Homeless Services Department Contract Monitoring Dashboard Handbook

This handbook offers guidance on how to navigate the Contract Monitoring Dashboard. This dashboard tracks the extent to which contractors are meeting service delivery expectations and uses a consistent set of standardized outputs and outcomes, found in FY26 contracts. It also includes program targets, set against actual performance, to help identify what's working and where we can improve.

Questions?
Contact hmishelp@multco.us

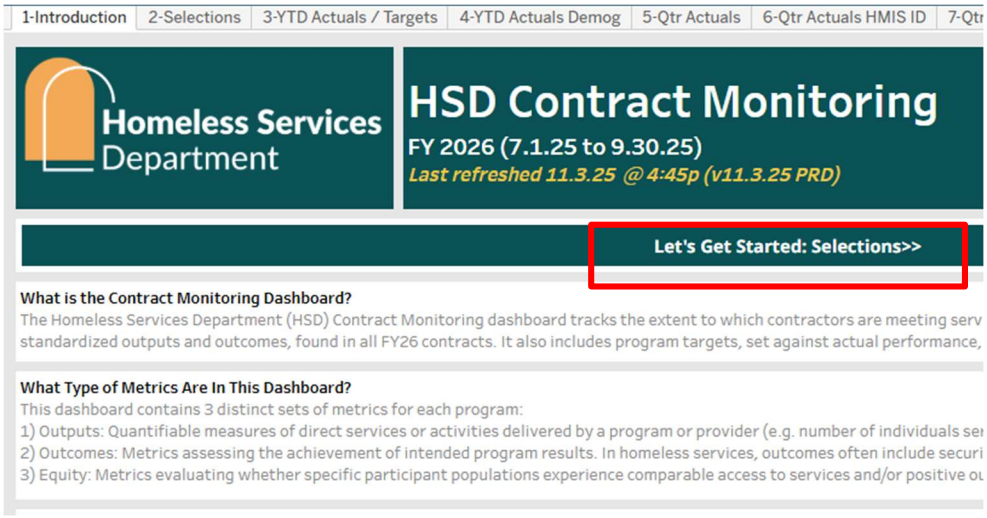
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Introduction Page

The introduction page of the HSD Contract Monitoring Dashboard outlines the dashboard's purpose, types of metrics it contains, how the dashboard is organized and what time periods are represented.

To start reviewing information for a provider agency, click on "Let's Get Started: Selections>>" located towards the top of the Introduction page.



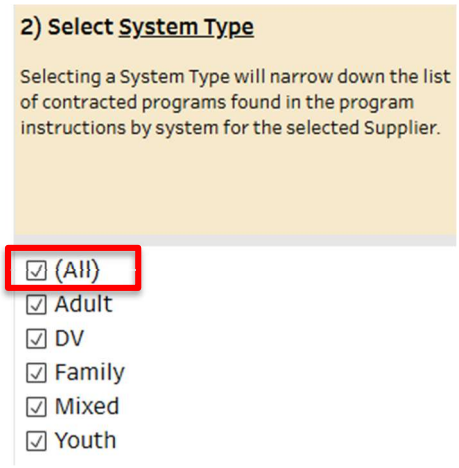
Selections Page

There are 4 different filter selections you can make on the Selections page. System type, service category and programs will not be visible until a Contractor ID is selected.

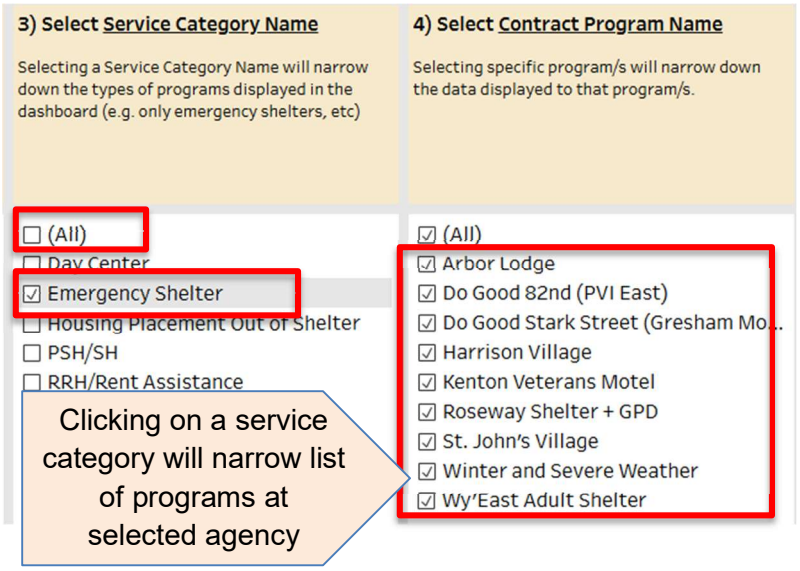
1) **HSD Partner ID**
    a. Enter your "HSD_" portion of your dashboard login username. For example: HSD_xxxxxxxxxx
    b. If you do not enter you login username, you will **not be able to proceed**.
    c. Once your user name is entered, all of your agency's contracted services will appear.
    d. If it appears that the programs listed are NOT associated with your agency, please contact hmishelp@multco.us with the subject line "Contract Monitoring Dashboard" as soon as possible.



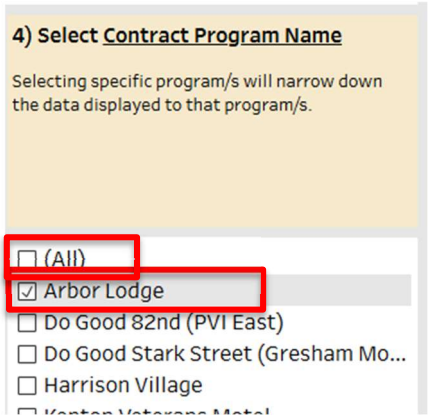
2) **System Type** Selecting a system type will narrow down the list of programs found under the contract for that system
    a. Unclick "All" found at the top of Select Service System if you want to view only the programs that are under a specific service system
    b. Click on the checkbox by the service system you want to see



3) **Service Category Name** Selecting a service category name allows you to narrow down the types of programs you want to see
    a. Unclick "All" found at the top of Select Service Category Name
    b. Click on the checkbox by the service category(s) that you want to see
    c. The list of program names will now reflect only that provider
    d. Keep the checkbox "All" checked if you want to see all programs and not just one type



4) **Select Contract Program Name** Selecting a Contract Program Name allows you to narrow down the programs you want to see
    a. Unclick "All" found at the top of Select Contract Program Name
    b. Click on the checkbox by the programs(s) that you want to see
    c. Keep the checkbox "All" checked if you want to see all programs



