



## HSD Contract Monitoring Dashboard Frequently Asked Questions (FAQ)

Last modified on 12/3/25

### OVERVIEW

*What is the CMD?*

The CMD is a tool that HSD staff and community providers can use to determine the extent to which contract deliverables (aka outcomes and outputs) are being met during a particular contract year.

*Who developed the CMD?*

The HSD Data Team developed the dashboard in collaboration with the Multnomah County Department of County Assets/Information Technology (IT) team. The development was informed by feedback the Data Team received from HSD program staff and community providers willing to pilot the tool.

### ACCESS

*Who has access to the CMD?*

The CMD is hosted on Multnomah County's Tableau Server. This enables us to control who has access to the CMD. Access is controlled by an "Active Directory" group. Individuals must be a member of the CMD AD group in order to access. All HSD staff members of the CMD AD group. Designated staff at HSD funded community providers have been added to this CMD AD group.

*Is the CMD accessible to any other entity other than HSD staff and HSD-contracted community providers?*

While the dashboard link is only accessible to people who belong to the CMD AD group (above FAQ), HSD fields many questions from various partners about our system performance. As part of our efforts to provide information we provide aggregate minimum necessary information for purposes of planning and making data driven decisions.

*How do I access the CMD?*

Please refer to this link to determine how to access.

## HMIS DATA

*Is the CMD based on live HMIS data?*

No. The CMD will be refreshed on a quarterly cadence. The last time the dashboard was refreshed will be outlined on the “Introduction” page of the dashboard.

*Can I download aggregate or participant-level data from the CMD?*

You can create an extract of the CMD graphics, but the underlying data based on participant-level, service-level, entry-level data is not available. [SHOW SCREEN SHOT](#)

*Where are the “Actuals” being pulled from?*

The “Actuals” that appear in the CMD are pulled and aggregated from the HSD HMIS data mart which is based on what community providers enter in HMIS. For a glossary of the definitions of how we are measuring the actuals (i.e. % exits to permanent housing) please see select “Data Dictionary” link within the Dashboard interface.

*Where are the “Targets” being pulled from?*

The “Targets” or outcomes and outputs (i.e. % exits to permanent housing) are developed as part of the annual contract renewal and/or mid-year amendment processes. These “Targets” copied from the contract and copied in the dashboard infrastructure.

*I have additional questions, who should I contact?*

Please send your questions to this email address: [hmishelp@multco.us](mailto:hmishelp@multco.us) (subject: Contract Monitoring Dashboard)

*How can I use the CMD to view actuals and targets prior to FY2026?*

The CMD is a new tool that only contains information for FY2026 and beyond. If you are interested in understanding actuals and targets prior to FY2026 and you are a community provider, please refer to your quarterly report submissions to HSD.

*Do HSD-contracted community providers still need to submit quarterly reports?*

Yes. However, the content of the quarterly reports will NOT include any contractual metric/outcome/output that is reportable via HMIS. For example, the “number of people served in shelter” is a metric that you will look at using the CMD tool. For provider-reported metrics, such as

“the number of tons of trash collected”, community providers will continue to report those metrics via the quarterly reporting process.

*What happens if the CMD shows that actuals are significantly below or beyond targets?*

HSD contract managers will be looking at the CMD quarterly and will communicate directly with community providers if questions and concerns arise.

*I am a community provider and want to better understand exactly what services are HSD-funded.*

Please refer to your HSD Contract that was renewed during the spring/summer.

*How were these outputs and outcomes developed?*

During FY2025 HSD engaged in an effort to standardize the outcomes and outputs that appear in the CMD. This allows HSD to measure similar programming to be measured using the same set of metrics. For example, a set of 5 metrics was developed for PSH and will be measured the same way across all PSH programming.

*I want to be able to view trends over time, how can I do that?*

Since this is a new department effort, we are only able to start with FY2026 around actual and target trends over time. The farther out from FY2026 the more trend data we will have. However, if you want to see trends over time at the HMIS project level you can do that by accessing the HMIS Project Monitoring dashboard. This dashboard is currently in development and will be accessible during the second half of FY2026.