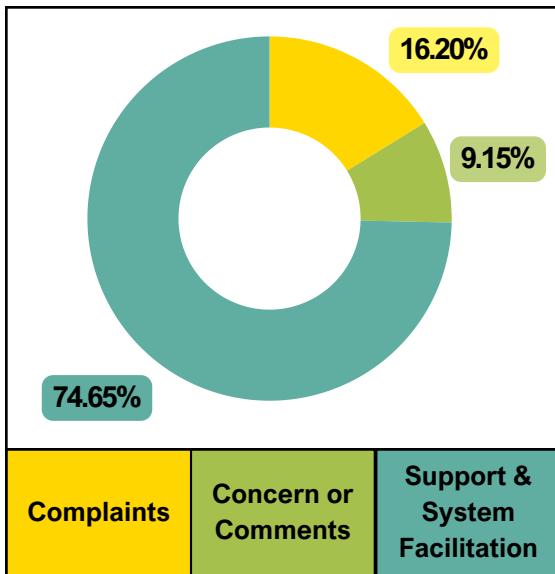


Ombuds Quarterly Report: Q1 2024



Submissions & Inquiries

During the first quarter of 2024, the Ombuds Office received 142 submissions and inquiries from 140 constituents. Most of these were requests for support and system facilitation regarding homeless services or other resources, accounting for 74.65% of the submissions. The second most common type of submission was complaints, where 16.20% of constituents expressed dissatisfaction with the actions or inaction of service providers. Finally, 9.15% of the submissions and inquiries involved concerns or comments where constituents contacted the Ombuds Office to share feedback, observations, or express discomfort.

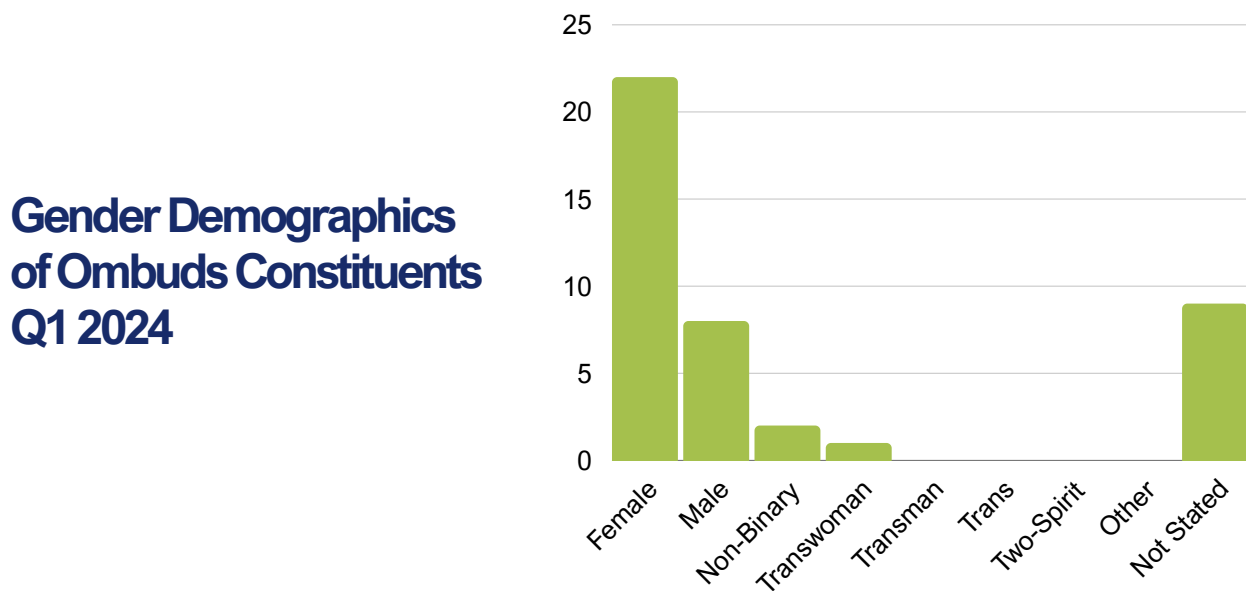
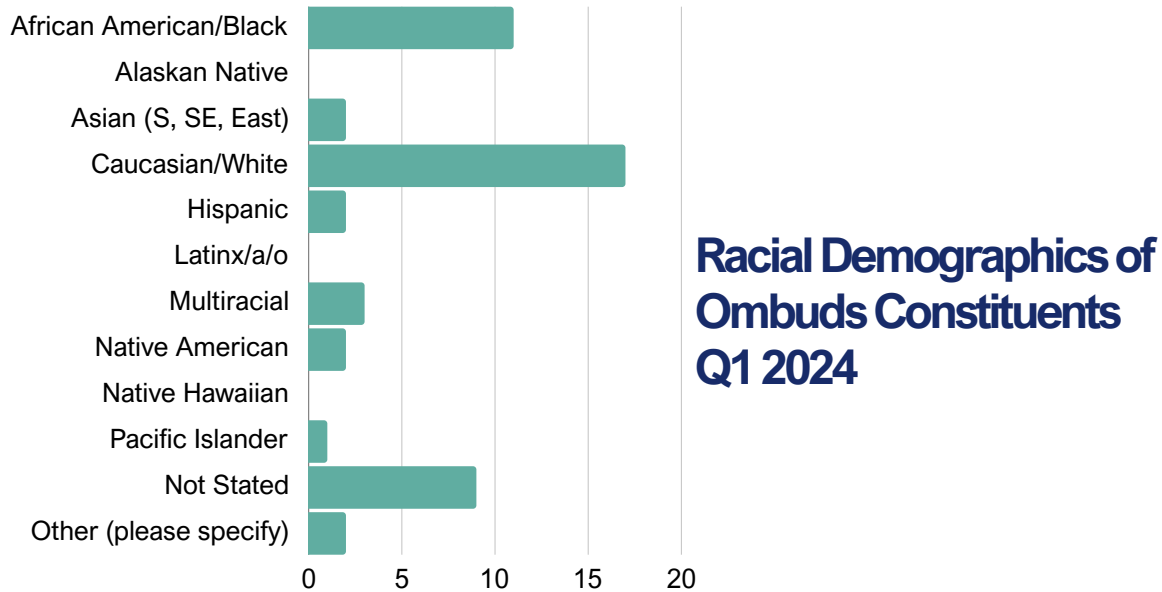
Services Offered

