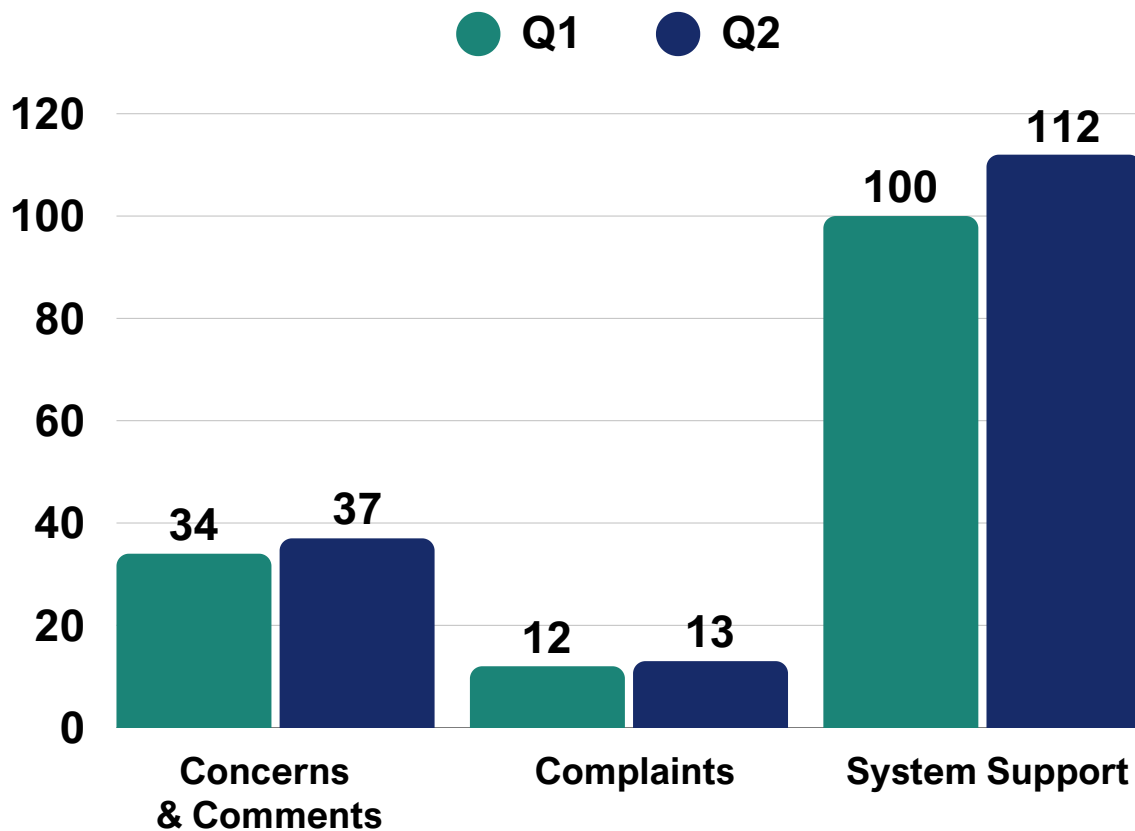


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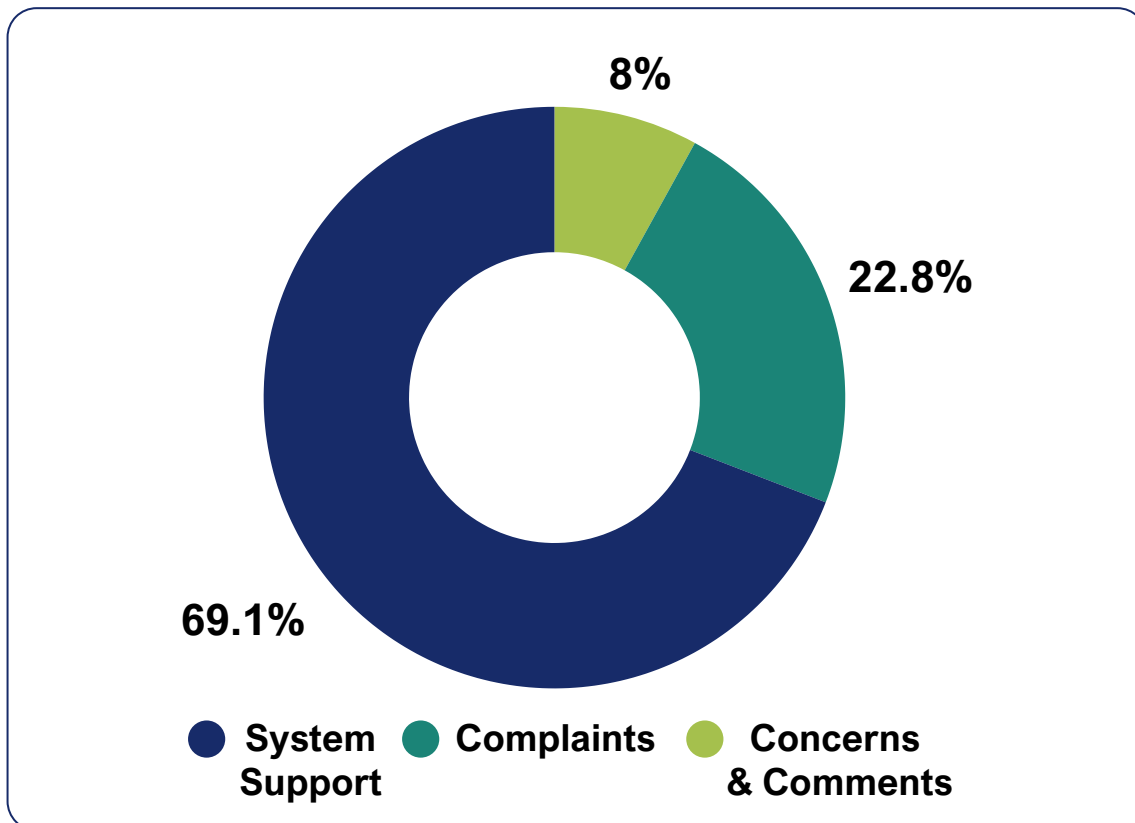
The Ombuds Office data is divided into two categories: case tracker data and web form data. Case tracker data includes information gathered from all 162 contacts made to the Ombuds Office during the second quarter of 2025, regardless of how the contact was initiated (e.g., web form, email, or phone). In contrast, web form data consists solely of submissions received through the Ombuds Office web form. Figures 1-7 illustrate the case tracker data.

