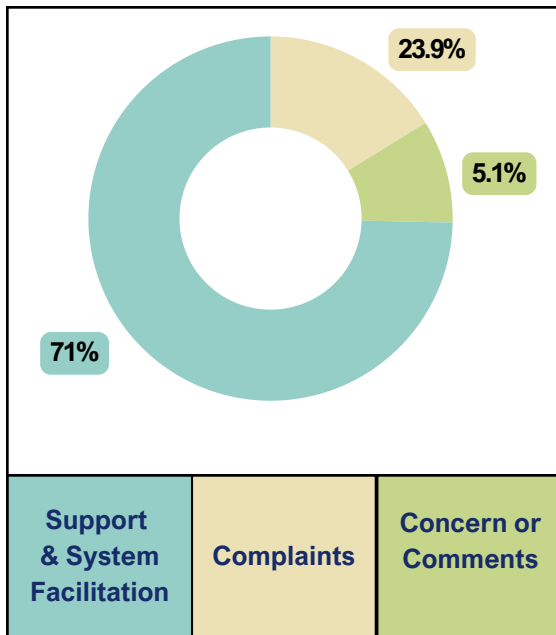


Ombuds Quarterly Report: Q4 2024



Submissions & Inquiries

During the fourth quarter of 2024, the Ombuds Office received submissions and inquiries from 138 constituents. Most of these were requests for support and system facilitation regarding homeless services or other resources, accounting for 71% of the submissions. The second most common type of submission was complaints, where 23.9% of constituents expressed dissatisfaction with the actions or inaction of service providers. Finally, 5.1% of the submissions and inquiries involved concerns or comments where constituents contacted the Ombuds Office to share feedback, observations, or express discomfort about services.

Services Offered

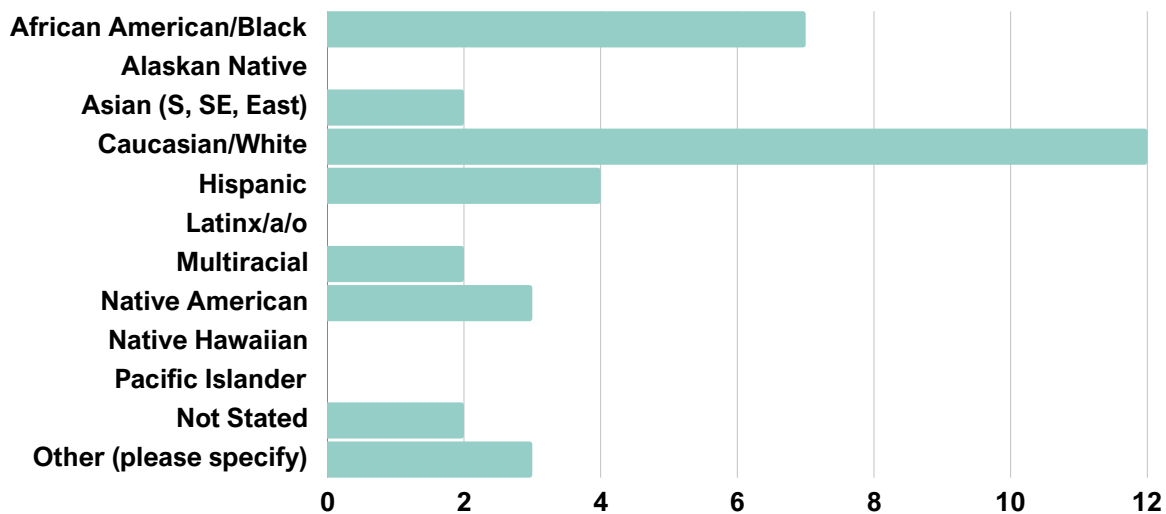
The Ombuds Office offers five services: assistance and facilitation, external review, information and referral, investigation, and program review. Most responses to inquiries involve offering information and referrals related to homeless services or helping individuals understand and address gaps in service delivery.

Service Type	Count
Assistance & Facilitation	18
External Review	1
Information & Referral	111
Investigation	0
No Response	5
Other	1
Program Review	2
Overall Total	138

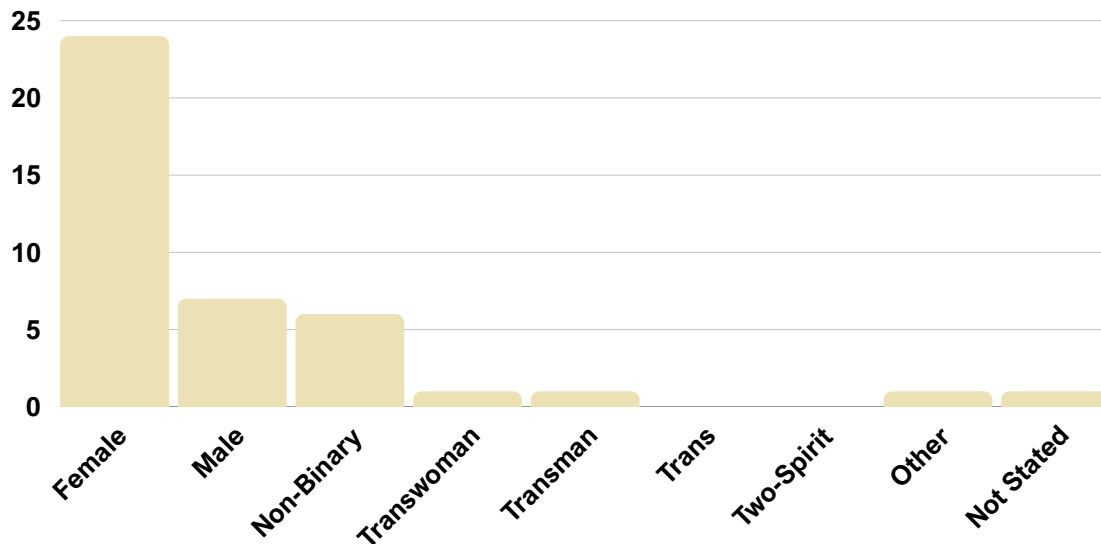
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The Ombuds Office received 138 submissions and inquiries, with 45 constituents filling out demographic data using our Ombuds Web Form. The graphs in this section show their responses categorized by race, gender, length of homelessness, and region. 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 in Q4.

