

# Community Snapshot Dashboard

## *User Help Guide*

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### Overview

The Community Snapshot Dashboard gives communities a fast, system-level view of homelessness trends, housing outcomes, and data quality without running multiple HMIS reports. Built on the hashed HUD CSV export from HMIS, it uses APR (Annual Performance Report) logic, so users familiar with HUD reporting standards can read results confidently without relearning a new framework.

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

#### **Note: Dashboard Load Time**

Because calculations run dynamically against the full dataset, the dashboard may take up to about a minute to reflect changes made on the Settings screen. If the main dashboard has not updated after applying filters, allow a moment for the calculations to complete. This is normal behavior and not an error.

### Navigation Icons

In the top right corner of the dashboard, you will find three icons:

- Main Dashboard icon (highlighted in blue when active): Returns you to the main dashboard view.
- Information icon: Explains how the dashboard works and walks through what each section means. It is worth reading before diving into filters.
- Settings icon: Where the real power lives. This is where you configure filters and customize what data the dashboard displays.

Most charts throughout the dashboard include layered hover tooltips. Hovering over bars, donut charts, and other visualizations typically reveals additional detail such as monthly totals, percentages, and secondary breakdowns. This is one of the most useful features of the dashboard and worth exploring in every chart.

### Settings and Filters

The Settings page lets you slice the data in ways that would otherwise require running many separate reports in HMIS. Changes here update the entire dashboard without leaving the browser.

## Report Date Filters

Adjust the reporting date range to analyze different time periods. When you change the date, a filter indicator appears at the top of the dashboard confirming the active range.

## Project Type Filters

Filter by project type, such as Street Outreach, Homeless Prevention, Transitional Housing, and others. You can select one type or combine several.

## Project Name Filters

Use the project name filter to create custom views:

- Select a single project to create a project-level dashboard.
- Deselect all and then select only projects from one agency to create an agency-level dashboard.

### Quick Tip: Instant Agency Dashboard

Deselect all projects in the Project Name filter, then select only the projects belonging to one agency. The entire dashboard instantly becomes an agency-level view with no additional configuration needed.

## Population Filters

Filter by age groups, client type (such as chronically homeless), and other population characteristics to focus on specific groups. If the dashboard appears blank after applying filters, check your active filter selections, as some combinations may return no results. For example, selecting both Adults Only Household and Children Only Household at the same time will produce no results since a household cannot be both simultaneously.

## Privacy and Security

To protect client privacy, the dashboard will not display specific numbers when fewer than 10 people match a filter combination. Instead, it will display "Less than 10 people." This prevents someone from filtering down by project, age, race, gender, and other attributes to identify a specific individual.

# Dashboard KPIs and Visualizations

## Active Homeless Population Over Time

Shows clients experiencing homelessness who remained actively enrolled in projects at the end of the reporting period, charted month by month.

## People Housed

Tracks clients who exited to permanent housing, with a monthly breakdown to show progress over time.

## Inflow vs. Outflow by Month

One of the most important charts in the dashboard. It shows people entering the system versus people exiting each month. When exits consistently outnumber entries, the community is reducing its homeless population. Hover over any month to see exact counts and assess whether the system is moving in the right direction.

## Vulnerable Populations (Chronically Homeless, Children, Veterans)

Tracks key subpopulations month by month. Seeing trends for these groups in a single view eliminates the need to run twelve separate monthly reports.

## Sex

This data element has only been collected since October 1, 2025, so the counts here are lower than other fields. The donut chart in the center shows how many of the total clients have sex data recorded so far. Coverage will increase as more data is collected on existing clients, and all new clients should have this element recorded. Hover over the chart for detailed breakdowns.

## Age

Same layout as the sex chart, with percentage breakdowns and hover tooltips for detailed information.

## Race

Race counts can exceed the total number of clients because a single person can identify with multiple racial categories. For example, someone identifying as both White and Black/African American will be counted in both bars. This is expected and not an error.

## System Flow by Last Exit (Sankey Chart)

This chart shows the path clients have taken through the system. Read it from right to left:

- Far right: Exit destination (such as Permanent Housing, Homeless Other, or Institutional)
- Middle: Project type the client exited from
- Far left: Entry situation when the client first entered the system

The outcome story is visible at a glance: a little green on the left and a lot more green on the right means the system is working. People are entering in difficult situations and exiting to stable housing. Hover over any segment to see percentages and flow detail.

Note: Services Only projects such as meal programs, showers, or supply distribution will show a high rate of exits back to homelessness. This is expected because those projects address immediate needs rather than providing housing. If you want to see system flow without those projects affecting the picture, use the project type filter to exclude them.

## Data Quality Over Time

The size of each area on this chart corresponds to the volume of data quality flags over time. Hover over any point to see which specific fields are contributing.

Important: this chart reflects HMIS flags, not invalid data values. For example, if a record has the "Partial Social Security Number" flag checked, it will appear as an error here regardless of whether the partial number is intentional. Some flags are entirely appropriate for certain project types. Street Outreach programs, for instance, are not always required to collect a full Social Security number. Interpret errors in context.

High-priority errors worth investigating include Head of Household destination and disability fields. Date of birth errors similarly reflect the "Partial Date of Birth" flag rather than logically invalid dates.

## Tips for Getting the Most Out of the Dashboard

- Hover over every chart. Most deeper metrics are only accessible through hover tooltips, not additional pages or reports. Percentages, monthly counts, and secondary breakdowns all live there.
- If results look unexpected or the dashboard appears blank, clear all active filters or refresh the page to return to the full dataset view, then reapply filters one at a time.

- Use the Settings page like a report builder. Combining date filters, project type, and population filters lets you answer specific questions quickly without running separate HMIS reports.
  - To investigate data quality by project type, apply a project type filter before reviewing the Data Quality chart so you are looking at relevant flags for that project context.
  - Check the Information icon page if anything in the dashboard is unclear. It provides a detailed explanation of each section.
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## Contact

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