

# Snohomish County Public Advocate

## 2020 Annual Report

Established in 2014, the Office of the Public Advocate is an independent, impartial office tasked with receiving and responding to citizen complaints, inquiries and concerns about county government.

Additionally, the Public Advocate makes recommendations to improve the efficiency, effectiveness and transparency of county government.

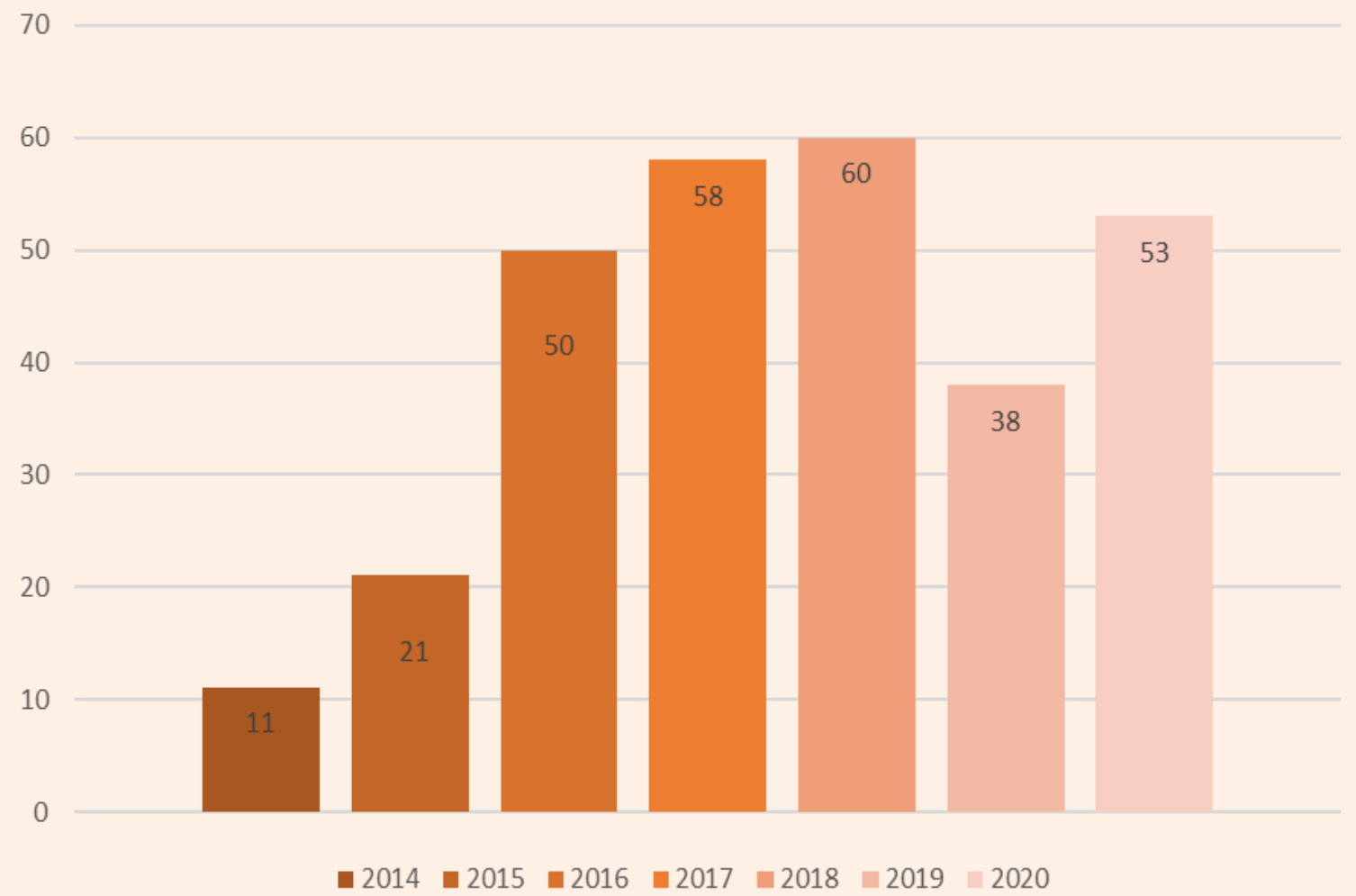
The office often acts as an interpreter of government for the constituents, clarifying decisions, or helping them understand the basis on which a decision was made and what, if any, options exist in moving forward.