Racial Demographics of Ombuds Constituents Q4 2024

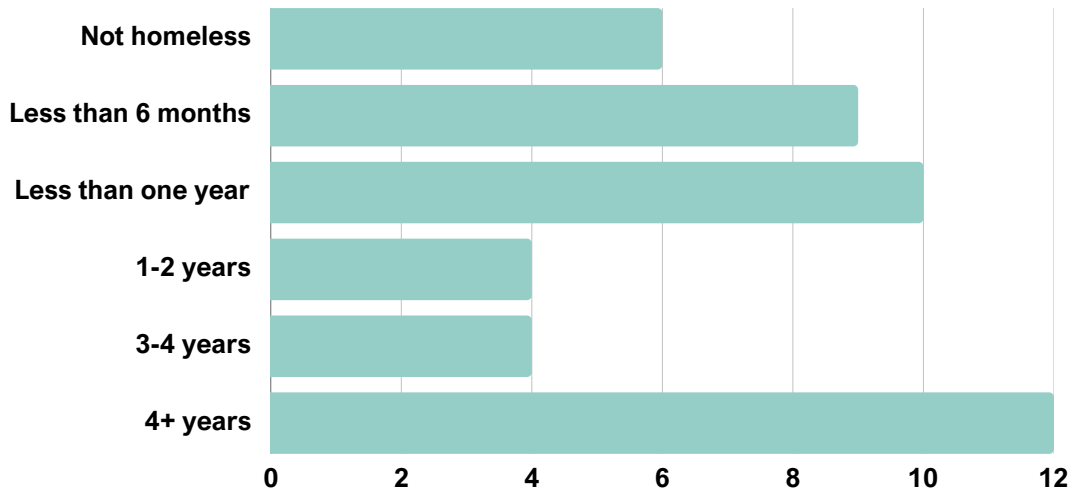


Gender Demographics of Ombuds Constituents Q4 2024

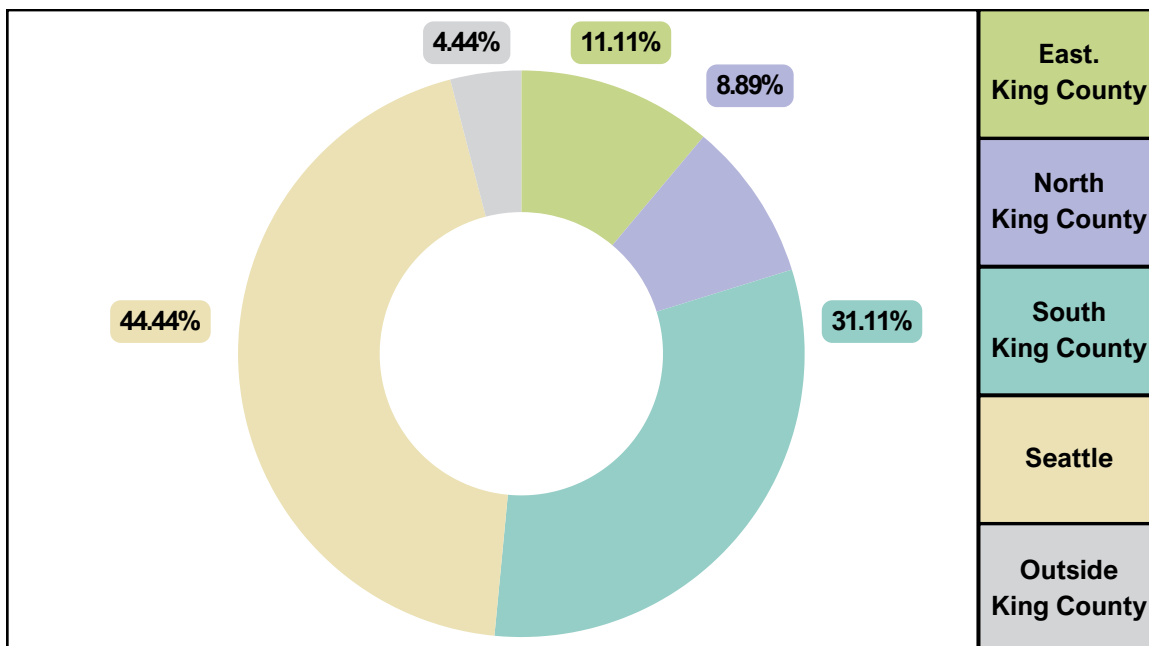


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Reported Length of Homelessness of Ombuds Constituents Q4 2024



Reported location or region of Ombuds Constituents Q4 2024



Constituent demographic data is mainly collected through the Ombuds Office web form, which means that the data may not include constituents who have reached out to the Ombuds Office through other means, such as email or phone.