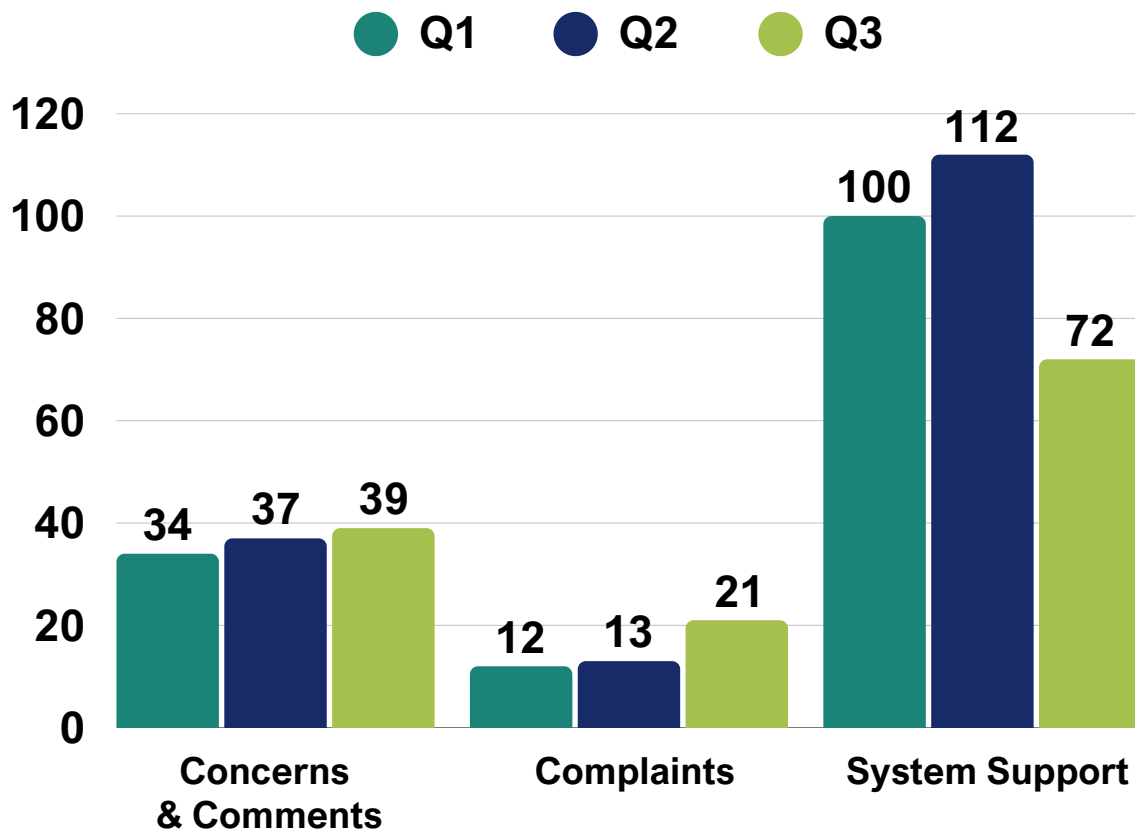


Ombuds Quarterly Report: Q3 2025

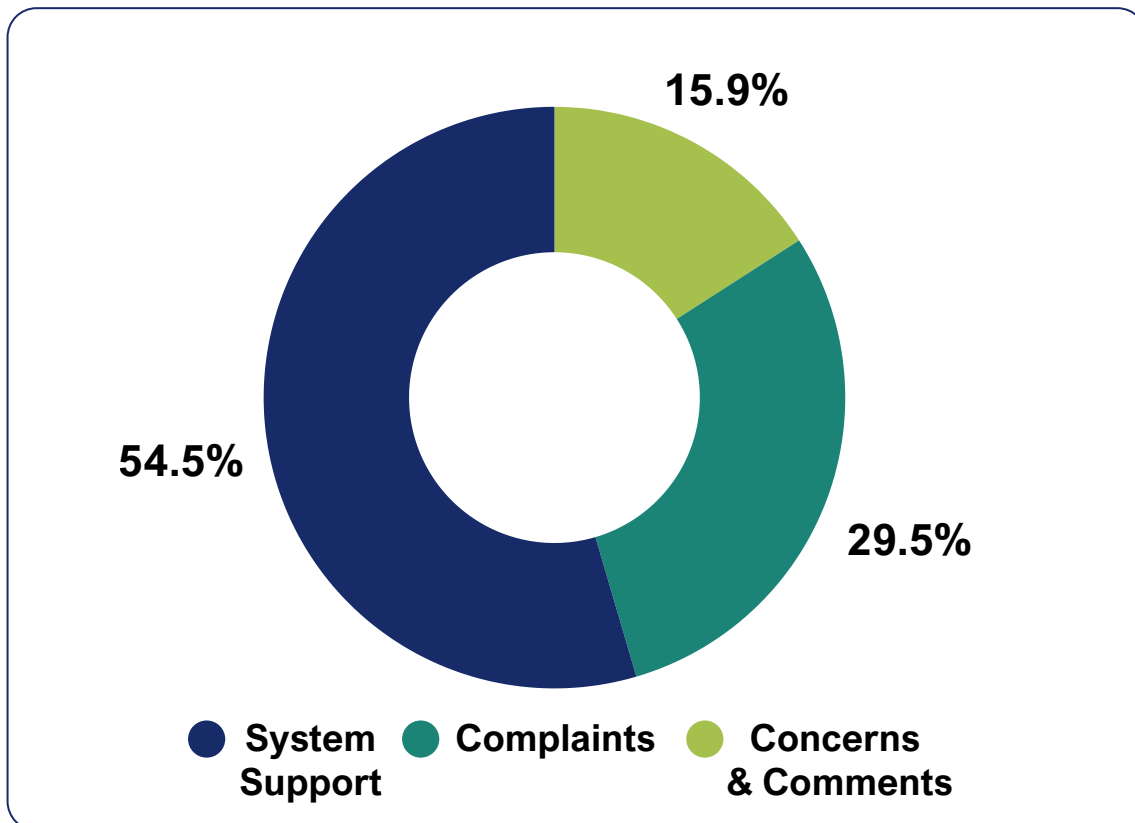
The Ombuds Office data is divided into two categories: case tracker data and web form data. Case tracker data includes information gathered from all 132 contacts made to the Ombuds Office during the third quarter of 2025, regardless of how the contact was initiated (e.g., web form, email, or phone). 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



Ombuds Quarterly Report: Q3 2025

Figure 2. Types of Cases



The Ombuds Office manages three categories of cases: system support, complaints, and concerns or comments. In the third quarter of 2025, a total of 132 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.

