# Ombuds Quarterly Report: Q1 2025

The Ombuds Office data is divided into two categories: case tracker data and web form data. Case tracker data includes information gathered from all 146 contacts made to the Ombuds Office during the first quarter of 2025, regardless of how the contact was initiated (e.g., web form, email, or phone). In contrast, web form data consists solely of submissions received through the Ombuds Office web form. Figures 1-6 illustrate the case tracker data.

Figure 1. Types of Cases
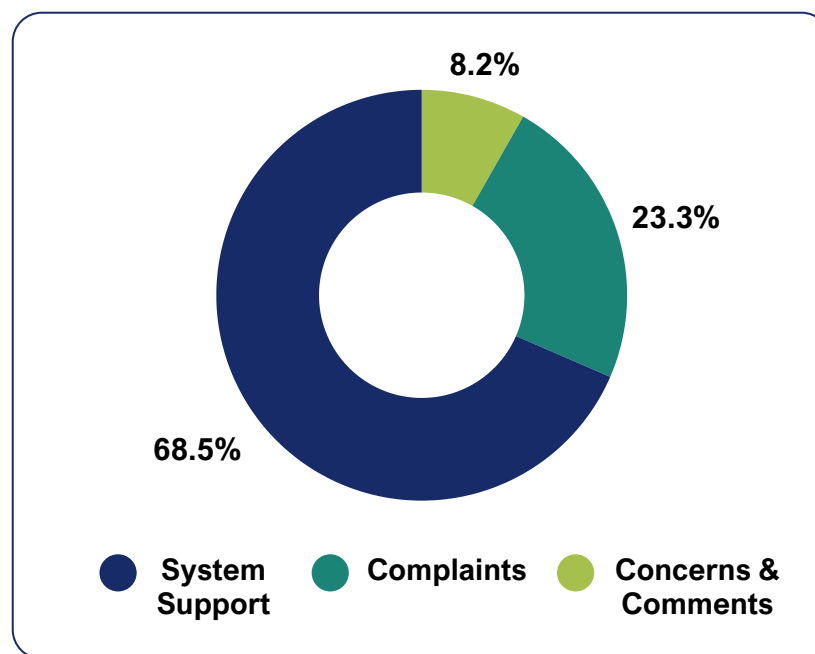
The Ombuds Office manages three categories of cases: system support, complaints, and concerns or comments. In the first quarter of 2025, a total of 146 individuals reached out to the Ombuds Office with inquiries, issues, or concerns, which are classified into three case types: system support, complaints, and concerns or comments.

The most common type is system support, where individuals seek information about homeless services. The second most frequent type is complaints, which arise when individuals express dissatisfaction with a particular service. The least common type is concerns or comments, in which individuals provide feedback, share observations, or express discomfort regarding a service.
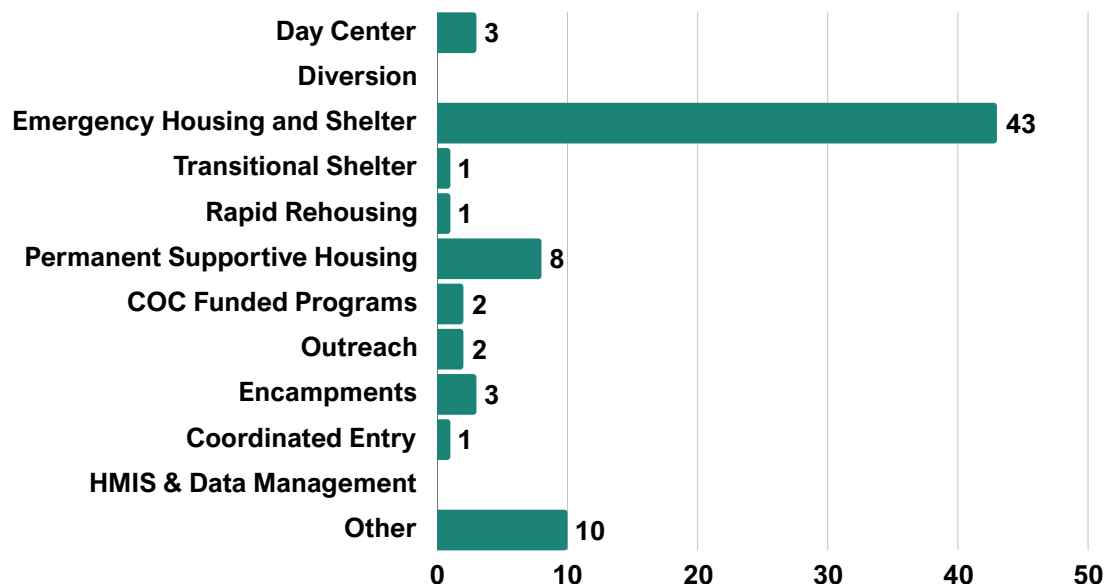
Ombuds Quarterly Report: Q1 2025