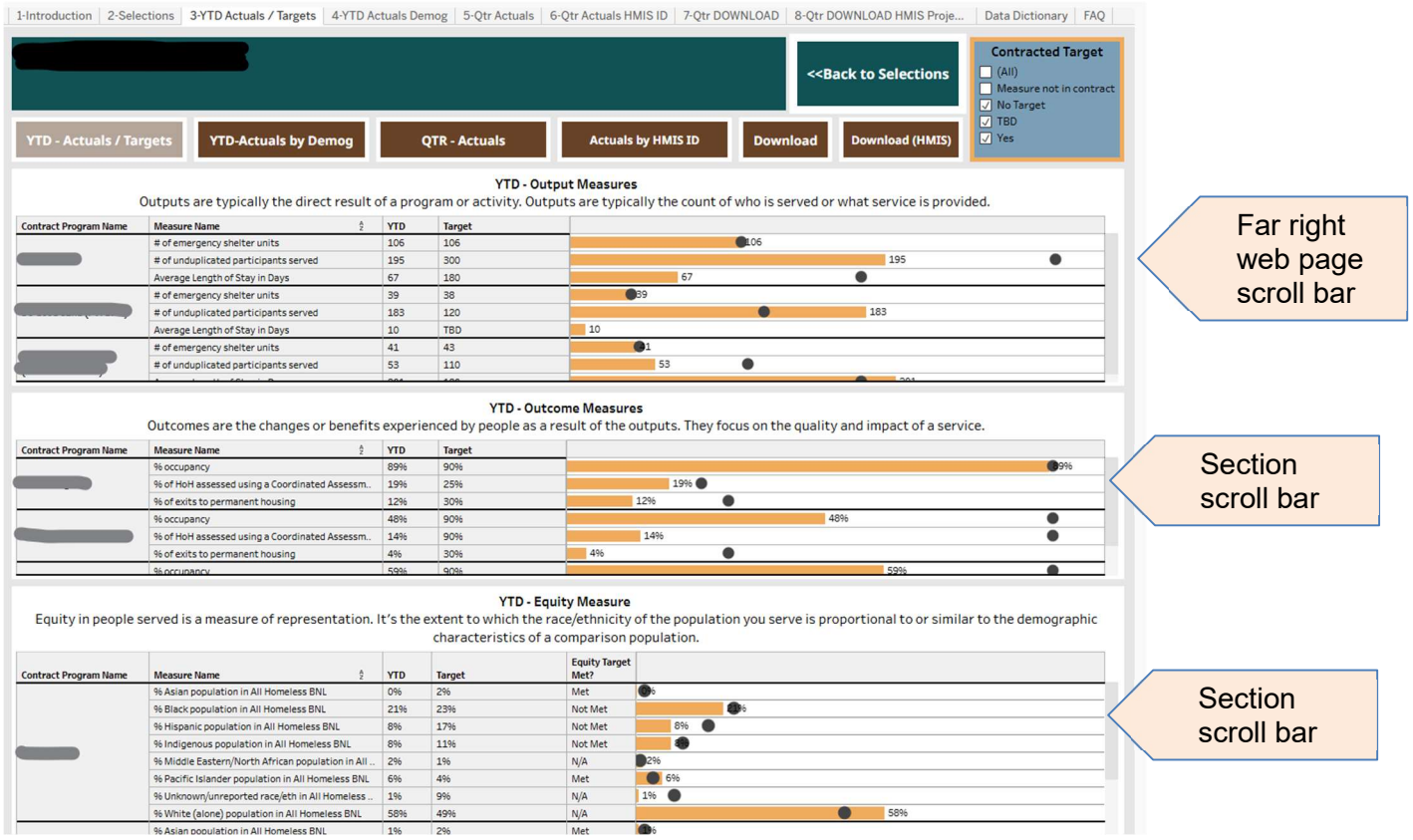
5) When you have made all your choices, click on “Apply Selections” at the bottom of the Selections Page



Note: *Allow time for the dashboard data to load at this point and again between the dashboard tabs. Loading time may vary depending on traffic and the amount of data selected*

Dashboard: YTD – Actuals/Targets

This is the initial dashboard tab that you will land on after you apply your selections is YTD – Actuals/Targets. Use the scroll bars found on the side of the dashboard and in each dashboard section to view all data.

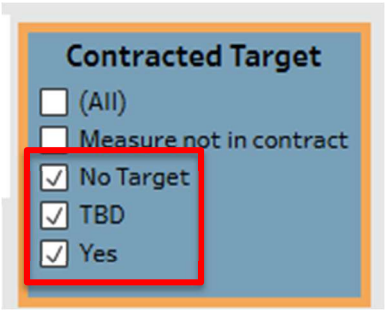


Tab Headers

There are several components on this tab that you will REPEAT when you navigate to the other tabs in this dashboard, including



1) **Supplier Name** Contractor that you selected on the upper left-hand corner of the header bar
2) **<<Back to Selections** Click on this button if you want to change the selections you made
3) **Contracted Targets** Click on the check box for the associated measures with the types of targets you want to see. Contracted Targets will default to **No Target, TBD, and Yes** filter setting



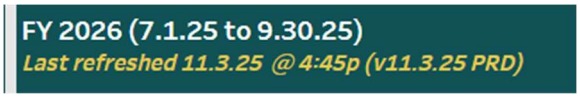
   a. **All** Select to see data for all standardized measures that are available for a given contract
   b. **Measure not in contract** Select for measures that were not listed in your contracts
   c. **No Target** Select for measures in contract for which there was no associated targets (e.g. No Goal, NA, etc)
   d. **TBD** Select for measures in contract with targets pending
   e. **Yes** Select for measures in contract with specific targets listed
4) **Tab Selections** Click on any of the brown tab buttons below to see outputs and outcomes by demographics, quarterly data or for downloading reports.



YTD (Year to Date)– Actuals/Targets Outputs & Outcomes Data

In this tab, you will find in both table and bar graph format:

1) **YTD Actuals** Output, outcome and equity measure calculations from HMIS data that show what happened as of a specific month.
   - Updates to YTD actuals will occur on a monthly basis and be reflective of YTD actuals as of the month prior. Note that date of last data refresh and what time period is represented can be found on the Introduction Page.



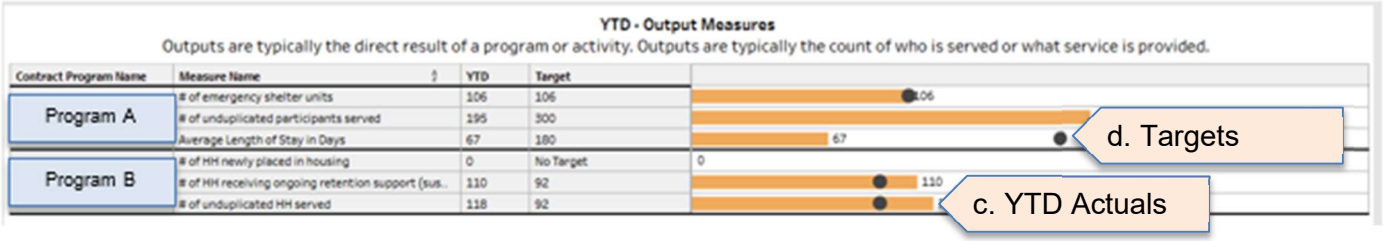
2) **Targets** The predetermined goals or benchmarks in program instructions for any given contract

The standardized measures in the selected supplier programs will default to measures that are in each contact for those programs (see above for Contracted Target selection).

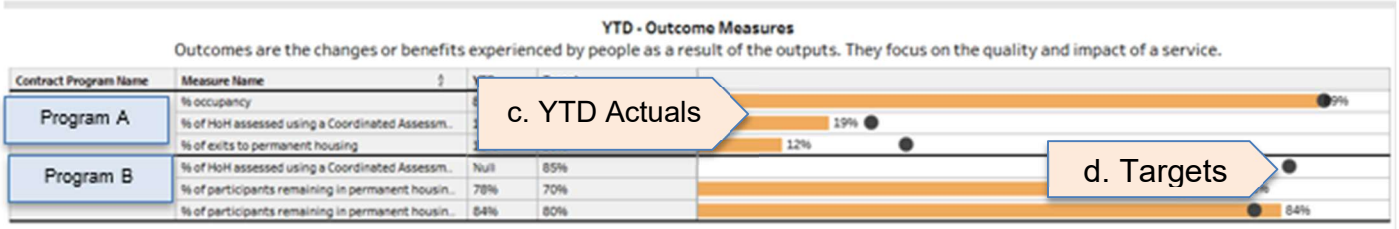
> ***Note:*** *Comparing actual performance or results against contracted targets helps assess progress, identify performance gaps and make informed decisions by showing whether targets have been met, exceeded or missed.*

Supplier program data is organized into 3 sections:

1) **OUTPUTS** will often represent a direct count of participants or services. Outputs are **numbers** in this dashboard. In the Outputs section you will find:
    a. **Contract Program Name** The name of the program in the program instructions
    b. **Measure Name** The standardized output measures in the program instructions for a given program.
        i. Note: Standardized measures will change depending on a given program
    c. **YTD Actuals** Metric calculations in a table by the associated output measure and represented by the orange bar in the bar graph
    d. **Targets** The program deliverable targets set in the program instructions in the table by YTD actuals and represent by the dark grey dot on the bar graph



2) **OUTCOME** represent the changes or benefits experienced by people as a result of the program focusing on the quality and impact of a service. Outcomes measures are **percents** in this dashboard.
    a. Outcomes data is organized in the same way as Outputs above

