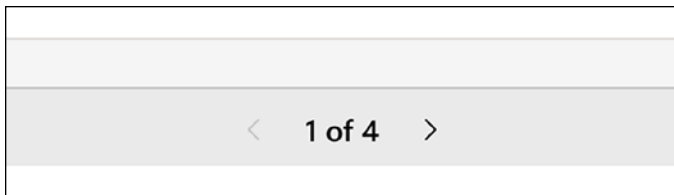


# Housing Services dashboard guide

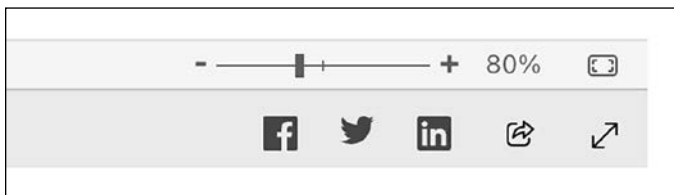
## Report features

### Page navigation

You can navigate between the pages of the report by using the menu on the bottom of the dashboard.



You can also increase or decrease the size of the report by using the zoom function at the bottom-right corner of the dashboard.



## Card navigation

Cards are the rectangular or square shapes containing the KPIs (key performance indicators) within the report.



Each card may consist of some or all the following elements relating to each KPI.

- **Title:** provides the name of the KPI
- **Value:** may be expressed in various formats, such as a number, dollar amount or percentage
- **Trending:** may include either the change since the previous reporting period, and/or over the current TOC (term of Council), where available. This trend may be expressed either as an increase or decrease. Positive outcomes are indicated in green, while negative outcomes are indicated in red. It is important to note that **increases do not always yield positive outcomes**. Similarly, **decreases do not always yield negative outcomes**. For example, an increase in service demand is considered a negative outcome, because it indicates that more households need affordable housing supports.
- **Tooltips:** Some KPIs will have additional information available in a tooltip, which will be indicated by the “i” icon. Hover your mouse over the “i” icon, and the information will appear inside a box on the screen.
- **KPI Definition:** Brief definitions of each KPI can be viewed by using the arrows located directly above and below each card to switch between the KPI and its definition.