While the Public Advocate does not have the authority to overturn the decision of a department, it is charged with ensuring that decisions are not contrary to regulation or county code.

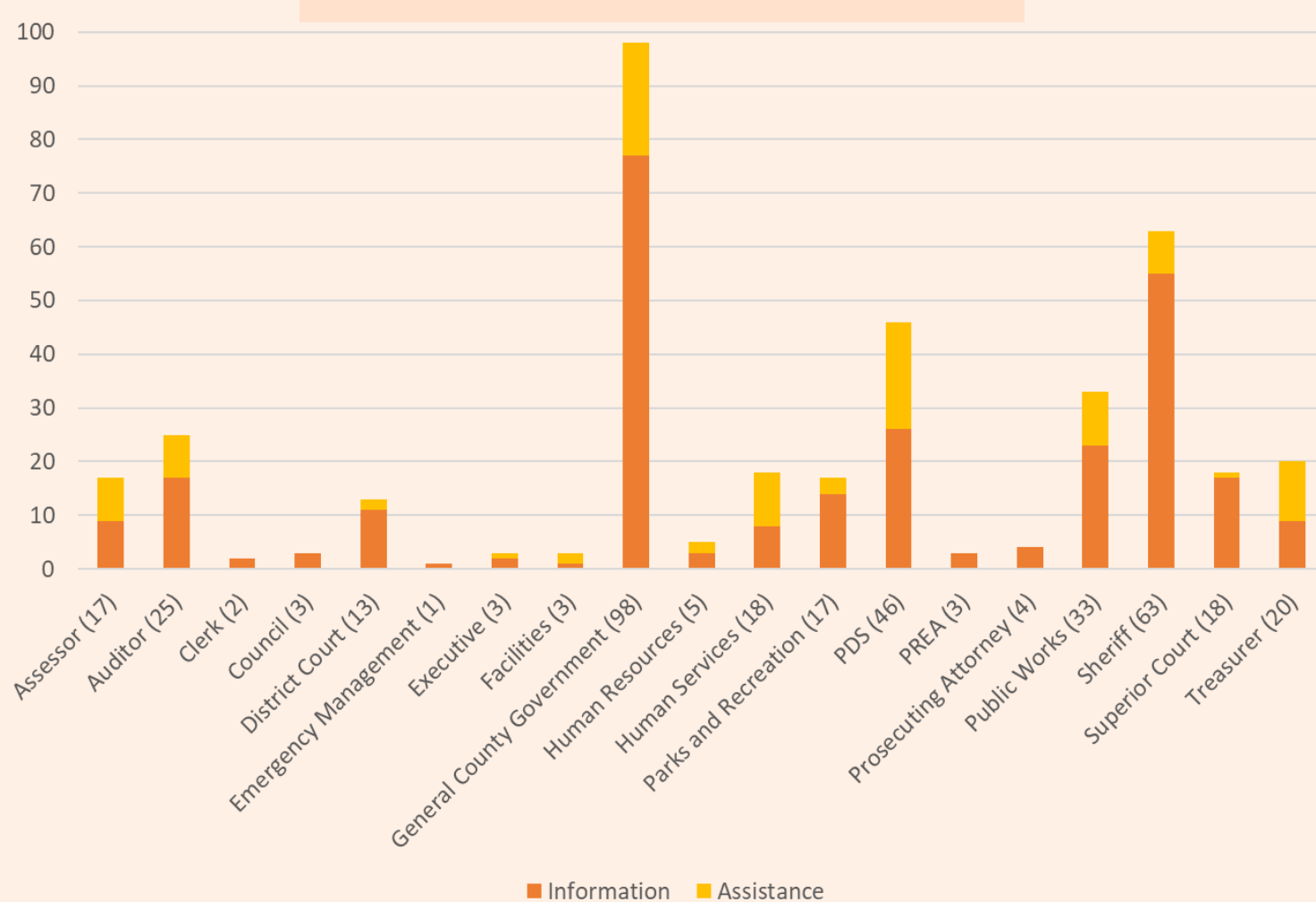
Public Advocate cases are classified as Information/Referral, Direct Assistance or Investigation and are sometimes a combination of the three. Each inquiry or complaint is reviewed individually to determine the appropriate action to take and allows the Public Advocate to focus on patterns which may emerge indicating systemic issues.