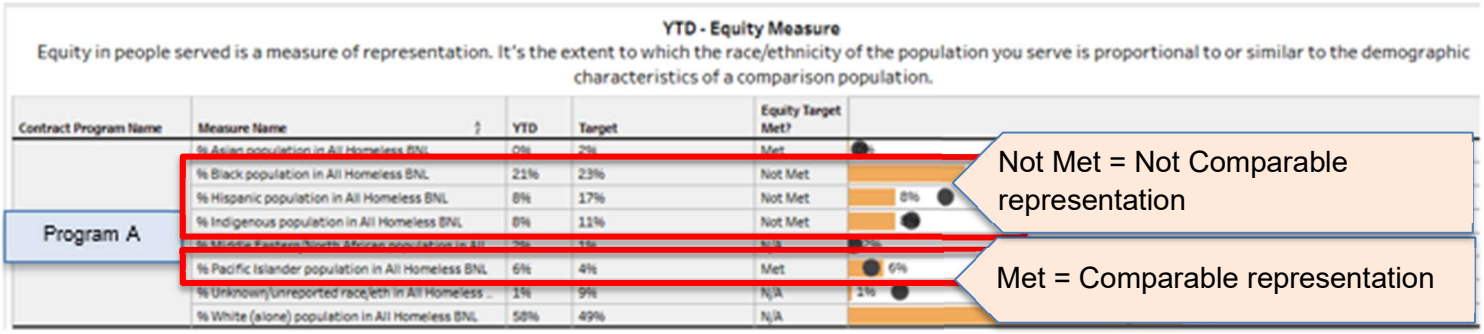


3) **EQUITY** metrics assess the extent to which participants in a given program are similar to the demographic characteristics of a comparison population. Comparison groups listed in the Measure Names below are applicable to the service category for that program and are as follows:

   a. All Homeless by-name-list *for coordinated access and shelter programs*
   b. All Systems by-name-list for *rapid rehousing and supportive services programs*
   c. All Systems Population A by-name-list *for permanent supportive housing programs*
   d. ACS Survey <125% FPL for *homelessness prevention programs*
   e. A *subpopulation of youth ages 13 - 25* will be applied to each of the respective comparison groups listed above for youth programs

> ***Note:*** *A program is considered "equitable" if all 5 BIPOC program participants racial/ethnic groups (Black, Indigenous, Hispanic, Asian, or Pacific Islander) served are equal to, or within 2% of, or above each group's representation in the comparison population.*
> ***Equity Metric should ONLY be applicable to programs who serve >100 participants per year and that are not culturally-specific providers.***

Equity data is organized in the same way as Outputs above, with 1 exception: Equity Target Met represents whether or not the population served is comparable to the comparison groups listed above. Met = BIPOC participant group is comparable. Not Met = BIPOC participant group in NOT comparable.

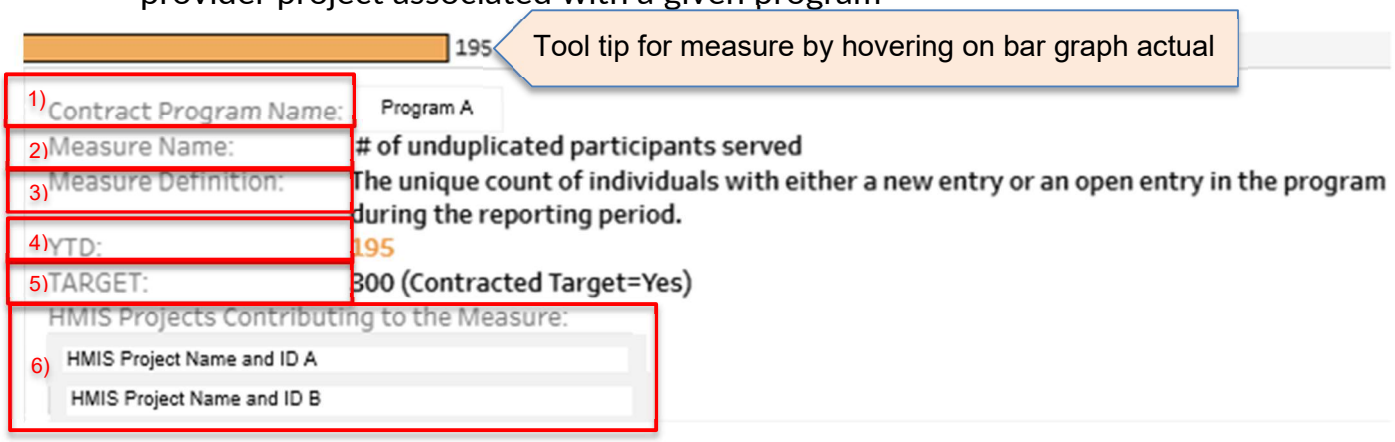


Tool Tips

An additional feature can be found on this tab (and subsequent tabs) – Tool Tips. A tool tip can be generated by hovering you mouse over a bar graph or target. Different tool tips, may contain different information, but in the example provided you can find

1) **Contracted Program Name**
2) **Measure Name** for that given bar on the bar chart

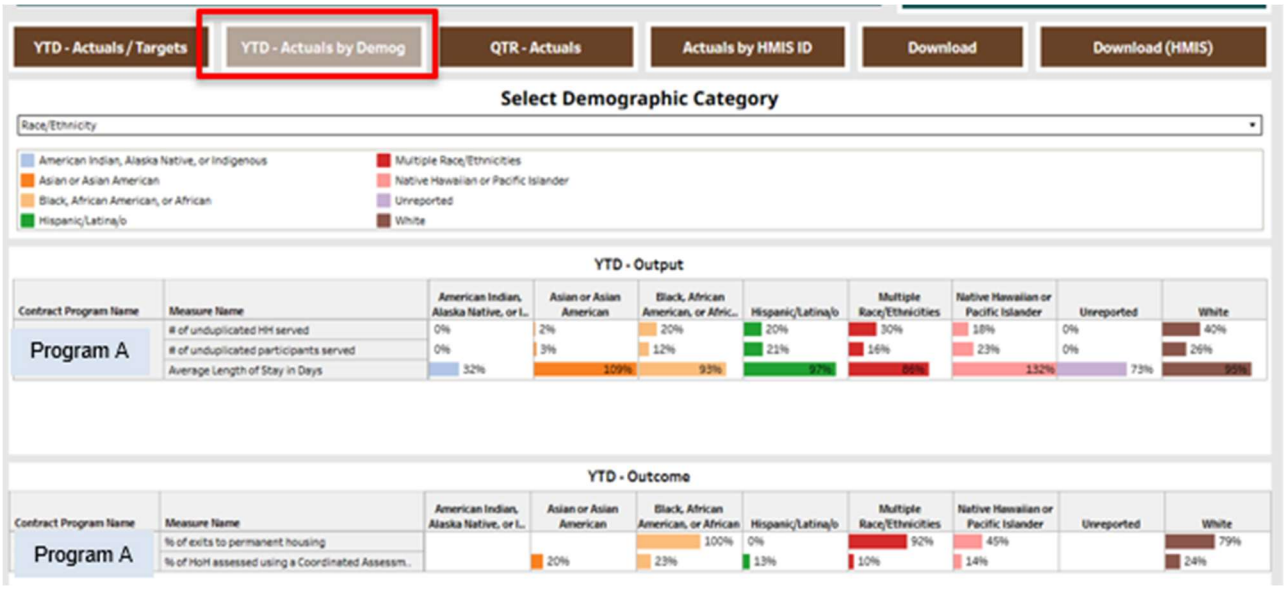
3) **Measure Definition** more information on how any given measure is calculated
4) **YTD** year-to-date actuals for that program measure
5) **TARGET** the target for that program measure
6) **HMIS Projects Contributing to the Measure** which HMIS provider projects feed into that program measure calculation give that there can be more than 1 HMIS provider project associated with a given program



Note: *On other tabs without graphs, hover over the actuals number in table for the tool tip.*

Dashboard: YTD – Actuals By Demog

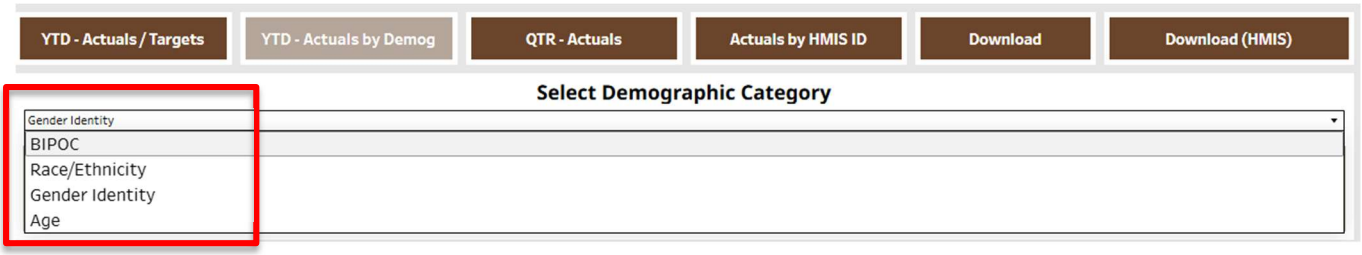
The YTD- Actuals By Demog is the 2nd tab displaying year to date information on participants served in contracted programs. When you click on this tab, the default demographic category selected will be Race/Ethnicity.