Figure 2. Cases by Service Type

The Ombuds Office offers five services: assistance and facilitation, external review, information and referral, program review, and systemic 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	26
External Review	1
Information & Referral	99
Program Review	3
Systemic Review	0
Other	7
No Response	10
Overall Total	145

Figure 3. Cases by Program Type

Ombuds Quarterly Report: Q1 2025

Figure 4. Cases by Communication Source

Figure 4 illustrates how community members initiate cases with the Ombuds Office, highlighting the variety of initial contact methods used—phone, email, in-person visits, or web forms. This graph does not include web forms where members of the Ombuds Office team have encouraged those who contacted us through other means to submit a web form.*

Phone 13.7%
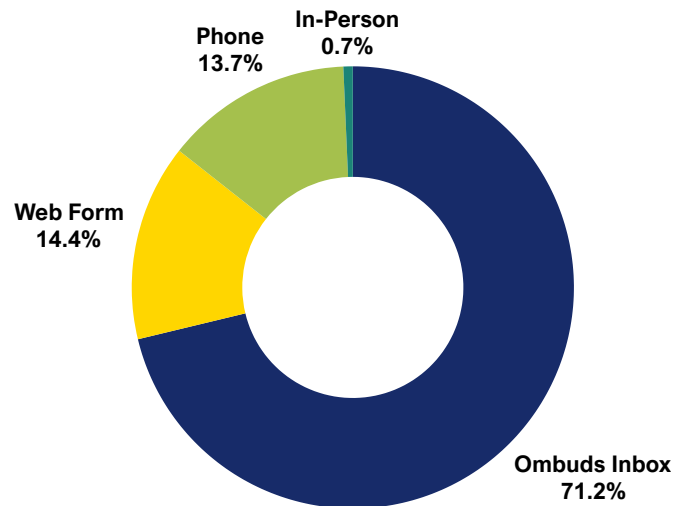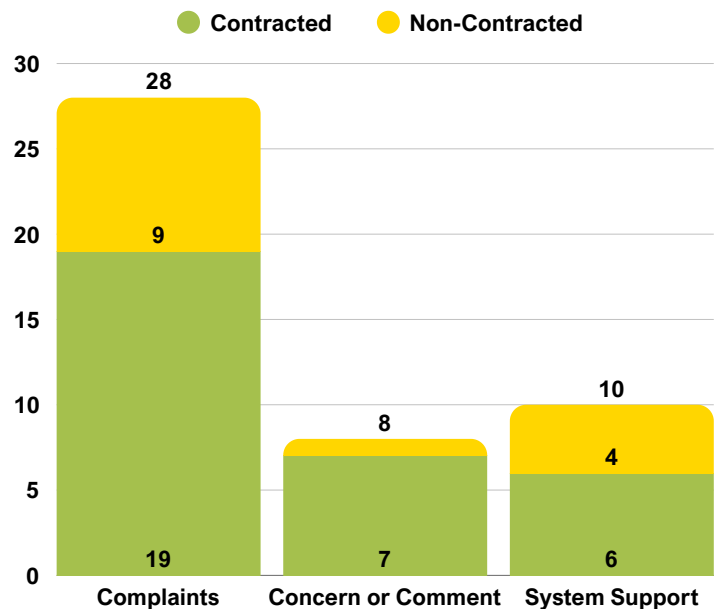In-Person 0.7%
Web Form 14.4%
Ombuds Inbox 71.2%

## Figure 5. Comparison of Contracted vs. Non-Contracted Cases

Figure 5 displays the three case types categorized by contracted or non-contracted agencies. Most cases received by the Ombuds Office do not involve a specific agency and typically consist of requests for system support (e.g., information or resources related to the homelessness response system). Cases where there is no agency involvement are not reflected in this graph.