Figure 1. Comparison of Case Types by Quarter



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Figure 2. Types of Cases



The Ombuds Office manages three categories of cases: system support, complaints, and concerns or comments. In the second quarter of 2025, a total of 162 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.

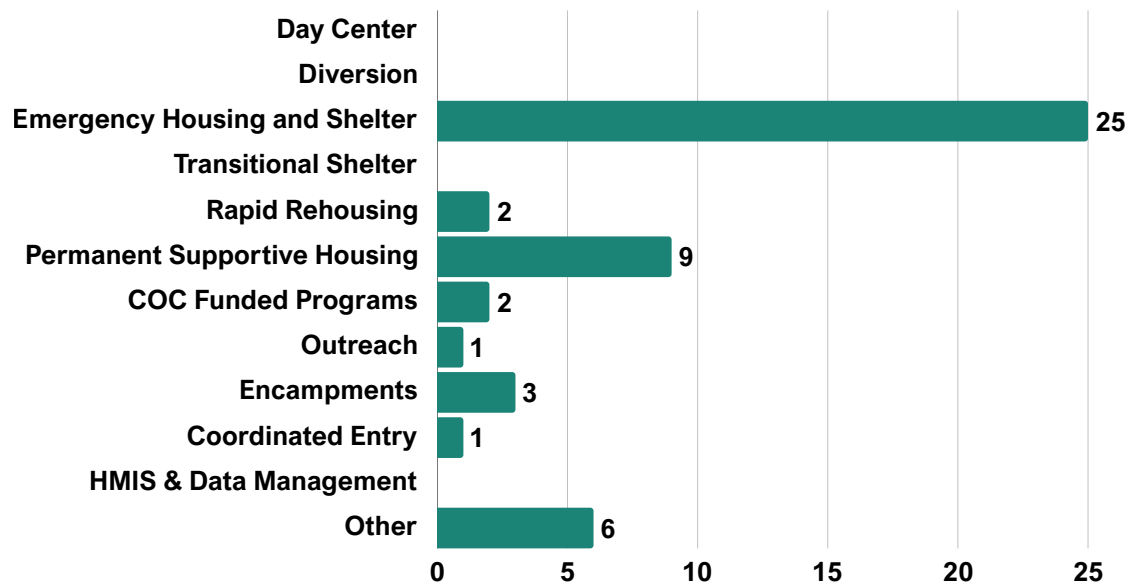
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Figure 3.
Cases by Service Type