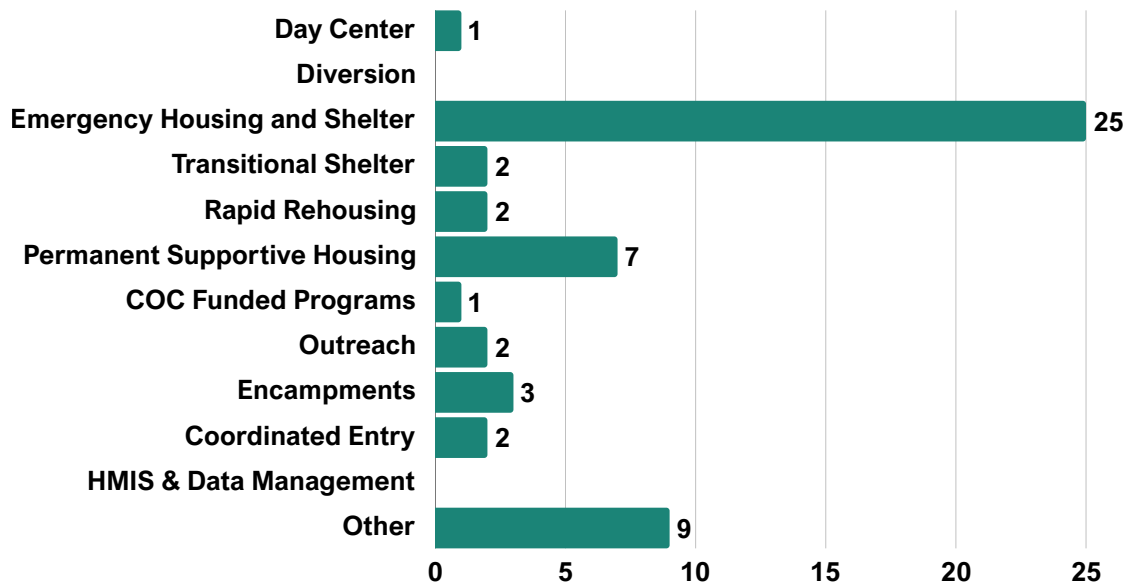
Ombuds Quarterly Report: Q3 2025

Figure 3.
Cases Categorized by
Issue Resolution Pathway

The Ombuds Office offers five issue resolution pathways: assistance and facilitation, external review, information and referral, program review, and system review. Most responses to inquiries involve providing information, making referrals, or facilitating warm handoffs to agencies that deliver direct services. This includes assisting individuals in understanding and addressing gaps in service delivery.

| Issue Resolution Pathway | Count |
|---------------------------|------------|
| Assistance & Facilitation | 23 |
| External Review | 0 |
| Information & Referral | 77 |
| Program Review | 13 |
| System Review | 0 |
| Other | 0 |
| No Response | 19 |
| Overall Total | 132 |

Figure 4. Cases by Program Type



Ombuds Quarterly Report: Q3 2025

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.*

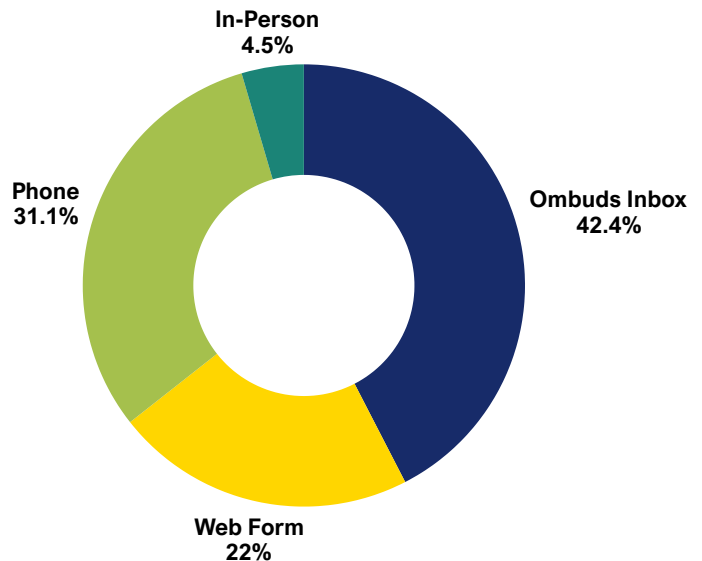
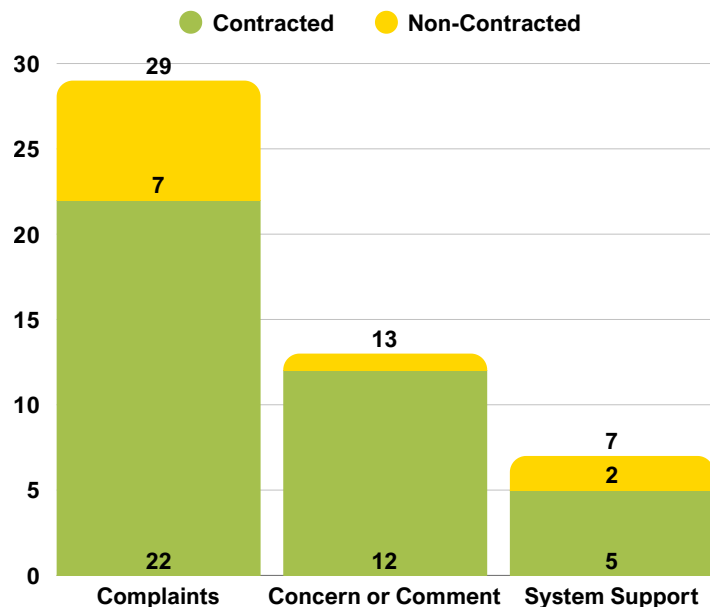