Contracted Non-Contracted

Complaints: 28 (9 Non-Contracted, 19 Contracted)
Concern or Comment: 8 (7 Contracted)
System Support: 10 (4 Non-Contracted, 6 Contracted)

*In Q1 2025, community members initiated 21 web forms, representing 14.4% of the total submissions. The Ombuds team requested that community members resubmit their requests using a web form in 17 instances. As a result, the total number of web forms increased to 38, accounting for 26% of the overall Ombuds data.
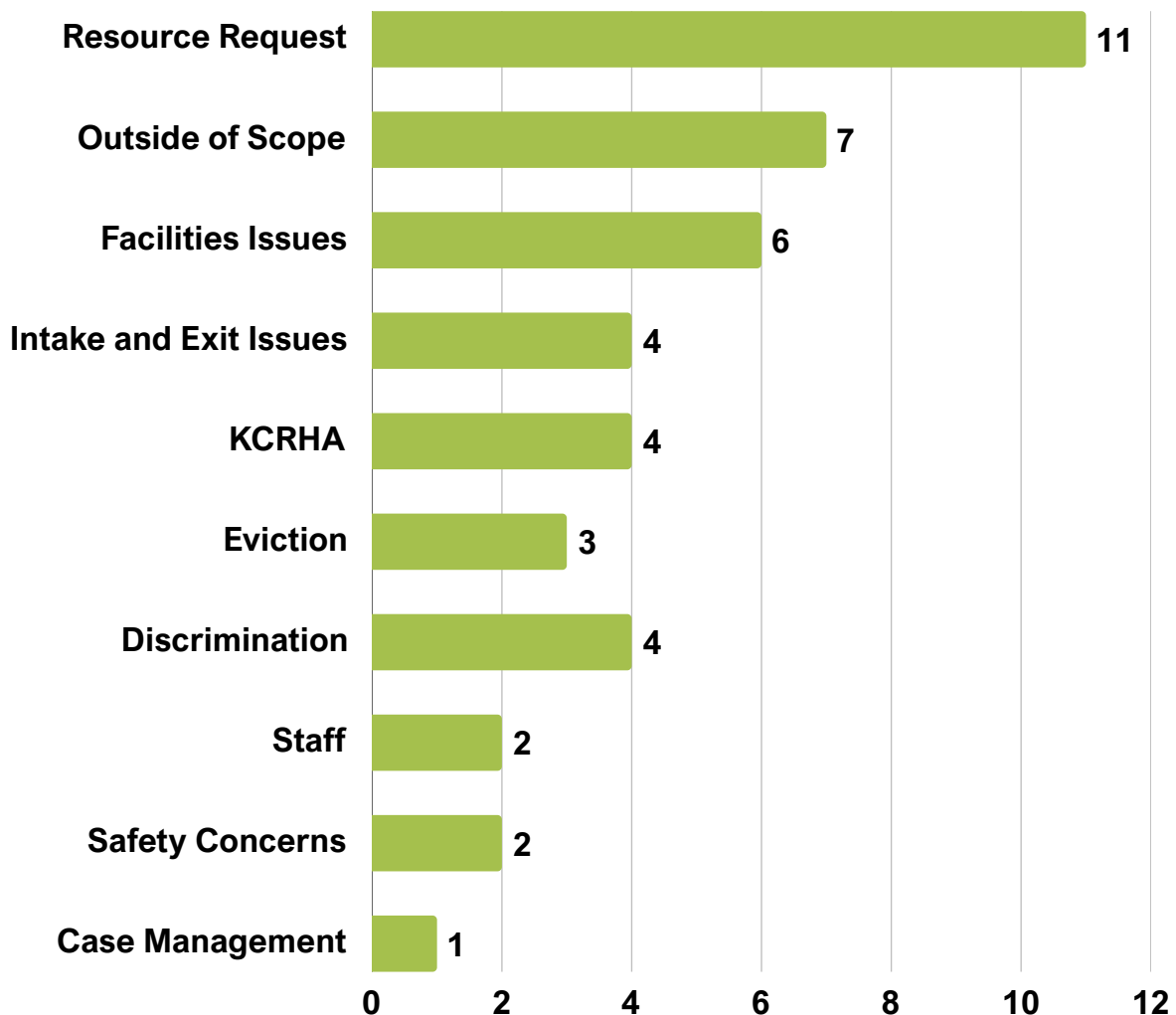
Figure 6. Case Outcomes
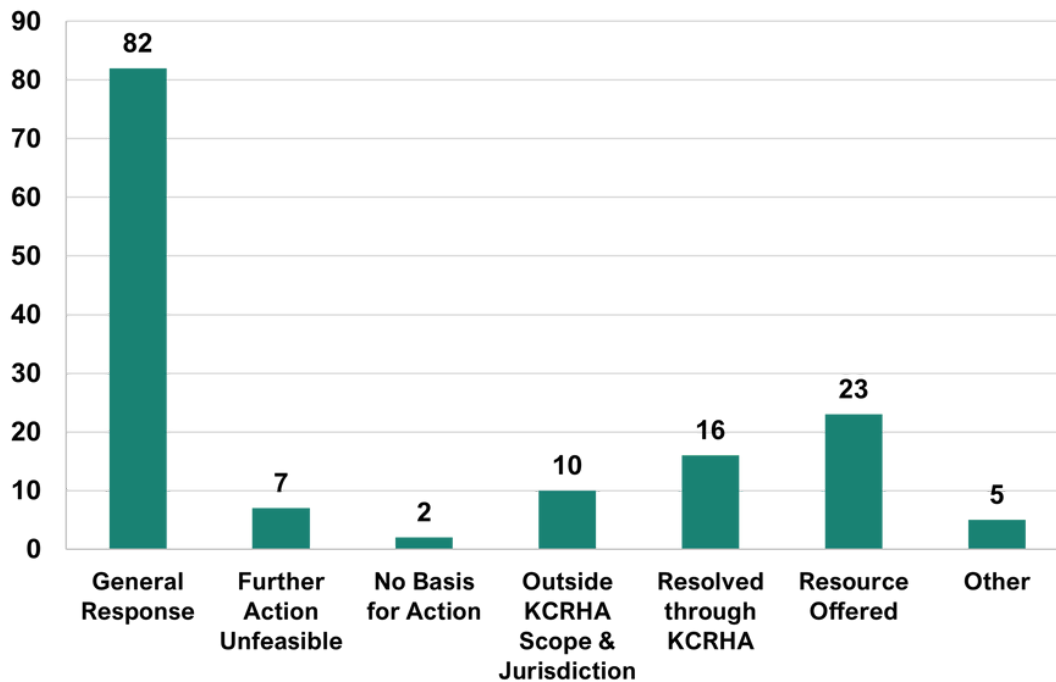
- **General Response:** The Ombuds Office provides general information about 211, coordinated entry, and eviction resources in response to common requests for help.