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	21
External Review	2
Information & Referral	117
Program Review	2
Systemic Review	0
Other	7
No Response	13
Overall Total	162

Figure 4. Cases by Program Type



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Figure 5. 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.*

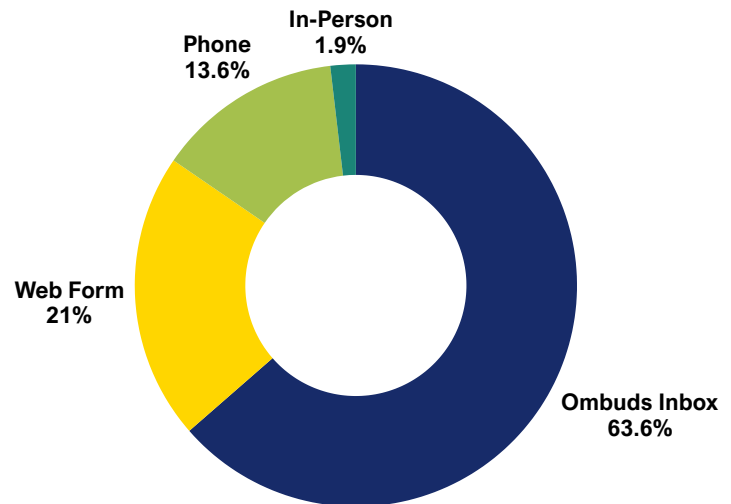
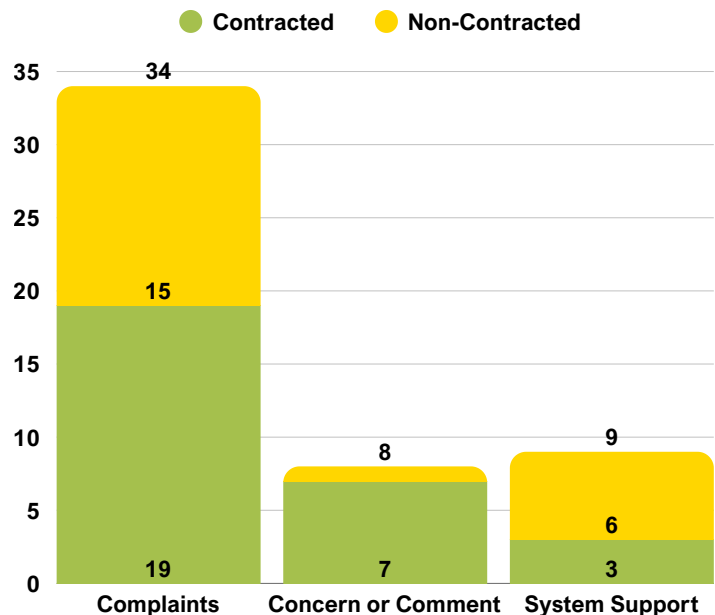