Figure 6. Comparison of Contracted vs. Non-Contracted Cases

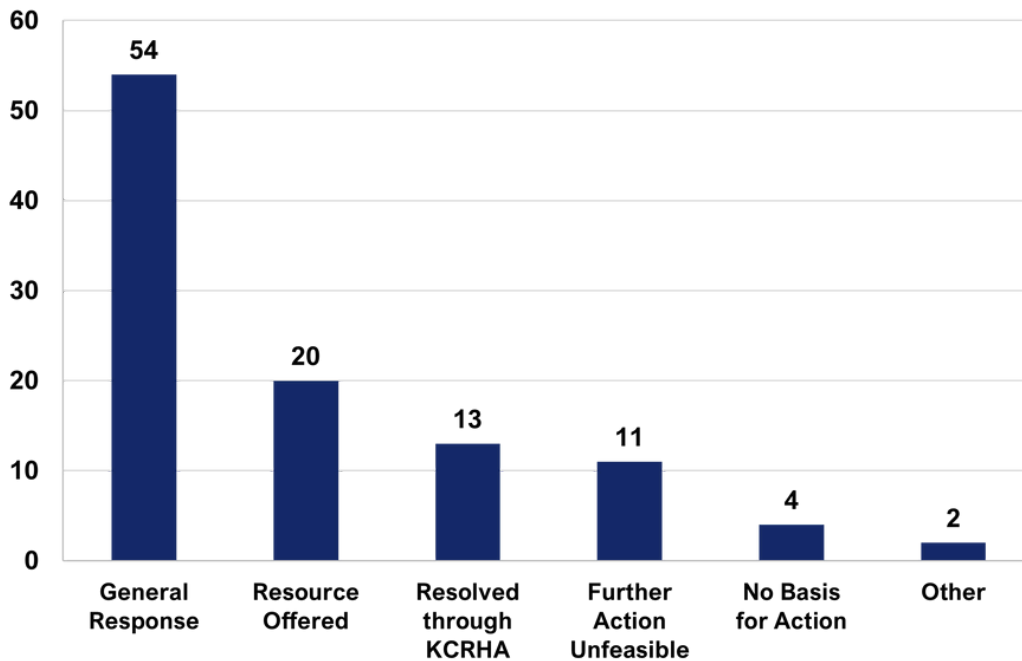
Figure 5 displays the three case types categorized by contracted or non-contracted agencies. Most cases received by the Ombuds Office do not involve a specific agency and typically consist of requests for system support (e.g., information or resources related to the homelessness response system). Cases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



*In Q3 2025, community members initiated 29 web forms, representing 22% of the total submissions. The Ombuds team requested that community members resubmit their requests using a web form in 10 instances. As a result, the total number of web forms increased to 39, accounting for 29% of the overall Ombuds data.