- **Further Action Unfeasible:** The individual seeking support has stopped communicating.

- **No Basis for Action:** The issue lacks tangible actions that the Ombuds Office can address.

- **Outside KCRHA Scope and Jurisdiction:** The issue cannot be resolved by the Ombuds Office because it is outside the area of work the Ombuds Office is intended to address.

- **Resolved through KCRHA:** The issue was resolved by KCRHA.

- **Resource Offered:** The Ombuds Office provided a community resource to the individual seeking information (e.g., a shelter or outreach referral, assistance in connecting to other systems).

Ombuds Quarterly Report: Q1 2025

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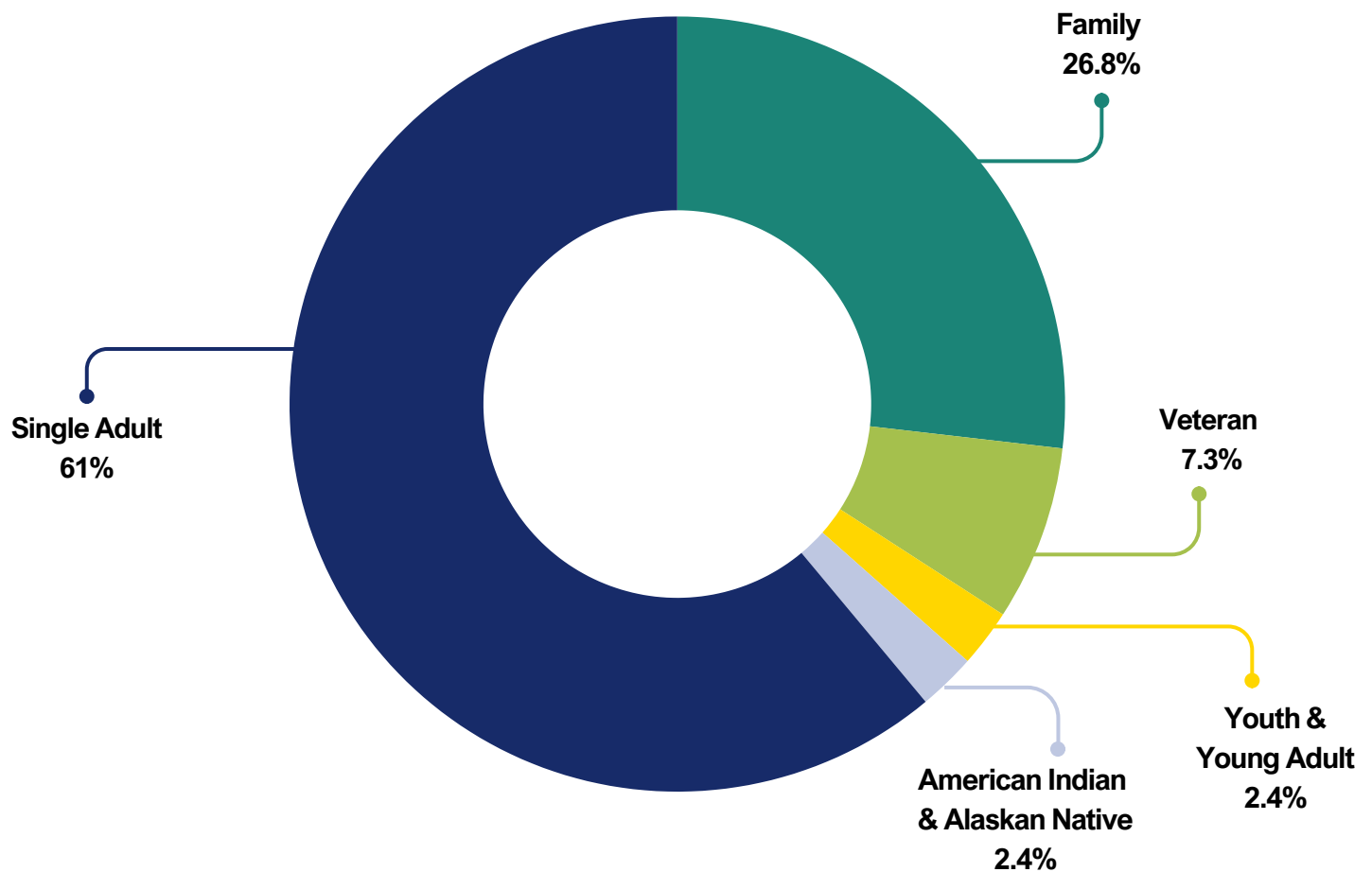
Figures 7-12 depict the web form data.

Figure 7. Web Form Issues

Ombuds Quarterly Report: Q1 2025

Figure 8.
Web Form Submission by Sub-Population

Family
26.8%

Veteran
7.3%

Single Adult
61%

Youth &
Young Adult
2.4%

American Indian
& Alaskan Native
2.4%

Ombuds Quarterly Report: Q1 2025

Figure 9.
Reported Length of Homelessness of Ombuds Constituents

Category	Value
Not experiencing homelessness	10
Less than 6 months	5
Less than one year	
1-2 years	10
3-4 years	4
4+ years	9