Figure 6. Comparison of Contracted vs. Non-Contracted Cases

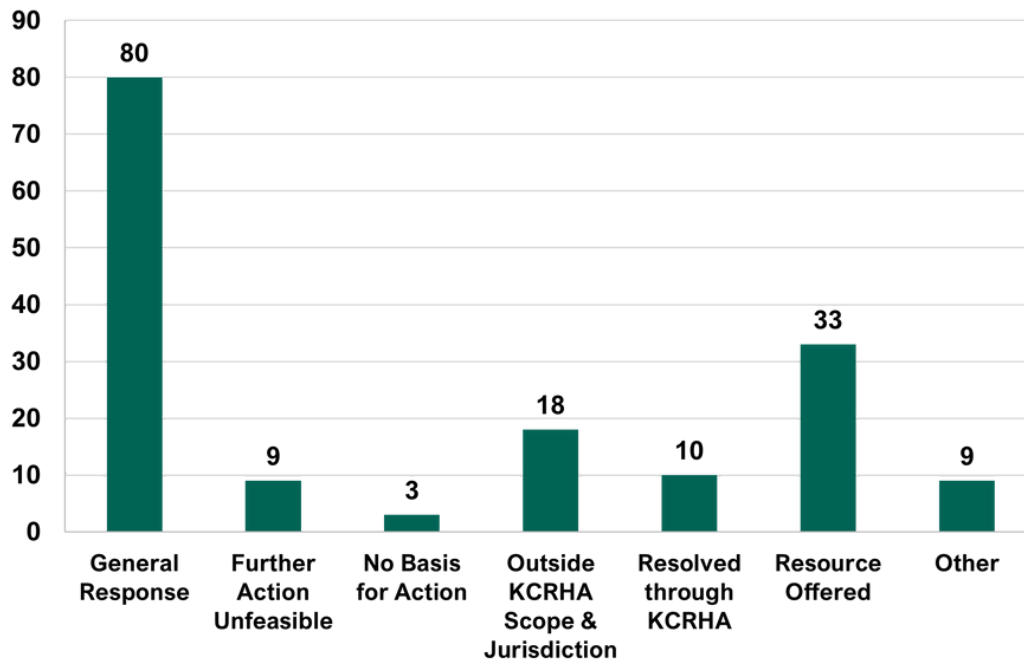
Figure 5 displays the three case types categorized by contracted or non-contracted agencies. Most cases received by the Ombuds Office do not involve a specific agency and typically consist of requests for system support (e.g., information or resources related to the homelessness response system). Cases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



*In Q2 2025, community members initiated 34 web forms, representing 21% 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 51, accounting for 31.5% of the overall Ombuds data.

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Figure 7. Case Outcomes



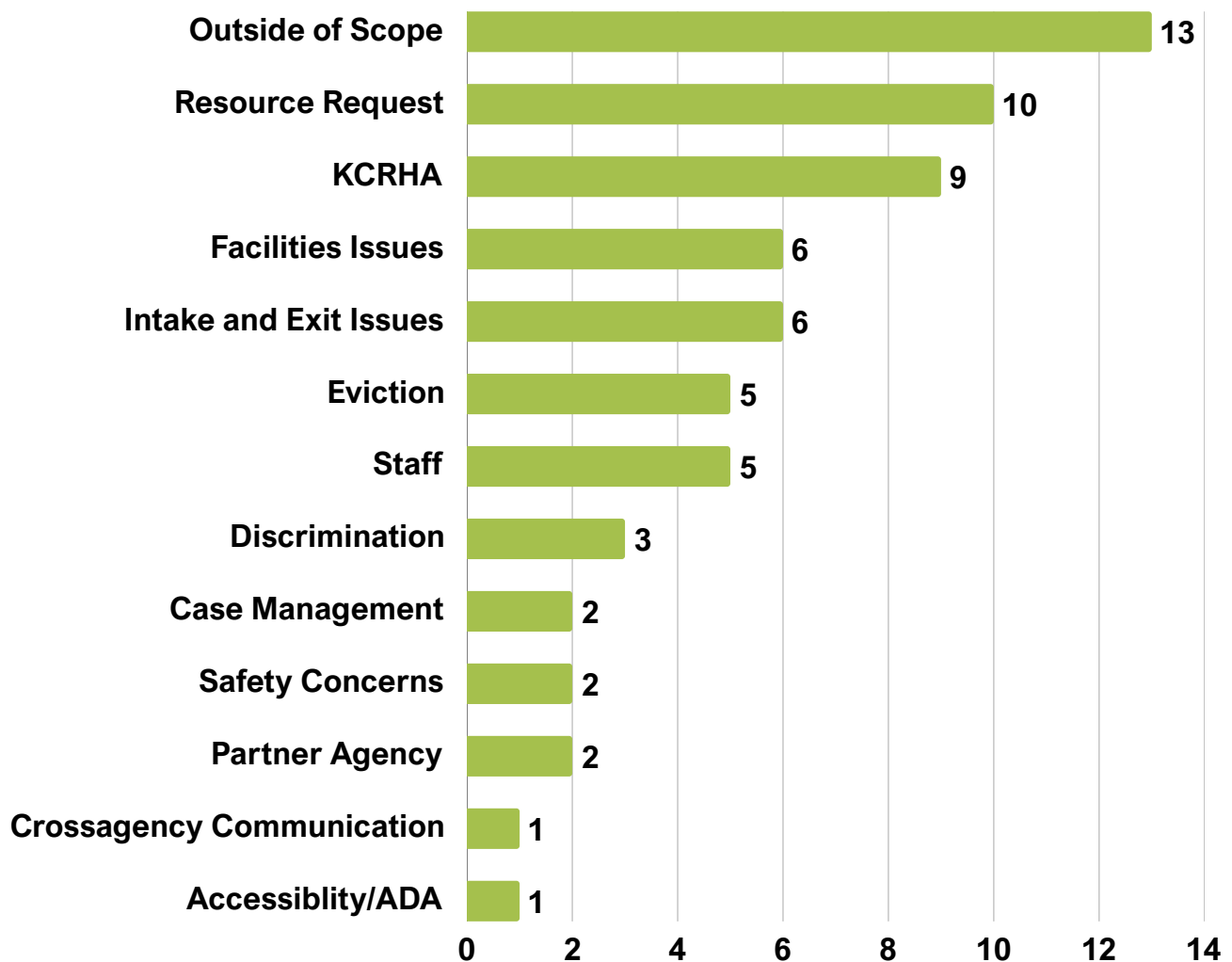
- **General Response:** The Ombuds Office provides general information about 211, coordinated entry, and eviction resources in response to common requests for help.
- **Further Action Unfeasible:** The individual seeking support has stopped communicating.
- **No Basis for Action:** The issue lacks tangible 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).