Ombuds Quarterly Report: Q3 2025

Figure 7. Case Outcomes



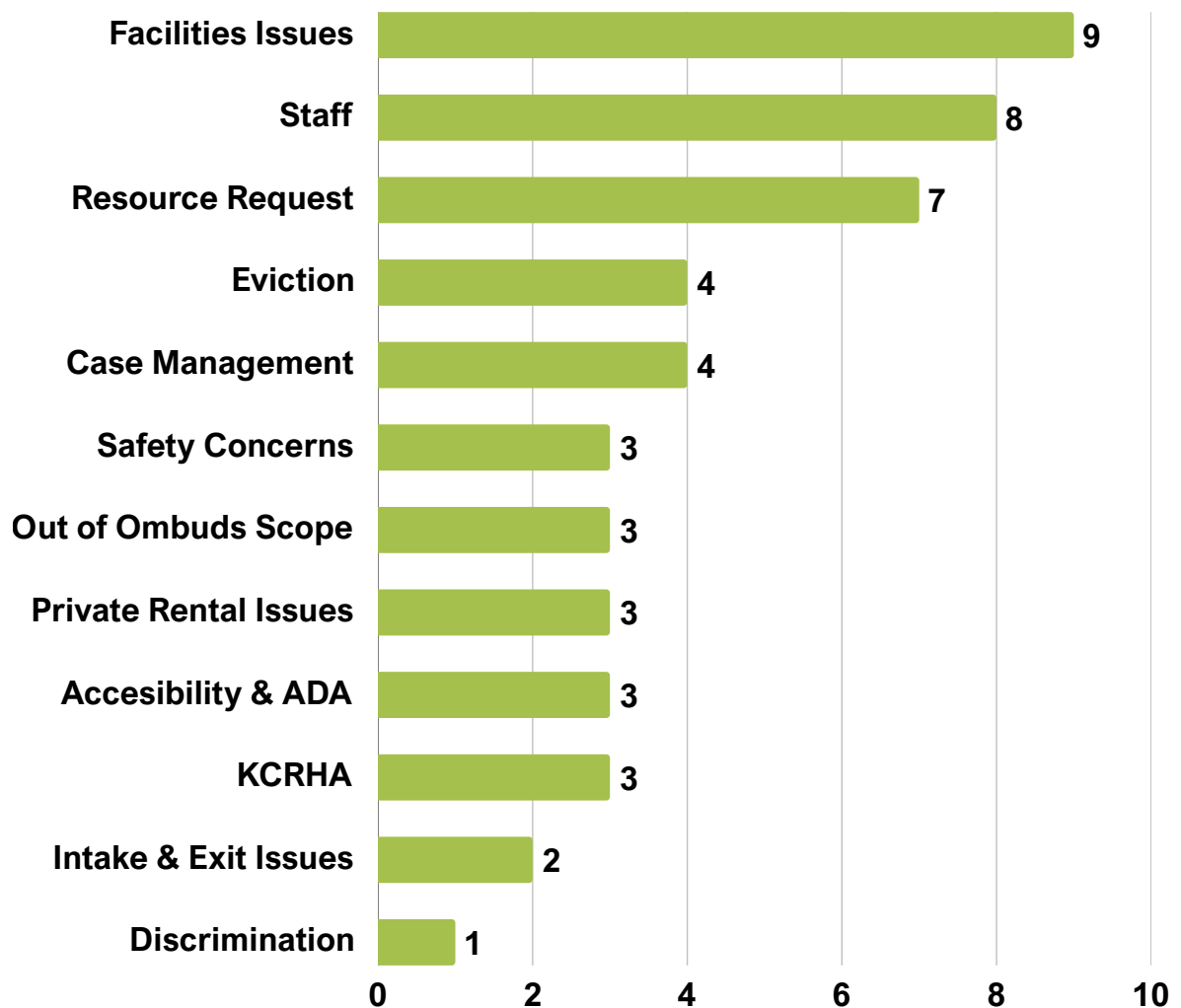
- **General Response:** The Ombuds Office provides general information about 211, coordinated entry, and eviction resources in response to common requests for help.
- **Further Action Unfeasible:** The individual seeking support has stopped communicating.
- **No Basis for Action:** The issue lacks tangible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

Ombuds Quarterly Report: Q3 2025

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 132 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 39 submissions and self-reported demographic data received through the Ombuds Office web form in Q3 2025.

