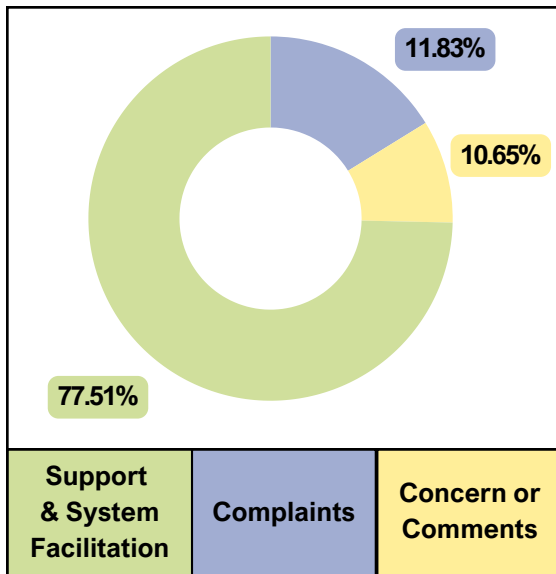


Ombuds Quarterly Report: Q2 2024



Submissions & Inquiries

During the second quarter of 2024, the Ombuds Office received 169 submissions and inquiries from 166 constituents. Most of these were requests for support and system facilitation regarding homeless services or other resources, accounting for 77.51% of the submissions. The second most common type of submission was complaints, where 11.83% of constituents expressed dissatisfaction with the actions or inaction of service providers. Finally, 10.65% of the submissions and inquiries involved concerns or comments where constituents contacted the Ombuds Office to share feedback, observations, or express discomfort.

Services Offered

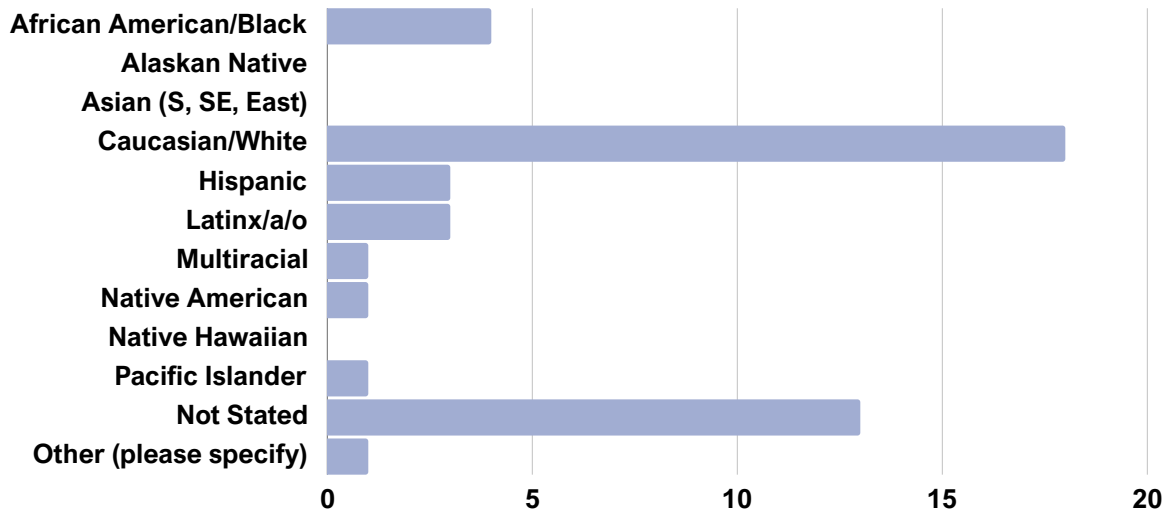
The Ombuds Office offers five services: assistance and facilitation, external review, information, referral, investigation, and program reviews. Most of the Ombuds Office’s responses to submitted inquiries involve providing information and referrals about homeless services or helping individuals understand 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 | 20 |
| External Review | 1 |
| Information & Referral | 123 |
| Investigation | 0 |
| No Response | 9 |
| Other | 11 |
| Program Review | 5 |
| Overall Total | 169 |