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As mentioned on page one of this report, the Ombuds Office data is divided into two categories: case tracker data and web form data. Case tracker data includes information gathered from all 162 contacts made to the Ombuds Office regardless of how the contact was initiated (e.g., web form, email, or phone). In contrast, web form data consists solely of the 51 submissions and self-reported demographic data received through the Ombuds Office web form in Q2 2025.

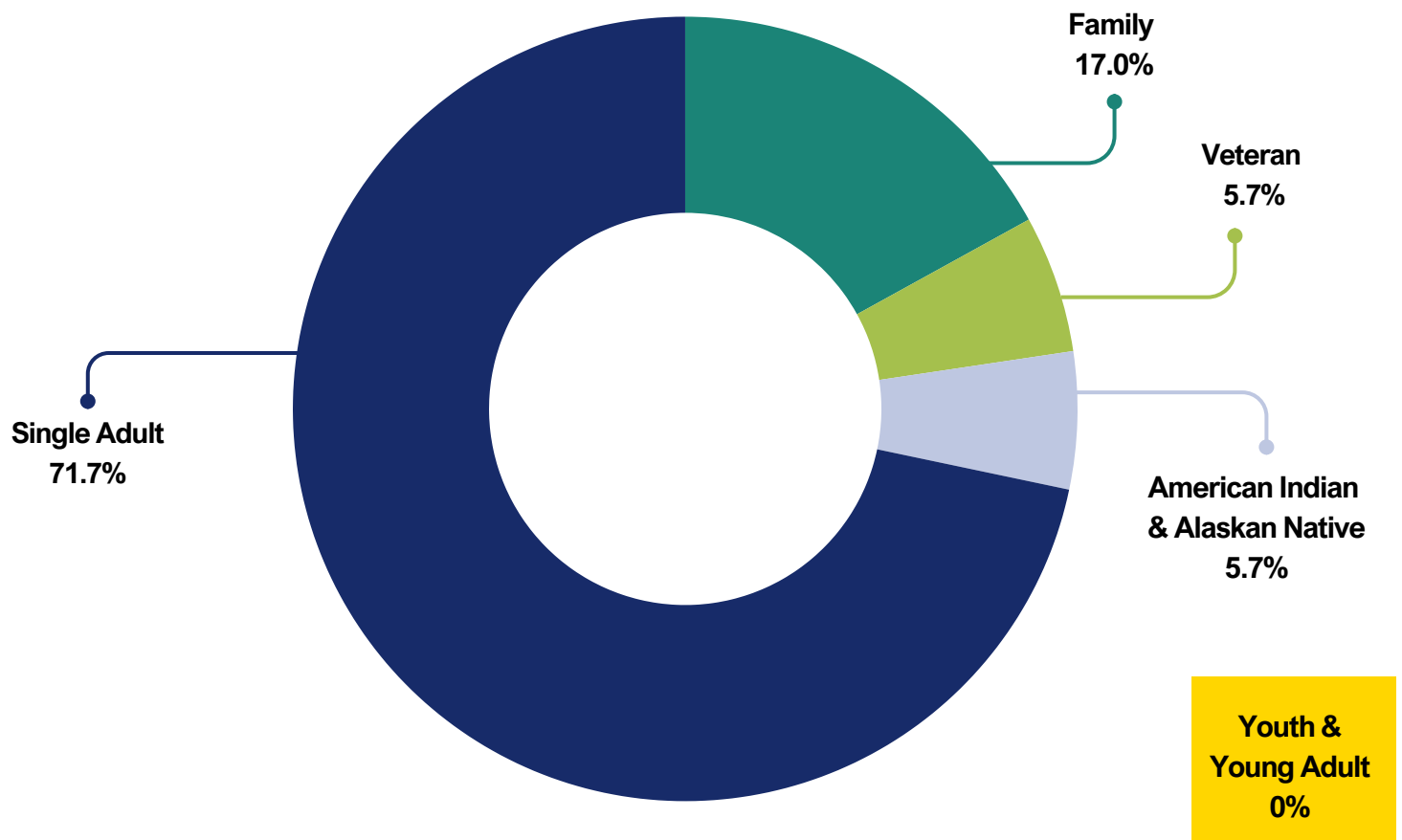
Figures 8-13 depict the web form data.

