Homeless Services Department

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.

Q: My account got disabled. How do I re-enable my account?

A: Contact hmishelp@multco.us (subject: Contract Monitoring Dashboard) and inform us that your account was disabled and that you will need to re-enable the account. Please remember to login at least once every 90 days to avoid automatic account disabling.

DATA SOURCES & REFRESHES

Q: There are now 2 HSD Contract Monitoring Dashboard (PROVIDER) versions on the Contract Monitoring Dashboard landing page. How are they different?

The **FY 2026 Archived Contract Monitoring Dashboard** reflects performance targets and output, outcome, and equity data, along with performance targets, for FY 2026 funded programs. It is archived, so HMIS data for July 1, 2025 – June 30, 2026 is no longer updated in the dashboard.

The **FY 2027 Contract Monitoring Dashboard** covers FY 2027 funded program data, as well as performance targets, from July 1, 2026 to present. This dashboard updates weekly. Compared to FY 2026, it may include new programs, new HMIS IDs, or exclude programs no longer funded by HSD.

Q: Is the CMD based on live HMIS data?

A: The CMD is refreshed weekly. Data entered into HMIS today will be processed overnight and then reflected in the dashboard every Monday 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. To find the date/time of the last data refresh, please look at the title bar on the Introduction page for the CMD time period covered, version number, and date of last data refresh. Because the dashboard refreshes either daily or weekly, the YTD metric reflects all activity up to the previous day/week respectively.

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: Are HSD-contracted community providers still required to submit quarterly reports?

A: Yes. However, quarterly reports will primarily focus on narrative updates regarding programs and provider-reported metrics.

- Metrics tracked in the CMD, such as "number of people served in shelter," do not need to be manually entered for reporting. Instead, you can review your CMD data on an ongoing basis to monitor program performance and equity, using these insights to inform your narrative summaries.
- For metrics not automatically tracked in HMIS/CMD—such as "tons of trash collected"—providers will continue to submit quantitative data directly through the standard quarterly reporting process.

Additional downloaded reports or attachments may also be requested as part of your submission. If you have questions about specific requirements or forms, please reach out directly to your HSD contract manager.

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: How can I view trends over time?

A: In Q1, only first-quarter data is available. As the fiscal year progresses, you can monitor quarterly progress toward program performance and equity goals. You can also compare current FY 2027 performance against historical data in the Archived FY 2026 Contract Monitoring Dashboard. Be aware though that provider programs, targets and HMIS IDs may have shifted between fiscal years, so direct comparison is not always possible. Additional long-term system trends are available on our public-facing dashboard.

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: What is the difference between Null/Blank and 0/0% in the actuals?

A: A Null/Blank and 0/0% will **not** appear on CMD graphics, but look closely at whether it is a Null or a 0 because they mean different things:

- **Null / Blank:** No participants met the inclusion criteria for the metric calculation. For example if “% of exits to permanent housing = Null”, this means no one exited the program during that time period.
- **0 /0%:** Participants met the inclusion criteria for the metric calculation, but none achieved the specific outcome. For example if “% of exits to permanent housing = 0%”, this means participants have exited the program in that time period, but none to permanent housing.

Q: Can you please provide detail on how Retention is measured?

A: Our retention rates (at the 6-, 12-, and 24-month marks) are calculated using our local By-Name-List (BNL). The BNL is updated monthly and pulls from a wide variety of HMIS data to estimate a person’s location status—such as "housed" or "homeless"—at the end of each period. Effectively, the BNL answers a single core question: *“Where was this individual at the end of month X?”*

To estimate a person’s location status, the BNL uses an array of HMIS data points, including:

- Program Entries and Exits
- Placement and Housing Move-In Dates (HMIDs)
- Follow-up data
- Specific Service types
- Incident reports

This method is more robust than relying solely on provider follow-up data. By triangulating follow-up data with all other available HMIS activity, we can more accurately estimate a person’s location status.

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.

TROUBLESHOOTING & SUPPORT

Q: Why am I not seeing all of the programs that are in our county 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; 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 in the first quarter or 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 as part of the transition to our new HMIS system (Clarity).

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

A: Please send your questions to this email address: 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/summer for the next contract year. 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 or budget packet.

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
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)
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
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 many equipped with full kitchens and laundry rooms
Emergency Motel Vouchers	Emergency Motel Voucher are currently distribution in these circumstance: --Emergency “shelter” bed: Shelter beds are at capacity or current shelter stay has been deemed unsafe --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 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
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.
Outreach and Engagement	Street-based outreach to unsheltered adults providing client advocacy, problem solving, needs assessment, crisis intervention, de-escalation, and referral linkages. Programs must be housing-focused, deliver hands-on navigation, and utilize flexible client or rental assistance funds for immediate housing barriers (e.g., ID documents, application fees). They must consistently use established referral pathways to connect individuals with essential behavioral and physical health services and ensure successful hand-offs to placement programs.

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
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.
RRH/Rent Assistance	RRH/Rent Assistance programs are designed to assist households in exiting homelessness and gaining permanent housing and may include but are not limited to highly flexible short and medium-term rental assistance, move-in and barrier mitigation funds, and case management services and supports. These 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.
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
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