During the unprecedented pandemic we faced in 2020, the Public Advocate office was the primary administrator for factual Facebook posts regarding the COVID 19 epidemic resulting in up to 14,000 views a day.

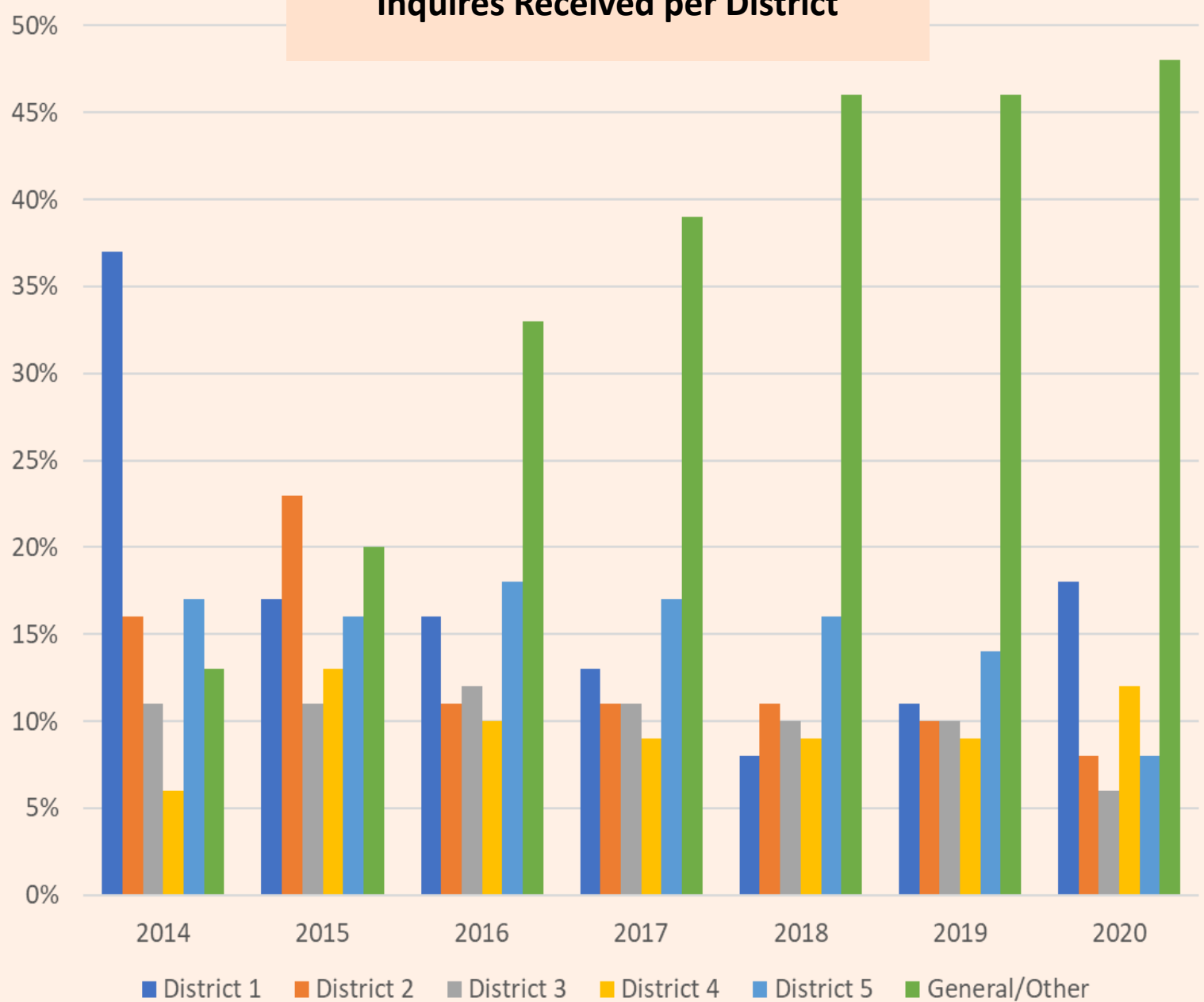
Average Monthly Cases



Inquires Received per Department

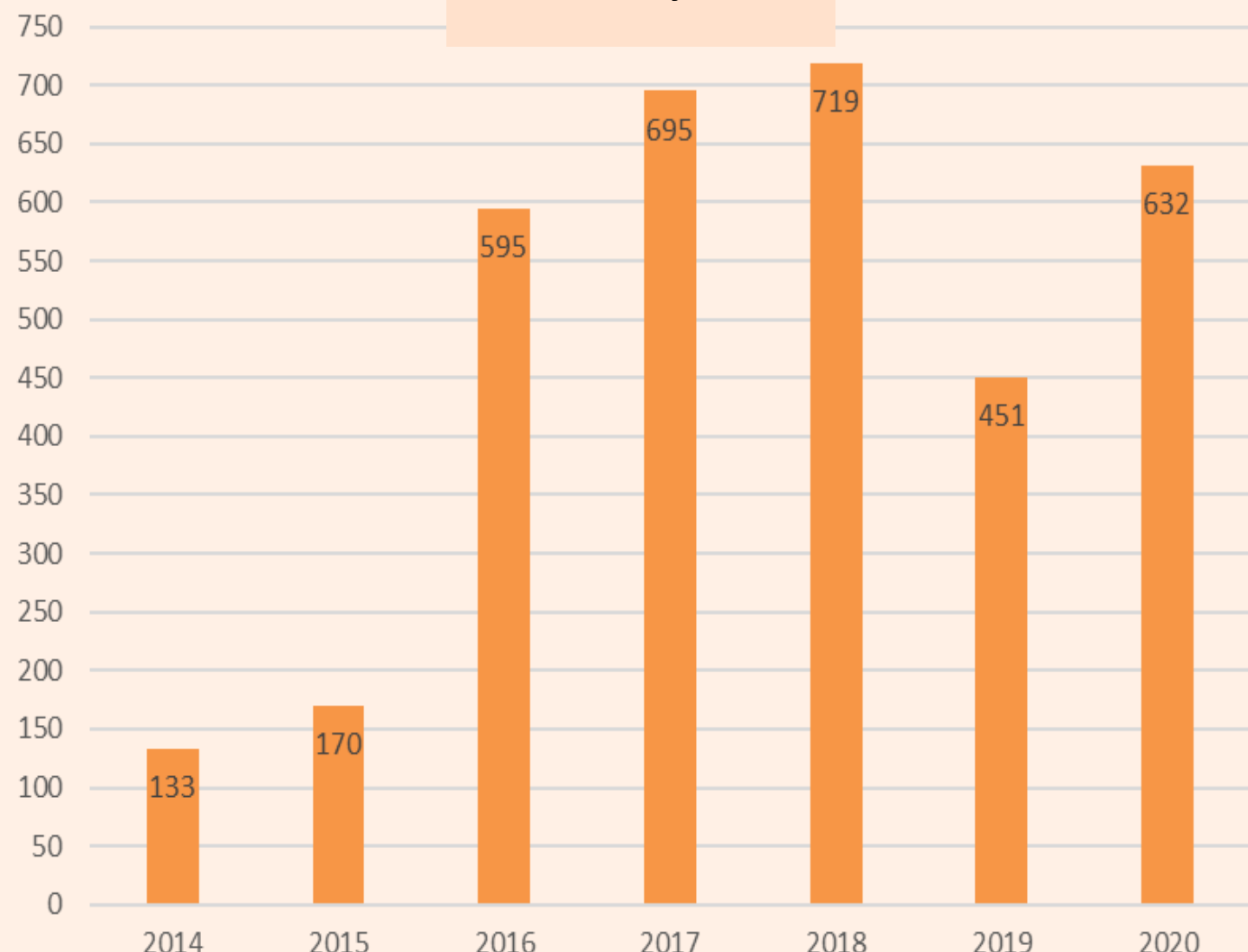


Inquires Received per District



Additionally, 240 non-jurisdictional inquiries were received by the Office of the Public Advocate.

Total Yearly Cases



Kind Words From Our Constituents:

“Thank you again for your help. I just contacted my mortgage company’s escrow account team. Come to find out, they did not mail my current tax payment; but they intend to do so right away including the late fees. I am so glad to hear from you and appreciate your help; otherwise, I would have not questioned my escrow error. I hope your week goes as smoothly as possible. Know that your time, efficiency, and respectful patience has meant so much to me!!!!” - RW

“You are the BEST and I am so grateful to you. I've been trying for months to get an idea of what was happening. You just zoomed right in and got real answers for me.” - WK