Figure 8. Web Form Issues



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Figure 9.
Web Form Submission by Sub-Population



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Figure 10.
Reported Length of Homelessness of Ombuds Constituents

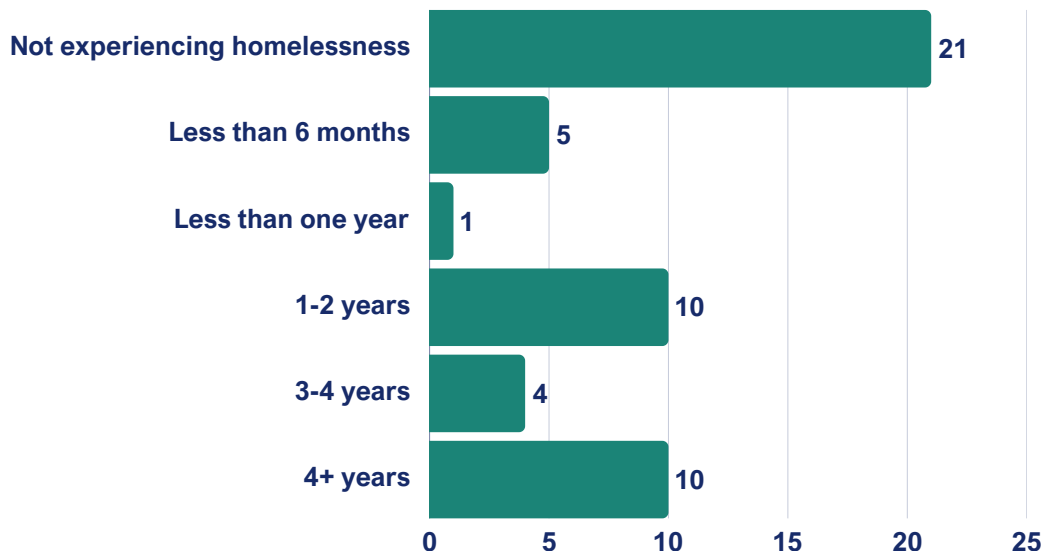
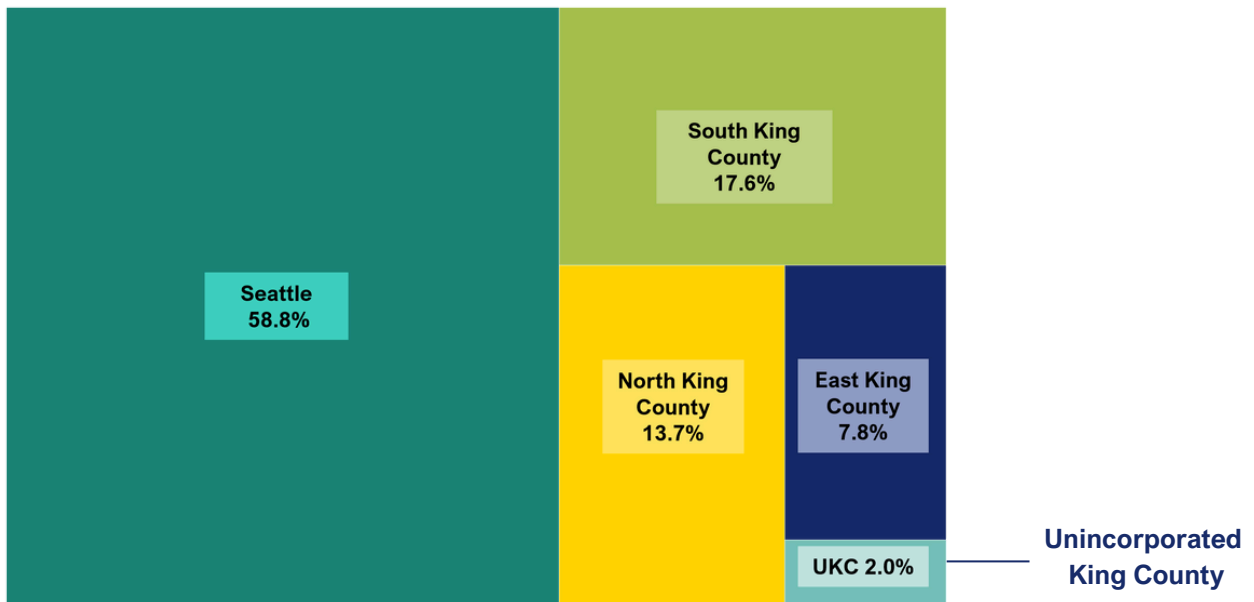


