



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

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### OVERVIEW

#### **Q: What is the Contract Monitoring Dashboard (CMD)?**

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

#### **Q: Who developed the CMD?**

**A:** The HSD Data Team developed the dashboard in collaboration with the Multnomah County IT team. Development was informed by feedback from HSD program staff and community providers who piloted the tool.

### ACCESS

#### **Q: Who has access to the CMD?**

**A:** 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.

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

**A:** 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.

**Q: How do I access the CMD?**

**A:** Please refer to [this link](#) to determine how to access.

## **DATA SOURCES & REFRESHES**

**Q: Is the CMD based on live HMIS data?**

**A:** The CMD is refreshed daily. Data entered into HMIS today will be processed overnight and reflected in the dashboard the following morning (typically after 8:00 AM).

**Q: Do the YTD actuals cover only the quarters shown, or do they include more recent data?**

**A:** The YTD actuals include all data from the start of the fiscal year through the most recent dashboard refresh. Because the dashboard refreshes daily at 8:00 AM, the YTD metric reflects all activity up to the previous day.

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

**A:** 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.

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

**A:** 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.

**Q: Why am I seeing CoC program data in the contract monitoring dashboard even though these programs are not in my contracts?**

**A:** A decision was made to include CoC programs in the contract monitoring dashboards so that providers and HSD can see actuals for these programs too. However, no targets are associated with CoC programs, only actuals for all program participants.

## **REPORTING & METRICS**

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

**A:** 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.

**Q: How were these outputs and outcomes developed?**

**A:** 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.

**Q: Which exit destinations in HMIS are categorized under the “Exits to Permanent Housing” metric?**

**A:** The following exit destinations in HMIS correspond to “Permanent Housing”:

- Staying or living with family, permanent tenure
- Staying or living with friends, permanent tenure
- Rental by client, no ongoing subsidy
- Rental by client, with ongoing housing subsidy
- Owned by client, with ongoing housing subsidy
- Owned by client, no ongoing housing subsidy
- Moved from one HOPWA funded project to HOPWA PH

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

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

## **HISTORICAL DATA & TRENDS**

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

**A:** 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.

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

**A:** 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.

## **DATA INTEGRITY & METHODOLOGY**

**Q: Why do the figures for a previous quarter sometimes change after that quarter has ended?**

**A:** The dashboard refreshes daily to ensure the highest level of accuracy. If data is "back-entered" or updated for a previous period, those changes will be reflected in the historical totals. Common reasons for these shifts include:

- Data Quality Clean-up: Correcting overlapping shelter stays or removing duplicate entries can retroactively change metrics like the "Average Length of Stay."
- Delayed Entries: If a "Housing Move-In Date" is recorded late, the system applies that data to the quarter in which the move actually occurred, rather than the date it was typed into the system.

Essentially, as our data becomes more complete and accurate through ongoing quality checks, the historical numbers will update to reflect the most current reality.

**Q: I see there is no data for the 6-month, 12-month or 24-month Retention Metric? Why is it blank?**

**A:** A null or blank value for retention indicates that no participants reached a 6, 12, or 24-month milestone during this reporting period. This does not imply a lack of retention; rather, it means no one in the current dataset fell within the specific 'anniversary' window required for measurement. A blank value could also mean that there is no one enrolled in the program.

For example, a participant who exited Rapid Re-Housing (RRH) three years ago is no longer captured in these metrics, as we specifically report on housing status at the exact 6 and 12-month intervals following their exit.

**Q: I am a shelter provider. Why doesn't the occupancy denominator include all possible nights within the reporting period?**

**A:** During FY26, HSD updated most non-congregate shelter bedlists in HMIS. This update ensures that occupancy more accurately reflects unit usage when multiple people stay in a single unit.

Because of this transition, occupancy is currently calculated only for the period *after* your specific bedlist was amended. To check whether your shelter's data covers a full or partial year, hover over the tooltip: the "Count of Unit Nights Available" (denominator) shows the total number of nights currently accounted for in the calculation.

## **TROUBLESHOOTING & SUPPORT**

**Q: Why am I not seeing all of the programs that are in our contracts?**

**A:** A contracted program may not be visible for two main reasons 1) the program does not have HSD-reported standardized measures associated with it and is being entered into HMIS; consequently there is no data or measures to display. 2) the contract is with a different Multnomah County department (e.g. Health Department); the data on this dashboard is exclusively for HSD contracted services.

**Q: Why am I seeing data for a contract or program that ended earlier in the year?**

**A:** Currently, the Contract Monitoring Dashboard displays data for all programs active at any point during the fiscal year. The dashboard does not yet have the capability to automatically filter out programs that conclude mid-year. We are working on an update to improve this functionality later this year to ensure the view remains as current as possible.

**Q: I am a transitional housing provider; why is my occupancy rate or unit count missing?**

**A:** Currently, the Contract Monitoring Dashboard does not pull transitional housing (TH) unit and occupancy data from HMIS. We are working to enhance our data integration to include these specific metrics in a future update later this year.

**Q: I am a coordinated access provider; why are the actuals for the # of HH newly placed in housing (CA) missing?**

**A:** We are working to enhance our data integration to include these specific metrics in a future update later this year.

**Q: I am a housing provider; why are the actuals for the total # of vouchers issued missing?**

**A:** We are working to enhance our data integration to include these specific metrics in a future update later this year.

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

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

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

**A:** HSD contracts are reviewed and renewed annually in the spring and launch July 1st. Please refer to your last HSD Contract that was renewed and/or you can contact your HSD Contract Manager to get a copy of your current contract.

