

Division: Information Technology

Program Characteristics: One-Time-Only Request

Program Description

The three Portland Metropolitan Area Counties (Washington, Clackamas, & Multnomah) and their respective Continuums of Care (CoCs)(OR-501, OR-506, and OR-507) use a shared Homeless Management Information System (HMIS) in order to coordinate and optimize the delivery of homeless services across the region. The HMIS is the main system of record for the three counties and the numerous community based organizations and agencies in the region that utilize the system. The Multnomah County Information Technology Division is responsible for overall HMIS administration and technology support.

This project will replace the current HMIS with a new product (BitFocus Clarity) over the course of 18 months with an expected implementation date of May 2027. The goal is implement a more modern, user friendly, and functional system to improve both the delivery and coordination of services services across the homeless response system. Finally, this modern system will improve the analytics tools and integration of data for better information flow, program performance, and reporting.

The implementation requires a dedicated team that consists of additional funded positions including 3 IT Sr. Business System Analysts, an LDA Change Manager, LDA Dev Analyst Sr., 3 LDA Trainers, as well as potential other staff augmentation. The project will also pay for professional services both with the vendor and implementation partners.

Funding by all Counties is supported through the Supportive Housing Services measure and the allocation to the Regional Investment Fund.

Equity Statement

This project will incorporate equity in all stages of implementation.

Revenue/Expense Detail

	2026 General Fund	2026 Other Funds	2027 General Fund	2027 Other Funds
Personnel	\$0	\$0	\$0	\$1,600,000
Contractual Services	\$0	\$0	\$0	\$884,250
Materials & Supplies	\$0	\$0	\$0	\$500,000
Total GF/non-GF	\$0	\$0	\$0	\$2,984,250
Total Expenses:	\$0		\$2,984,250	
Program FTE	0.00	0.00	0.00	0.00
Program Revenues				
Financing Sources	\$0	\$0	\$0	\$1,854,750
Service Charges	\$0	\$0	\$0	\$1,129,500
Total Revenue	\$0	\$0	\$0	\$2,984,250

Performance Measures

Performance Measure	FY25 Actual	FY26 Estimate	FY27 Target
Fully implemented new HMIS Software	0	0	1
Better user experience and optimized work flows for service providers	0	0	1