

# Community Performance Dashboard

*User Help Guide*

## Overview

The Community Performance Dashboard visualizes HUD System Performance Measures in a way that makes them accessible to both technical HMIS users and people newer to the data. While system performance measures are typically identified by number (Measures 1 through 7), this dashboard uses natural language labels so users at any level can understand what they are looking at without needing to know the numbering system.

The dashboard is powered by a spreadsheet that Gaither Dynamic provides. You fill it out using your system performance measures data from either HMIS or HDX 2.0, and that spreadsheet becomes your dashboard. All six measures are covered, and each measure includes its relevant sub-measures.

You can access the dashboard and a demo at [gaitherdyn.com](https://gaitherdyn.com) by navigating to Products > Community Performance Dashboard.

### **Note: How the Dashboard Gets Populated**

Gaither Dynamic provides a spreadsheet template for you to fill out with your system performance measures data. You can pull that data from either HMIS or HDX 2.0, whichever your organization uses. Once the spreadsheet is complete, it is used to build your dashboard.

## Navigation and Layout

### Date Range

A date range indicator at the top of the dashboard shows which years are being compared, for example 2023-2024. This tells you at a glance what the year-over-year comparison reflects before diving into any individual measure.

## Main Dashboard Summary

The front page of the dashboard highlights key data points from each of the six system performance measures rather than sending you straight to a single measure. This gives you a quick picture of overall system performance before you choose where to dig deeper. Highlights on the front page include:

- How many people were helped to find or retain permanent housing
- First time homelessness counts
- Returns to homelessness
- Length of homelessness

You can click directly on any of these KPIs to jump to the full view of that measure, or use the navigation buttons across the top of the dashboard to move between measures.

### Quick Tip: Navigating Between Measures

Use the buttons across the top of the dashboard to move through all six system performance measures without returning to the main page. You can also click any KPI on the main dashboard to jump directly to that measure.

## System Performance Measures

Each of the six system performance measures has its own section in the dashboard with a natural language description explaining what the measure tracks and what the sub-measures mean. The dashboard is designed to educate users as they navigate, so each section includes context alongside the data.

### Measure 1: Length of Time Homeless

Shows how long people experienced homelessness during the reporting period. Includes six sub-measures covering average days, median days, and breakdowns by project type. Median days is particularly useful for removing the effect of outliers from the overall picture. Both average and median are shown side by side for easy comparison.

### Measure 2: Returns to Homelessness

Tracks how many people who exited to permanent housing later returned to homelessness. Sub-measure breakdowns show returns within six months, 6 to 12 months, and one to two years. This measure also supports interactive filtering: clicking

on a specific project type in the chart will slice the data to show returns only for people who exited from that project type.

#### **Note: Interactive Project Type Filtering**

The Returns to Homelessness section allows you to click on individual project types in the chart to filter the view. For example, clicking on Emergency Shelter will show only the total exits and return counts for people who came from emergency shelter programs. This makes it easy to examine each project type's impact without running separate reports.

### **Measure 3: Number of People Experiencing Homelessness**

Shows total people experiencing homelessness during the reporting period with year-over-year comparison. Includes sub-measures for total people, sheltered counts, and unsheltered counts. Also includes PIT day sheltered count and yearly sheltered totals, which can be toggled using the buttons within the measure.

### **Measure 4: First Time Homeless**

Tracks how many people experienced homelessness for the first time during the reporting period. Covers four project types: permanent housing, emergency shelter, safe haven, and transitional housing. You can toggle between sub-measures to focus on specific project type combinations, for example removing permanent housing from the view to look only at shelter-based entries.

### **Measure 5: Not Included**

Measure 5 is not included in the current version of the dashboard.

### **Measure 6: Exits to Permanent Housing**

Shows how many people exited to permanent housing during the reporting period. All three sub-measures are included and displayed together for easy comparison.

### **Measure 7: Income**

Covers income growth for clients served during the reporting period. All six sub-measures are available, including work stayers, non-work stayers, and year-over-year

income comparisons. Sub-measures can be clicked through quickly to compare trends across different groups.

## Tips for Getting the Most Out of the Dashboard

- Use the measure buttons at the top of the dashboard to move through all six measures quickly without going back to the main page.
- Click on project type bars in the Returns to Homelessness chart to filter the view to that specific project type.
- Read the natural language descriptions within each measure section if you are newer to system performance measures. The dashboard explains what each sub-measure tracks as you go.
- Compare average and median days in the Length of Time measure. When they differ significantly, median is often the more reliable indicator of typical client experience.
- Use the main dashboard summary to spot which measures may need the most attention before drilling into the details of each one.

## Contact

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