data, upcoming community engagement events, an Ombuds Office primer, annual report, brochure, and translated outreach materials



Publish 2023 Ombuds Annual Report/Update Report for 2024





KCRHA

King County Regional Homelessness Authority

Contact the Ombuds

Email: ombuds@kcrha.org

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



KCRHA
King County Regional Homelessness Authority

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