Figure 10.
Reported Location or Region of Ombuds Constituents

- Seattle 50.00%
- East King County 18.42%
- South King County 15.79%
- North King County 5.26%
- Uninc. King County 5.26%
- Outside King County 5.26%
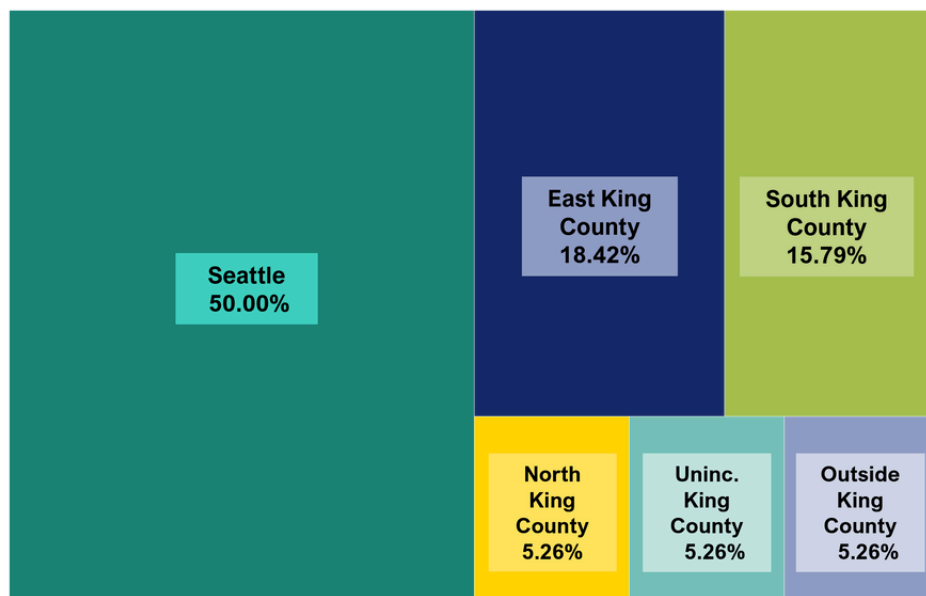
Ombuds Quarterly Report: Q1 2025

Figure 11.
Racial Demographics of Ombuds Constituents

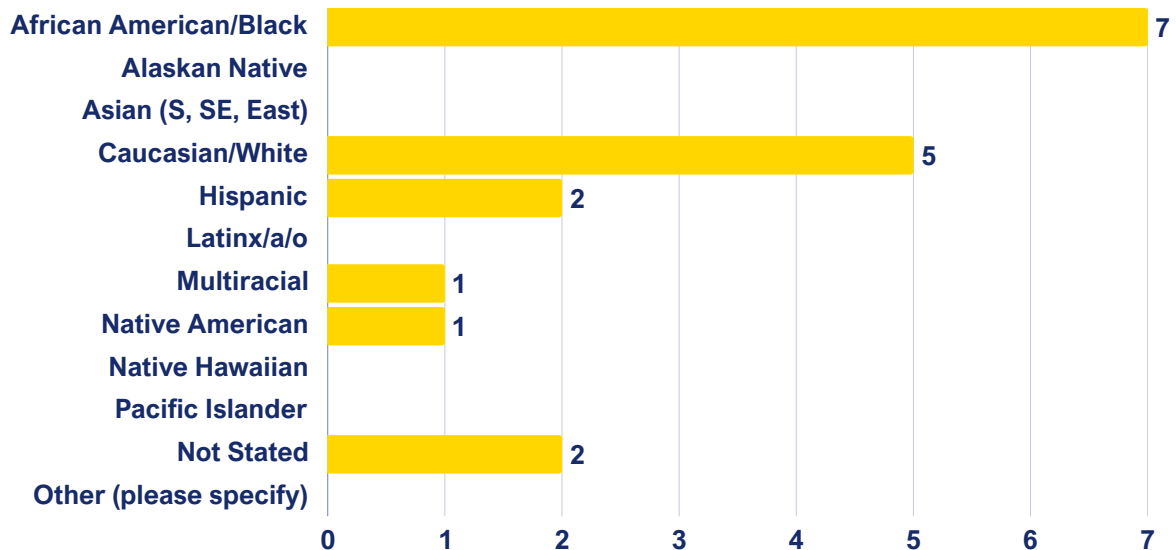| Race	Count
African American/Black	7
Alaskan Native	
Asian (S, SE, East)	
Caucasian/White	5
Hispanic	2
Latinx/a/o	
Multiracial	1
Native American	1
Native Hawaiian	
Pacific Islander	
Not Stated	2
Other (please specify)	

Figure 12.
Gender Demographics of Ombuds Constituents

Gender	Count
Female	14
Male	11
Non-Binary	2
Transwoman	
Transman	
Trans	2
Two-Spirit	2
Other	
Not Stated	1