Tab Headers

The same tab headers seen in YTD-Actuals/Targets will repeat on this tab with one exception: **Contracted Targets** will not appear on this page; instead, all standardized O&Os will appear for demographic calculations regardless of contract inclusion.

1) **Select Demographic Category** Click on one of the four options in the drop-down bar to choose a demographic category:
    a. BIPOC
    b. Race/Ethnicity
    c. Gender Identity
    d. Age



YTD – Actuals by Demog Outputs & Outcomes Data

Data on this page is organized in the same way as the YTD-Actuals/Targets page with one exception: **Equity Metrics** are not included as demographics are integrated into all outputs and outcomes on this page.

1) **OUTPUT** demographics are representative of the percent of either **participants** or **households** that fall into any given demographic group.
    a. For example, when looking at the # of HHs served in Program C. 20% of households (heads of households) are Black/African American. This is different than the percent of all participants that are Black/African American (12%) within those households.
    b. The same might be true for gender identity and age as well

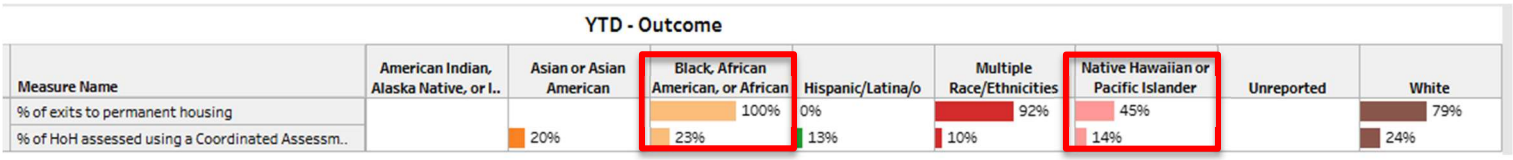
YTD - Output

Measure Name	American Indian, Alaska Native, or I..	Asian or Asian American	Black, African American, or Afric..	Hispanic/Latina/o	Multiple Race/Ethnicities	Native Hawaiian or Pacific Islander	Unreported	White
# of unduplicated HH served	0%	2%	20%	20%	30%	18%	0%	40%
# of unduplicated participants served	0%	3%	12%	21%	16%	23%	0%	26%

2) **OUTCOME** demographics represent something slightly different. Outcome demographics represent the total percent of people in that demographic group

that is experiencing a specific outcome. This percent can be compared to other demographic groups outcome experience.

a. For example, the % of exits to permanent housing among Black/African American participants is 100% for Program C, but 45% among Native Hawaiians/Pacific Islanders. This may represent a difference in this outcome by race/ethnicity.



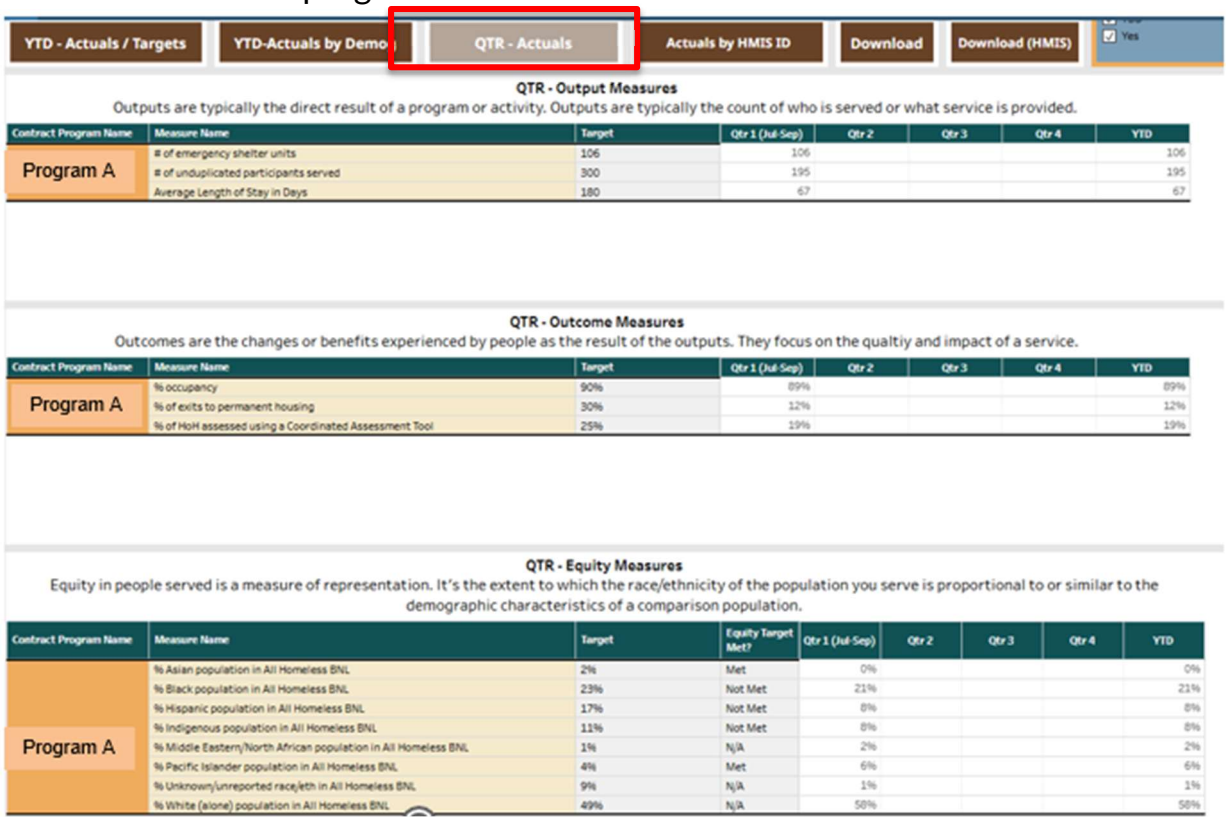
YTD - Outcome

Measure Name	American Indian, Alaska Native, or I..	Asian or Asian American	Black, African American, or African	Hispanic/Latina/o	Multiple Race/Ethnicities	Native Hawaiian or Pacific Islander	Unreported	White
% of exits to permanent housing			100%	0%	92%	45%		79%
% of HoH assessed using a Coordinated Assessm..		20%	23%	13%	10%	14%		24%

Note: *Program instructions state that outcomes will be compared to the race/ethnicity distribution among participants served in that program with the goal of percentages being comparable. These metrics can also be applied to other demographics, such as gender and disability status.*

Dashboard: QTR - Actuals

The QTR - Actuals tab displays both quarterly and year to date outputs and outcomes data for contracted programs in a table format.



YTD - Actuals / Targets | YTD-Actuals by Demo | QTR - Actuals | Actuals by HMIS ID | Download | Download (HMIS) | Yes

QTR - Output Measures

Outputs are typically the direct result of a program or activity. Outputs are typically the count of who is served or what service is provided.

Contract Program Name	Measure Name	Target	Qtr 1 (Jul-Sep)	Qtr 2	Qtr 3	Qtr 4	YTD
Program A	# of emergency shelter units	106	106				106
	# of unduplicated participants served	300	195				195
	Average Length of Stay in Days	180	67				67

QTR - Outcome Measures

Outcomes are the changes or benefits experienced by people as the result of the outputs. They focus on the qualtiy and impact of a service.