## MISCELLANEOUS

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

**A:** 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. Please view the video [here](#) for an overview on how to extract the graphs or tables.

**Q: There are Service Categories listed in the “Selections” page of the CMD. What are the definitions of these categories?**

Service Categories	Definitions
Information & Referral	Telephone, email, online resource directory and/or print resource directory to support Multco residents seeking information about housing, food, winter or year round shelter, warming or cooling sites and other basic health and social services
Coordinated Access	Programs that coordinate care and support for individuals and households exiting homelessness into transitional or permanent housing based on individual assessment and prioritization. Adult system = CHAT (Coordinated Housing Assessment Team) programs; Family System = Outreach Housing and Navigation programs; DV System = Domestic/Sexual Violence Housing Coordinator programs, etc)
Housing Navigation Focused Outreach	Street-based outreach support to adults living outside or in places not meant for human habitation to services including but not limited to client advocacy, problem solving, needs assessment, crisis intervention, de-escalation, as well as providing information and referral linkages to needed services
Housing Placement Focused Outreach	Outreach programs coordinated with street outreach/outreach collaboratives to support placement of referred households into housing, includes monthly retention assistance and flexible client assistance for housing placement, stability, eviction prevention and rehousing services. Housing Placement Focused Outreach consists of BOTH in-reach and outreach programs, as well as previous special initiatives such as Oregon All In and Housing Multnomah Now focused on supporting housing placement with adults living unsheltered and/or in emergency shelters.
Homelessness Prevention	Homelessness prevention programs provide services that will support those at risk of becoming homeless and provide necessary services to keep people in safe and stable homes. Homelessness prevention services include eviction prevention services, including legal representation and/or negotiation and mediation between landlords and tenants to reach agreements that keep tenants housed. Homelessness prevention services also include 1 time only or shorter term subsidies that can include rental assistance, security deposit assistance, utility payment assistance, etc
Emergency Shelter	Programs that provide overnight immediate and temporary shelter for those experiencing homelessness. All shelters include spaces to sleep, restroom and food access, with may equipped with full kitchens and laundry rooms
RRH/Rent Assistance	RRH is designed to assist households in exiting homelessness and gaining permanent housing and may include but is not limited to highly flexible short and medium-term rental assistance, move-in and barrier mitigation funds, and case management services and supports. Housing placement and retention programs provide services that support households with transitioning into or maintaining housing through information and referral services, housing case planning and advocacy, ongoing housing navigation and retention services (up to 24 months) AND financial assistance with housing costs, including short term/medium term rental assistance and/or eviction prevention.

Day Center	Provides basic safety off the streets, including hygiene services, temporary storage, mail services and access to an array of other basic services, in addition to information and referral services, during daytime hours
PSH/SH	Supportive Housing and Permanent Supportive Housing meet the needs of adults experiencing homelessness who would not be successful in housing without additional supportive services and for whom supportive services would be less effective without stable housing. Supportive Housing commonly serves those with severe temporary or long-term disabilities and those experiencing chronic homelessness. Supportive housing is affordable housing with wrap-around services and can take the form of permanent supportive housing and less permanent forms of housing. These supportive housing strategies are nationally recognized best practices.
Transitional Housing	TH are temporary housing models that include supportive case management services to facilitate transition into permanent housing, typically, within 24 months. TH is designed for people who have immediate and/or acute service needs, but will most likely, not require permanent or long-term supportive services. These specialized transitional housing programs can include congregate living, group living and shared housing with specific population or needs based focus, such as HIV, gender-specific, LGBTQ, former foster youth, alcohol and drug free housing, etc
Supportive Services	Supportive Services encompasses a broad array of stand-alone programs that support people experiencing or at risk of experiencing homelessness that fall outside of the traditional housing placement and retention services or wrap-around services provided with supportive housing. These supportive services include, but are not limited to, recuperative care programs, medical case management and peer navigation services, pregnancy and parenting services, recovery and mental health support services, benefits access and housing barrier mitigation, child care and activities, specific diversion programs (e.g. Ticket Home), and assertive engagement programs, etc
Employment Program	Employment services may include, but are not limited to the following: --recruiting and screening for eligibility --career coaching in developing and implementing a career plan --assistance with workforce preparation, training and employment services --occupational skills training --service connection to employment and housing services, and --depending on program, transitional housing, rent assistance and retention services
Housing Placement Out of Shelter	Housing case management services to place people from Emergency Shelter into permanent housing as quickly as possible with rent assistance or other appropriate housing resources, including housing search, application, landlord advocacy, move-in, and retention process. As needed, this includes but is not limited to assistance with document readiness, completing application paperwork, visiting prospective apartments, negotiating with prospective landlords, securing furnishings, moving furnishings, and setting up utilities.

Emergency Motel Vouchers	<p>Emergency Motel Voucher are currently distribution in these circumstance:</p> <p>--Emergency "shelter" bed: Shelter beds are at capacity or current shelter stay has been deemed unsafe</p> <p>--Bridge voucher to housing: Participant has been referred to a housing program, is in the process of finding a unit/moving in, and is also at risk of future physical harm pending placement</p> <p>As this is a service category that is currently being more defined in full, there may be other circumstances identified in which emergency motel vouchers are used</p>
Other Housing Vouchers	Limited client assistance funds that fall outside of traditional rental assistance that can be used for moving expenses, application fees, deposits, utilities and utility arrears, phones household furnishings, transportation, food, household goods and other areas that support housing stability and retention
Medical Focused Outreach	Services include basic and bridge medical care, wound care, chronic condition support, harm reduction strategies, and connection to essential resources for people living unsheltered throughout Multnomah County.