The Ombuds Office offers five services: assistance and facilitation, external review, information, referral, investigation, and program reviews. Most of the Ombuds Office's responses to submitted inquiries involve providing information and referrals about homeless services or helping individuals understand and address any gaps in services. The total number of services offered differs from the total number of submissions and inquiries received because, in some situations, the Ombuds Office may need to provide multiple service options to address an issue. For example, the Ombuds Office may offer assistance and facilitation and complete a program review to address a constituent inquiry.

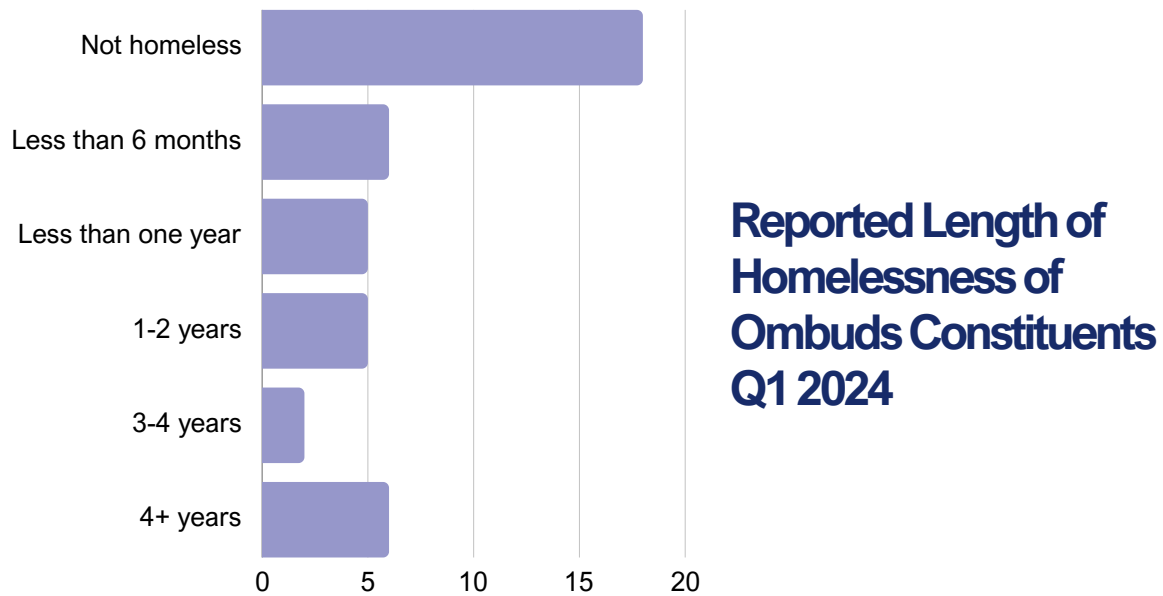
Service Type	Count
Assistance & Facilitation	15
External Review	6
Information & Referral	102
Investigation	0
No Response	5
Other	12
Program Review	8
Overall Total	148

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The Ombuds Office received 142 submissions and inquiries, with 42 constituents filling out demographic data using our Ombuds Web Form. The graphs in this section show their responses categorized by race, gender, length of homelessness, and region. Constituents are not required to provide demographic information regarding their race and gender when contacting the Ombuds Office. As a result, the data collected may not represent the total number of constituents who contacted the Ombuds Office.



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Reported location or region of Ombuds Constituents Q1 2024