Contract Program Name	Measure Name	Target	Qtr 1 (Jul-Sep)	Qtr 2	Qtr 3	Qtr 4	YTD
Program A	% occupancy	90%	89%				89%
	% of exits to permanent housing	30%	12%				12%
	% of HoH assessed using a Coordinated Assessment Tool	25%	19%				19%

QTR - Equity Measures

Equity in people served is a measure of representation. It's the extent to which the race/ethnicity of the population you serve is proportional to or similar to the demographic characteristics of a comparison population.

Contract Program Name	Measure Name	Target	Equity Target Met?	Qtr 1 (Jul-Sep)	Qtr 2	Qtr 3	Qtr 4	YTD
Program A	% Asian population in All Homeless BNL	2%	Met	0%				0%
	% Black population in All Homeless BNL	23%	Not Met	21%				21%
	% Hispanic population in All Homeless BNL	17%	Not Met	8%				8%
	% Indigenous population in All Homeless BNL	11%	Not Met	8%				8%
	% Middle Eastern/North African population in All Homeless BNL	1%	N/A	2%				2%
	% Pacific Islander population in All Homeless BNL	4%	Met	6%				6%
	% Unknown/unreported race/eth in All Homeless BNL	9%	N/A	1%				1%
	% White (alone) population in All Homeless BNL	49%	N/A	58%				58%

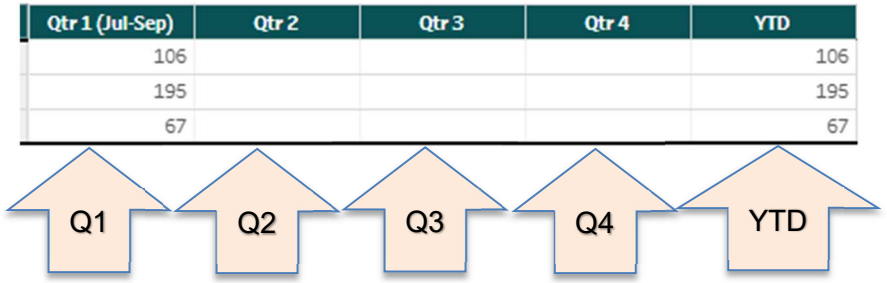
Tab Headers

The same tab headers seen in YTD-Actuals/Targets above will repeat on this tab

QTR (Quarter) Outputs, Outcomes & Equity Data

On this page you will find a table with the program name, measure name, target and YTD totals as seen in the YTD- Actuals/Targets tab. Instead of bar graphs comparing YTD totals against targets, you will find additional table columns for each quarter for the fiscal year as represented by:

Qtr 1 July 1 – Sept 30th time period
Qtr 2 Oct 1 – Dec 31st time period
Qtr 3 Jan 1 – March 31th time period
Qtr 4 April 1 – June 30th time period



The output and outcome actuals found in each of the quarters will be reflective programs data for that **specific quarter time period**. This differs from YTD totals which represent the actuals from the beginning of the Fiscal Year to the current point in time. Actuals might change in a given quarter or YTD based off of ongoing data entry and cleaning for any given quarter.

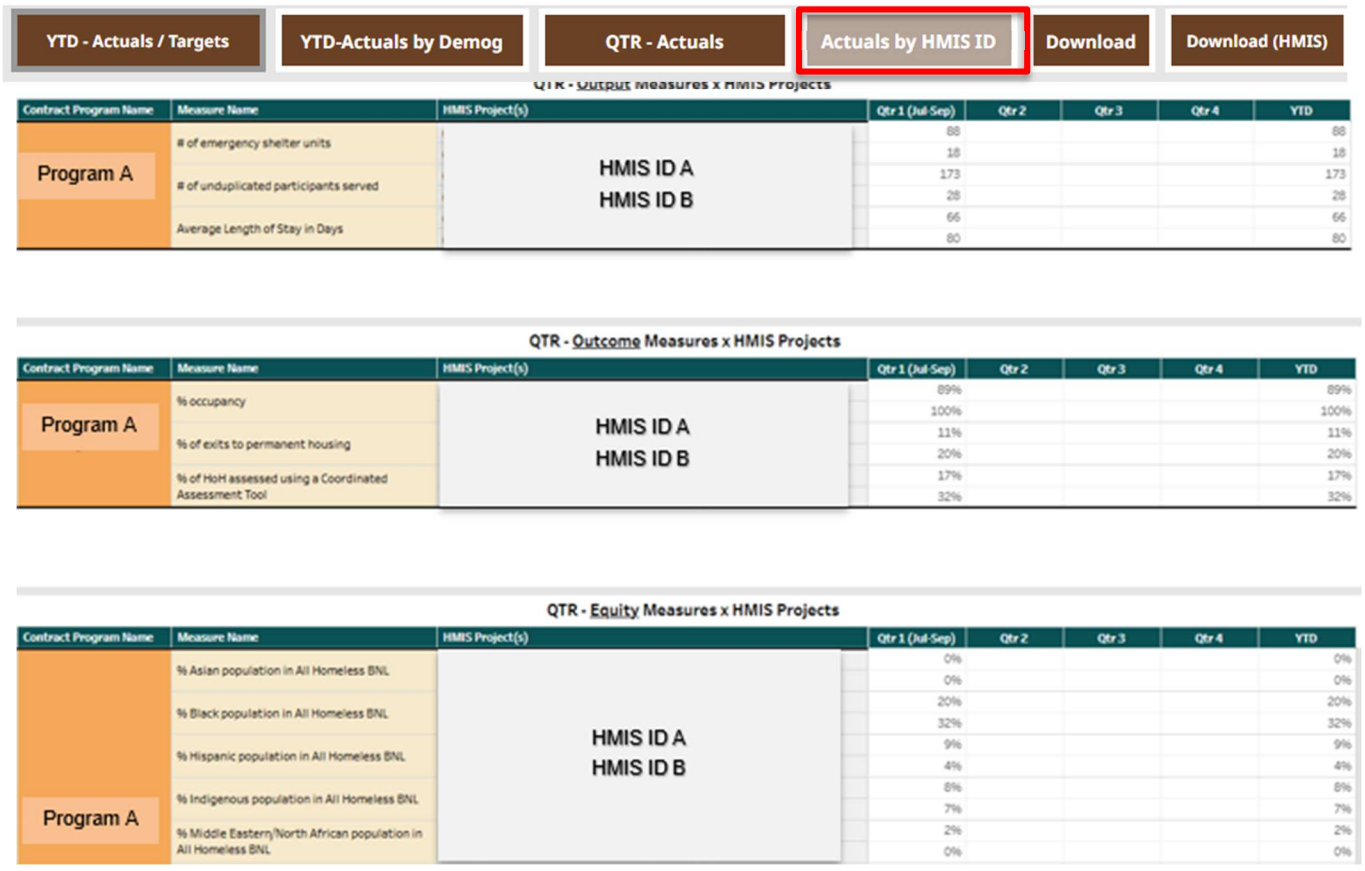
Note: *Year to date actuals is not the summation of quarterly totals. For example:*

350 participants served in Q1 **+**
300 participants served in Q2
does NOT mean
650 participants served year to date.