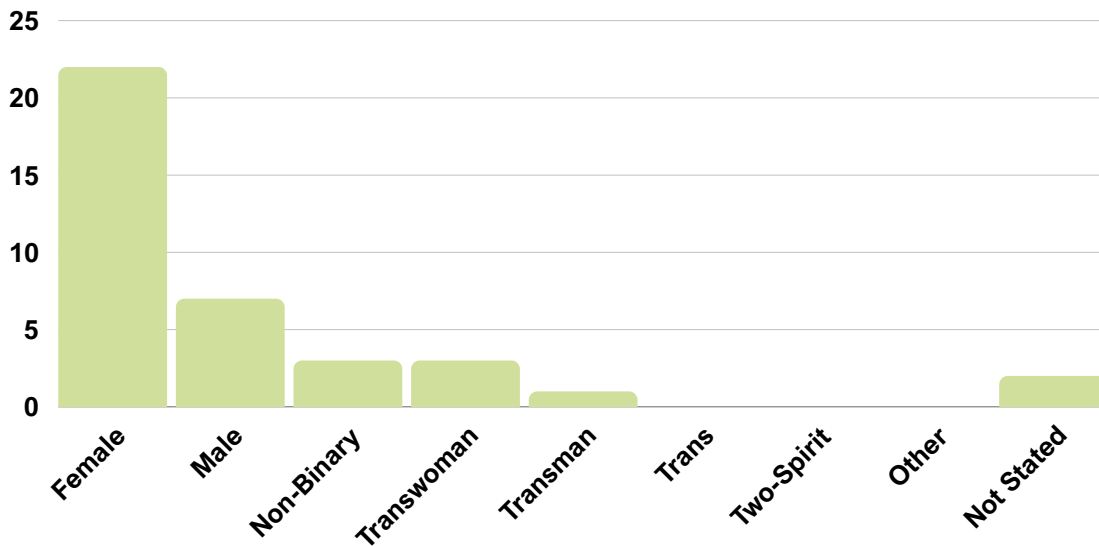
Ombuds Quarterly Report: Q2 2024

The Ombuds Office received 166 submissions and inquiries, with 46 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.

Racial Demographics of Ombuds Constituents Q2 2024

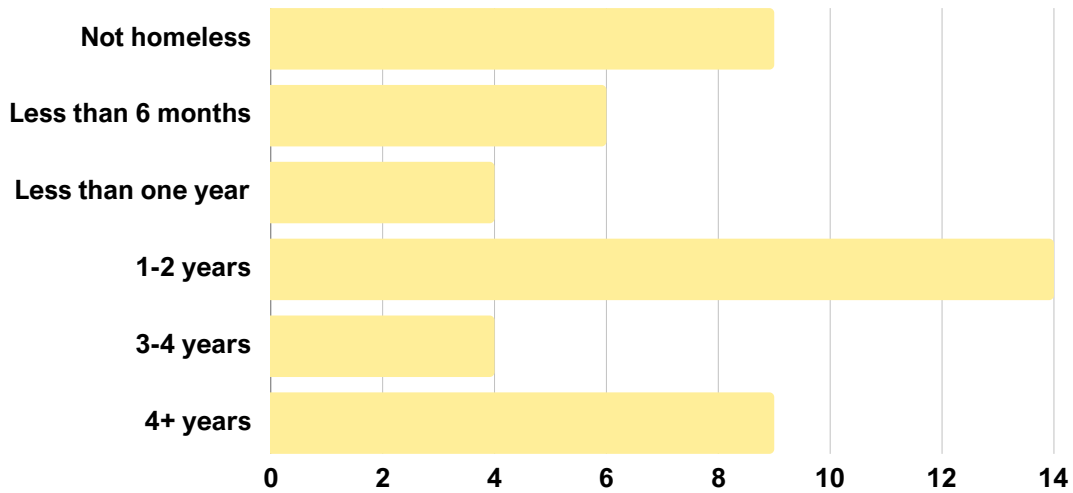


Gender Demographics of Ombuds Constituents Q2 2024



Ombuds Quarterly Report: Q2 2024

Reported Length of Homelessness of Ombuds Constituents Q2 2024



Reported location or region of Ombuds Constituents Q2 2024

