

Bill Summary: [SB 78](#)
Homeless Individuals Protection
Amendments
Senator Plumb



FISCAL NOTE:

- No fiscal note available yet.

SUMMARY:

- Creates the homeless services provider ombudsman within the Office of the Homeless Services to investigate complaints made against service providers by or on behalf of individuals experiencing homelessness. The duties of the office include:
 - Provide training and information regarding:
 - The role and duties of the ombudsman;
 - The rights and privileges of an individual experiencing homelessness;
 - Services available to an individual experiencing homelessness; and
 - How to submit a complaint; and
 - Investigate complaints; and
 - Submit reports on findings and recommendations from investigations.
- Authorizes the Office of Homeless Services to make rules to implement and carry out the ombudsman's duties and functions.

STAKEHOLDERS INVOLVED:

- Department of Workforce Services
- Homelessness services providers

RELEVANCE:

- This bill relates to the availability of services and supports for individuals with serious mental illness and complex behavioral health needs.
- This bill supports patient, family, and consumer navigation.