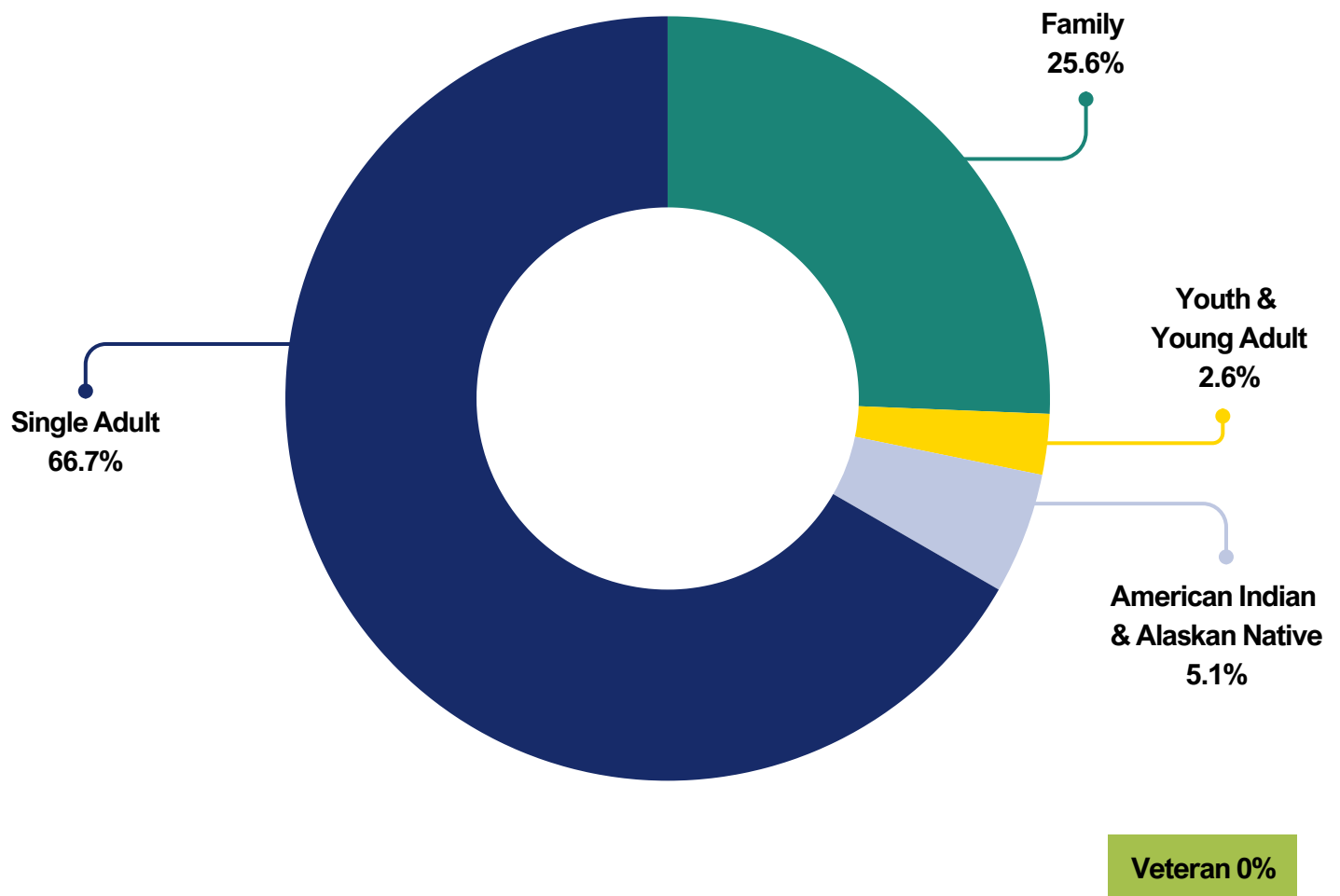
Figures 8-13 depict the web form data.