The YTD total number of participants served will be 350 or greater, but likely lower than 650. However, 1st Q actuals will be the same as YTD actuals because it's reflective of same time period

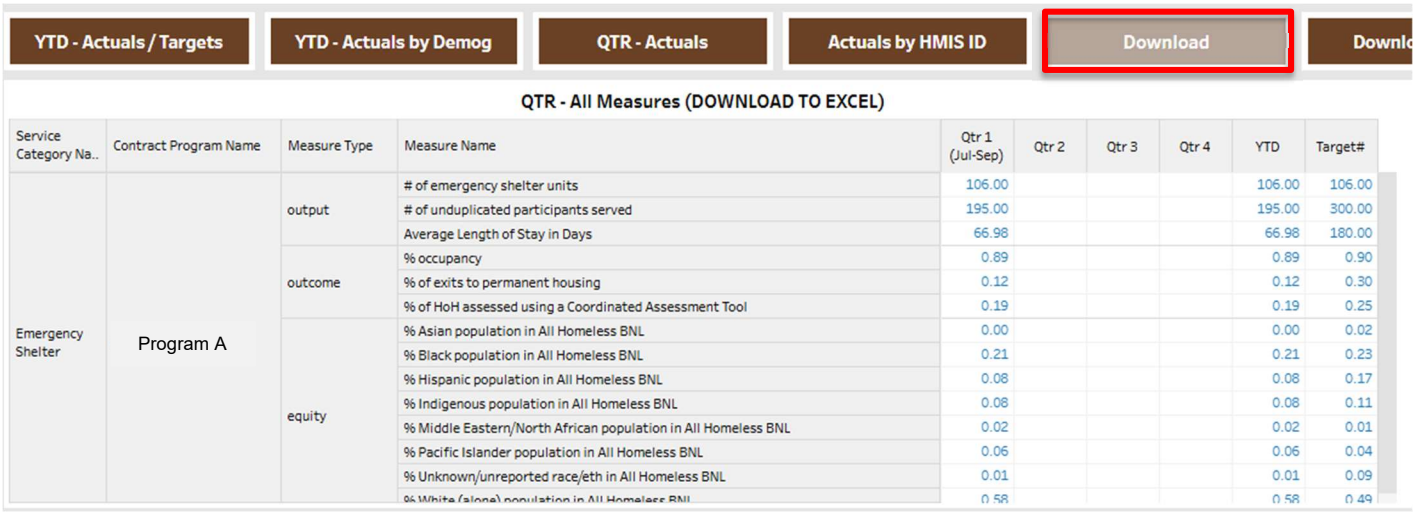
Actuals by HMIS ID

The Actuals by HMIS ID tab displays both quarterly and year to date outputs and outcomes data for any given HMIS ID associated with the contracted programs. If there is more than 1 HMIS ID associated with any give contracted program, having actuals by HMIS ID allows you to see how each HMIS provider project contributes to the totals seen on the YTD – Actuals/Targets, YTD – Actuals by Demog, and QTR – Actuals tabs.



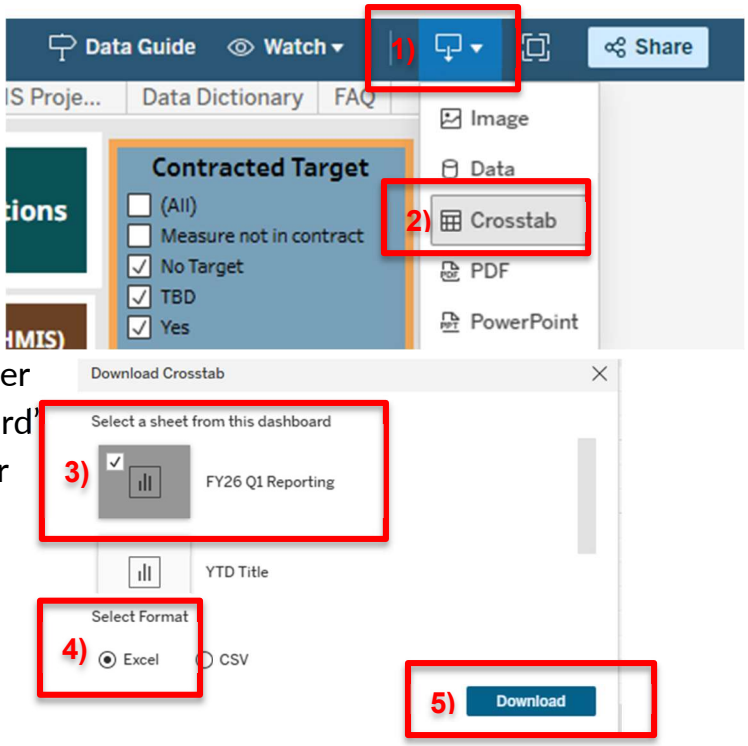
Download

The Download tab allows you to download all contracted program outputs, outcomes and equity measure targets and quarterly and YTD actuals into a single Excel report.

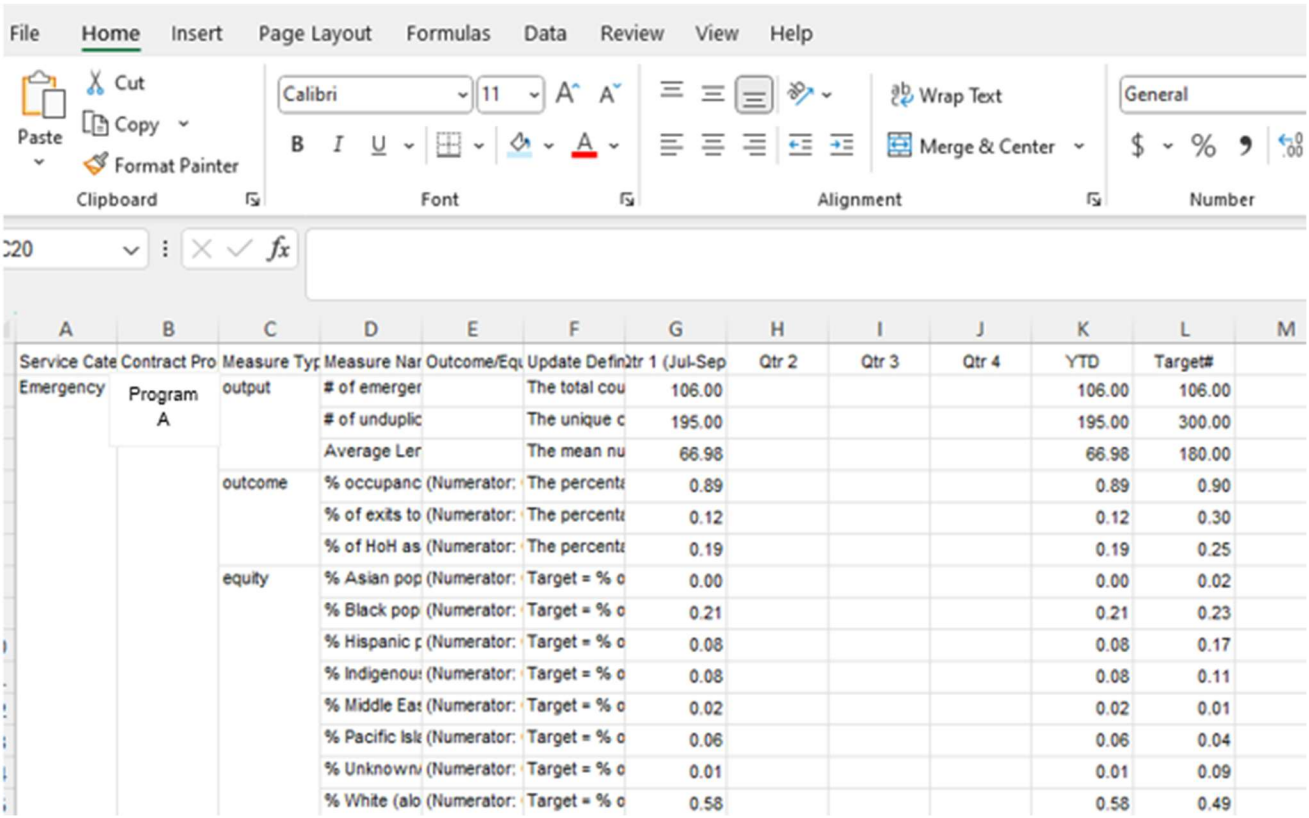


<u>To download this report</u> into Excel

1) Click on the download icon in the top righthand corner of the dashboard
2) Select the “Crosstab” dropdown option
3) Make sure that the FY26 Q(X) Reporting” option is checked under “Select a sheet from this dashboard”
4) Make sure Excel is checked under “Select Format”
5) Then click the Download button