Figure 11.
Reported Location or Region of Ombuds Constituents



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Figure 12.
Racial Demographics of Ombuds Constituents

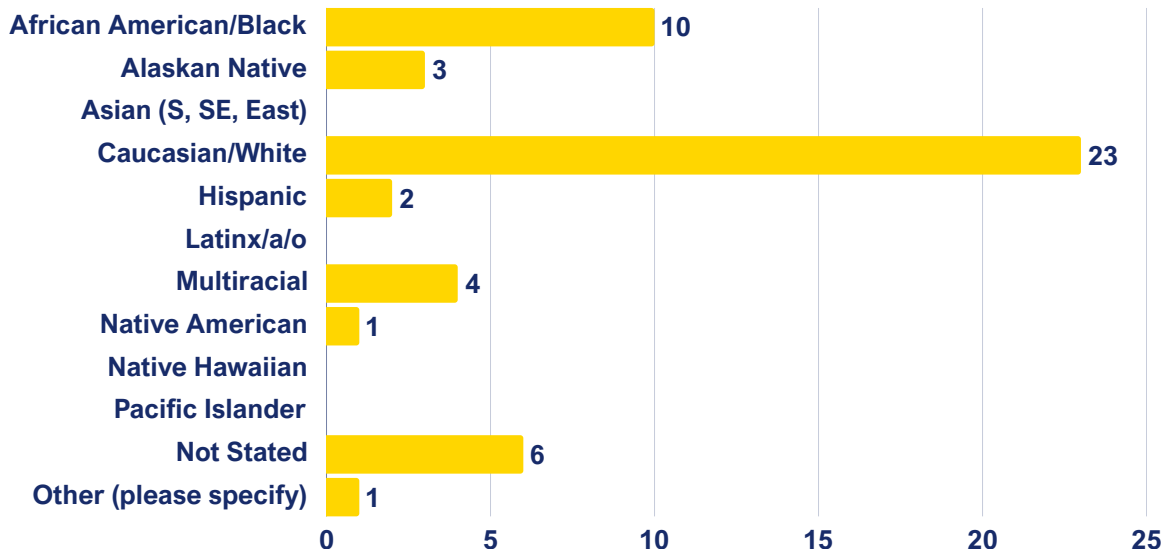


Figure 13.
Gender Demographics of Ombuds Constituents