Figure 8. Web Form Issues



Ombuds Quarterly Report: Q3 2025

Figure 9.
Web Form Submission by Sub-Population

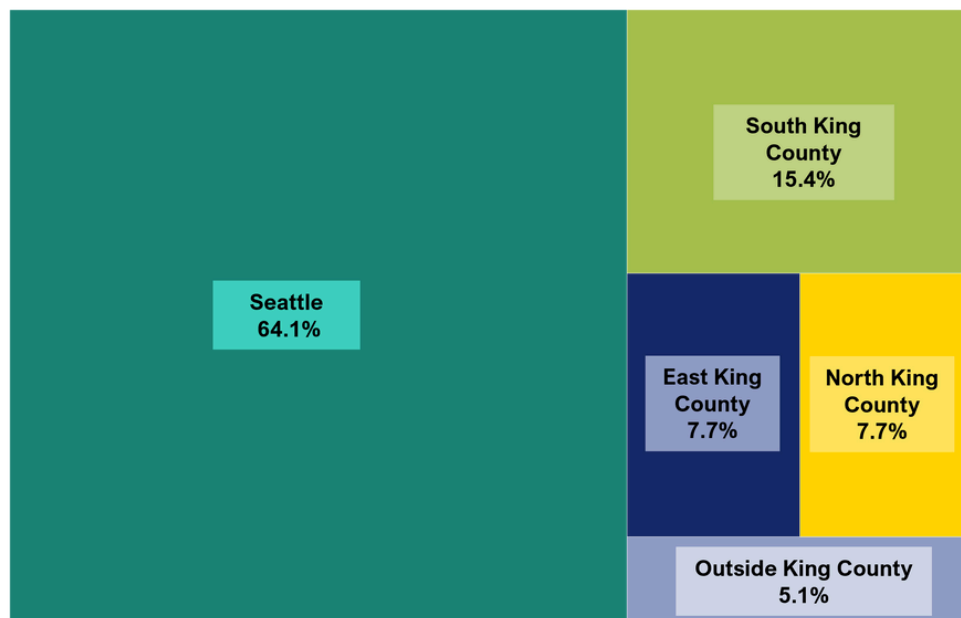


Ombuds Quarterly Report: Q3 2025

Figure 10.
Reported Length of Homelessness of Ombuds Constituents



Figure 11.
Reported Location or Region of Ombuds Constituents



Ombuds Quarterly Report: Q3 2025

Figure 12.
Racial Demographics of Ombuds Constituents

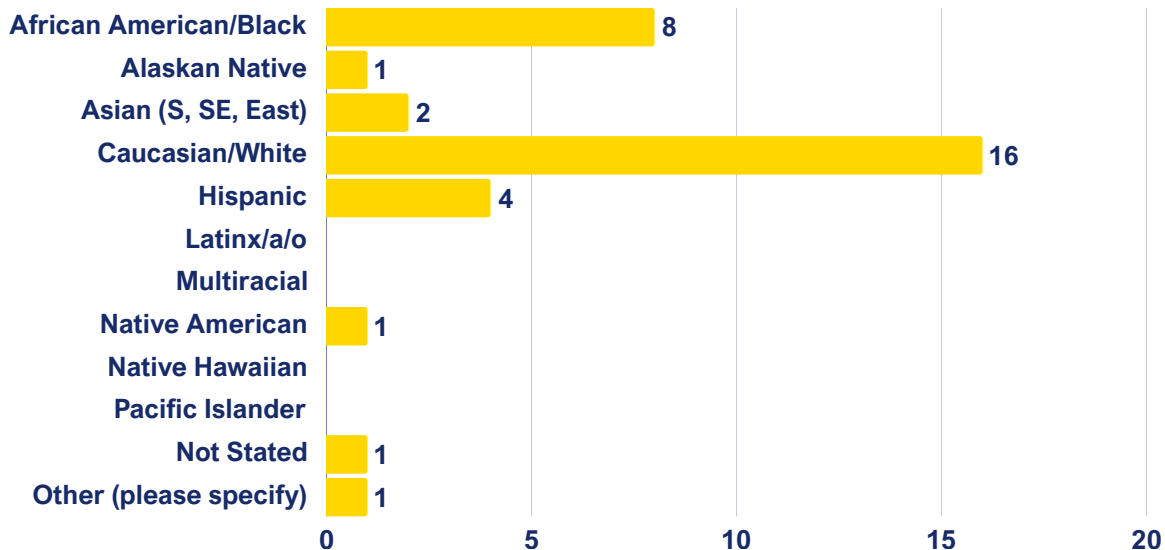


Figure 13.
Gender Demographics of Ombuds Constituents