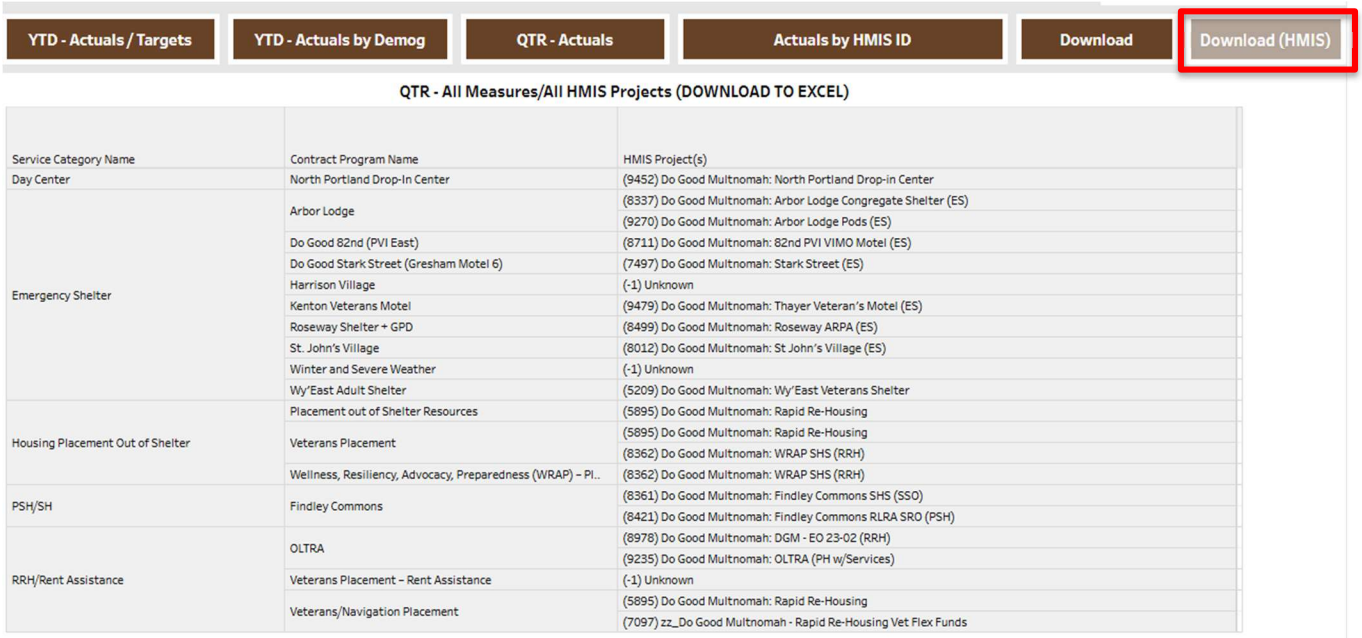
A report will be created in Excel containing the information seen on the Download tab.



Service Cate	Contract Pro	Measure Typ	Measure Nar	Outcome/Equ	Update Defin	Qtr 1 (Jul-Sep	Qtr 2	Qtr 3	Qtr 4	YTD	Target#
Emergency	Program A	output	# of emerger		The total cou	106.00				106.00	106.00
			# of unduplic		The unique c	195.00				195.00	300.00
			Average Ler		The mean nu	66.98				66.98	180.00
		outcome	% occupanc	(Numerator:	The percenta	0.89				0.89	0.90
			% of exits to	(Numerator:	The percenta	0.12				0.12	0.30
			% of HoH as	(Numerator:	The percenta	0.19				0.19	0.25
		equity	% Asian pop	(Numerator:	Target = % o	0.00				0.00	0.02
			% Black pop	(Numerator:	Target = % o	0.21				0.21	0.23
			% Hispanic p	(Numerator:	Target = % o	0.08				0.08	0.17
			% Indigenou	(Numerator:	Target = % o	0.08				0.08	0.11
			% Middle Ea	(Numerator:	Target = % o	0.02				0.02	0.01
			% Pacific Isl	(Numerator:	Target = % o	0.06				0.06	0.04
			% Unknown	(Numerator:	Target = % o	0.01				0.01	0.09
			% White (alo	(Numerator:	Target = % o	0.58				0.58	0.49

Download (HMIS)

The Download (HMIS) tab allows you to download all HMIS IDs associated with any given contracted program. This is useful to confirm whether the actuals that are being generated for each contracted program are pulling from the correct corresponding HMIS provider project.



YTD - Actuals / Targets | YTD - Actuals by Demog | QTR - Actuals | Actuals by HMIS ID | Download | Download (HMIS)

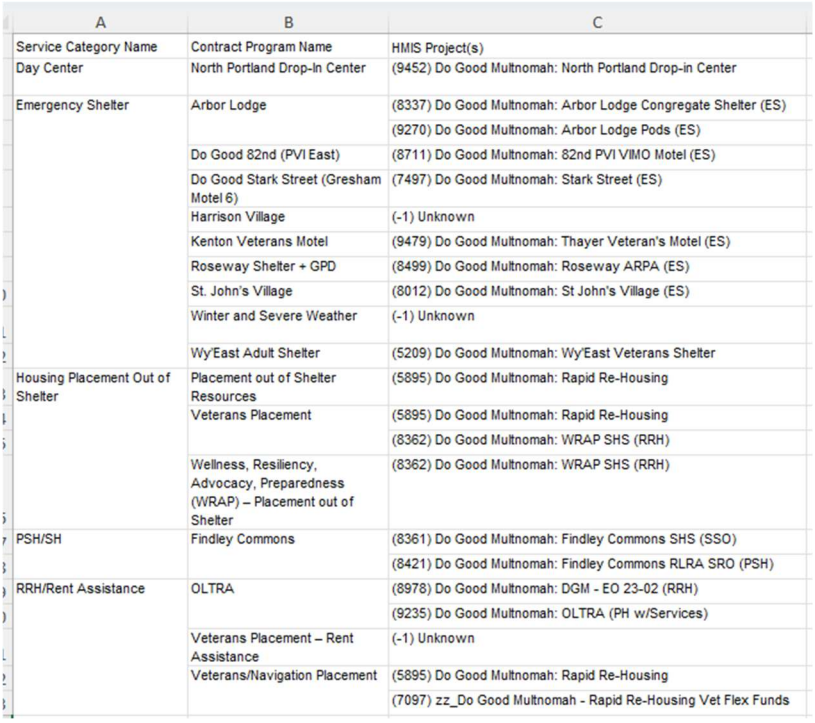
QTR - All Measures/All HMIS Projects (DOWNLOAD TO EXCEL)

Service Category Name	Contract Program Name	HMIS Project(s)
Day Center	North Portland Drop-In Center	(9452) Do Good Multnomah: North Portland Drop-in Center
Emergency Shelter	Arbor Lodge	(8337) Do Good Multnomah: Arbor Lodge Congregate Shelter (ES)
		(9270) Do Good Multnomah: Arbor Lodge Pods (ES)
	Do Good 82nd (PVI East)	(8711) Do Good Multnomah: 82nd PVI VIMO Motel (ES)
	Do Good Stark Street (Gresham Motel 6)	(7497) Do Good Multnomah: Stark Street (ES)
	Harrison Village	(-1) Unknown
	Kenton Veterans Motel	(9479) Do Good Multnomah: Thayer Veteran's Motel (ES)
	Roseway Shelter + GPD	(8499) Do Good Multnomah: Roseway ARPA (ES)
	St. John's Village	(8012) Do Good Multnomah: St John's Village (ES)
	Winter and Severe Weather	(-1) Unknown
	Wy'East Adult Shelter	(5209) Do Good Multnomah: Wy'East Veterans Shelter
Housing Placement Out of Shelter	Placement out of Shelter Resources	(5895) Do Good Multnomah: Rapid Re-Housing
	Veterans Placement	(5895) Do Good Multnomah: Rapid Re-Housing
		(8362) Do Good Multnomah: WRAP SHS (RRH)
	Wellness, Resiliency, Advocacy, Preparedness (WRAP) – Pl..	(8362) Do Good Multnomah: WRAP SHS (RRH)
PSH/SH	Findley Commons	(8361) Do Good Multnomah: Findley Commons SHS (SSO)
		(8421) Do Good Multnomah: Findley Commons RLRA SRO (PSH)
RRH/Rent Assistance	OLTRA	(8978) Do Good Multnomah: DGM - EO 23-02 (RRH)
		(9235) Do Good Multnomah: OLTRA (PH w/Services)
	Veterans Placement – Rent Assistance	(-1) Unknown
	Veterans/Navigation Placement	(5895) Do Good Multnomah: Rapid Re-Housing
		(7097) zz_Do Good Multnomah - Rapid Re-Housing Vet Flex Funds

<u>To download this report</u>, follow the same set of instructions for downloading the program outputs, outcomes and equity report found on page 13.

A report will be created in Excel containing the information seen on the Download tab.

<u>To adjust this spreadsheet</u> so that the columns and rows are more easily readable, follow the same set of instructions found on page 14.



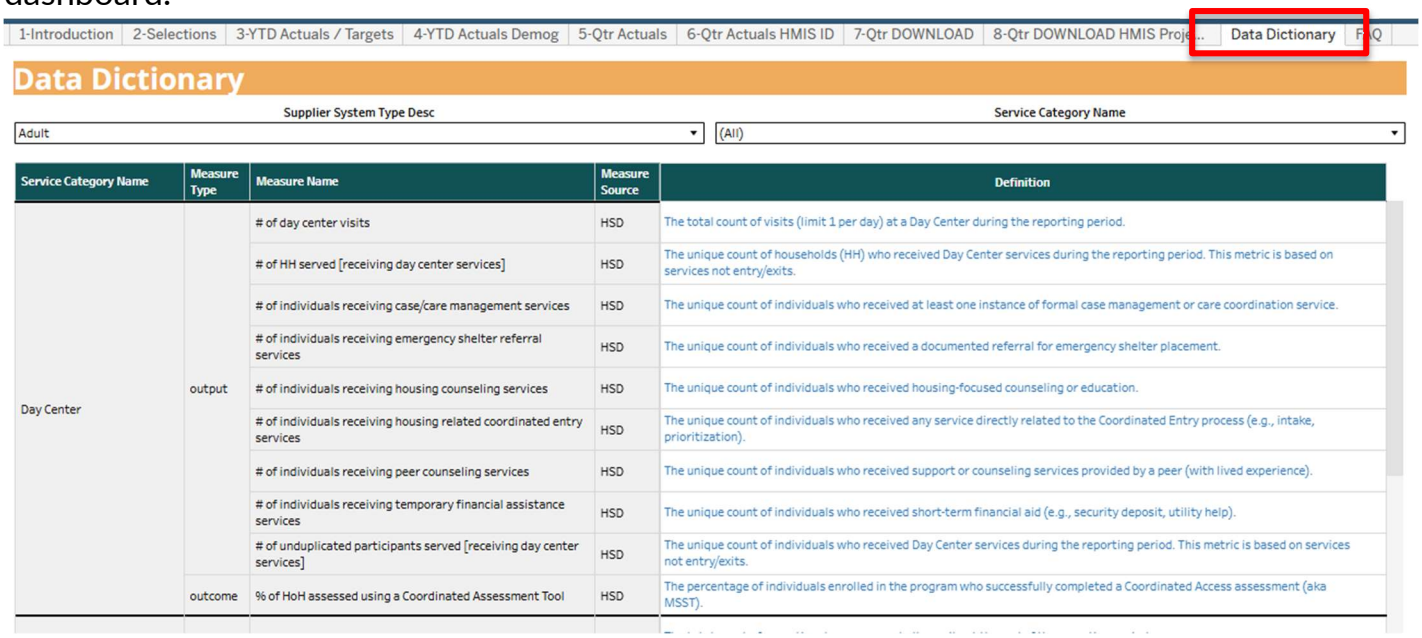
	A	B	C
1	Service Category Name	Contract Program Name	HMIS Project(s)
2	Day Center	North Portland Drop-In Center	(9452) Do Good Multnomah: North Portland Drop-in Center
3	Emergency Shelter	Arbor Lodge	(8337) Do Good Multnomah: Arbor Lodge Congregate Shelter (ES)
4			(9270) Do Good Multnomah: Arbor Lodge Pods (ES)
5		Do Good 82nd (PVI East)	(8711) Do Good Multnomah: 82nd PVI VIMO Motel (ES)
6		Do Good Stark Street (Gresham Motel 6)	(7497) Do Good Multnomah: Stark Street (ES)
7		Harrison Village	(-1) Unknown
8		Kenton Veterans Motel	(9479) Do Good Multnomah: Thayer Veteran's Motel (ES)
9		Roseway Shelter + GPD	(8499) Do Good Multnomah: Roseway ARPA (ES)
10		St. John's Village	(8012) Do Good Multnomah: St John's Village (ES)
11		Winter and Severe Weather	(-1) Unknown
12		Wy'East Adult Shelter	(5209) Do Good Multnomah: Wy'East Veterans Shelter
13	Housing Placement Out of Shelter	Placement out of Shelter Resources	(5895) Do Good Multnomah: Rapid Re-Housing
14		Veterans Placement	(5895) Do Good Multnomah: Rapid Re-Housing
15			(8362) Do Good Multnomah: WRAP SHS (RRH)
16		Wellness, Resiliency, Advocacy, Preparedness (WRAP) – Placement out of Shelter	(8362) Do Good Multnomah: WRAP SHS (RRH)
17	PSH/SH	Findley Commons	(8361) Do Good Multnomah: Findley Commons SHS (SSO)
18			(8421) Do Good Multnomah: Findley Commons RLRA SRO (PSH)
19	RRH/Rent Assistance	OLTRA	(8978) Do Good Multnomah: DGM - EO 23-02 (RRH)
20			(9235) Do Good Multnomah: OLTRA (PH w/Services)
21		Veterans Placement – Rent Assistance	(-1) Unknown
22		Veterans/Navigation Placement	(5895) Do Good Multnomah: Rapid Re-Housing
23			(7097) zz_Do Good Multnomah - Rapid Re-Housing Vet Flex Funds

If incorrect HMIS IDs are associated, please contact hmishelp@multco.us to let us know what needs to be changed.

Data Dictionary

The Data Dictionary tab outlines all of the standardized metrics associated with each of the contracted programs as determined by the programs service category. For example, Day Centers, Emergency Shelters and PSH/SH programs would each have a unique set of standardized metrics associated with them.

To go to the data dictionary tab, click on the tab in the upper right-hand corner of the dashboard.



Service Category Name	Measure Type	Measure Name	Measure Source	Definition
Day Center	output	# of day center visits	HSD	The total count of visits (limit 1 per day) at a Day Center during the reporting period.
		# of HH served [receiving day center services]	HSD	The unique count of households (HH) who received Day Center services during the reporting period. This metric is based on services not entry/exits.
		# of individuals receiving case/care management services	HSD	The unique count of individuals who received at least one instance of formal case management or care coordination service.
		# of individuals receiving emergency shelter referral services	HSD	The unique count of individuals who received a documented referral for emergency shelter placement.
		# of individuals receiving housing counseling services	HSD	The unique count of individuals who received housing-focused counseling or education.
		# of individuals receiving housing related coordinated entry services	HSD	The unique count of individuals who received any service directly related to the Coordinated Entry process (e.g., intake, prioritization).
		# of individuals receiving peer counseling services	HSD	The unique count of individuals who received support or counseling services provided by a peer (with lived experience).
		# of individuals receiving temporary financial assistance services	HSD	The unique count of individuals who received short-term financial aid (e.g., security deposit, utility help).
		# of unduplicated participants served [receiving day center services]	HSD	The unique count of individuals who received Day Center services during the reporting period. This metric is based on services not entry/exits.
	outcome	% of HoH assessed using a Coordinated Assessment Tool	HSD	The percentage of individuals enrolled in the program who successfully completed a Coordinated Access assessment (aka MSST).

Note: *Not ALL standardized metrics can be found in contract/program instruction with program targets. Actuals will still be calculated for these measures if the data currently exits in HMIS within the calculation parameters (e.g. if data is not entered in HMIS or is entered into a unique location, actuals may not be calculated).*

Additional Information

Links for more information can be found on the Contract Monitoring Dashboard Landing Page, including

- **HSD Contract Monitoring Dashboard** the link to the secure server where the dashboard is stored
- **HSD Contract Monitoring Access Form** to complete in order to gain access to this dashboard
- **How to Access the Contract Monitoring Dashboard** a simple guide for navigating to the dashboard once access has been granted
- **Video Training** provides a video overview of how to use the Contract Monitoring Dashboard and the information that it contains
- **Frequently Asked Questions (FAQs)** that the Data Team has received regarding this dashboard from both HSD staff and providers

If you have additional questions for us, please send them to **hmishelp@multco.us**. We will add general questions (non-provider specific) and responses to the FAQ page.