Top Two Tips for Rent Assistance Referrals

What's the difference between Rapid Rehousing and Homeless Prevention?

Rapid Rehousing
- Customer currently experiencing homelessness or fleeing domestic violence.
- Helps people obtain housing quickly
- Provides short-term rental assistance and career coaching services

Homeless Prevention
- Customer currently has a house or lives in an apartment.
- Helps people stay housed
- Provides short-term rental assistance and career coaching services

How do I copy a service into the Rent Assistance record?

When you help your customer, you enter the service into ITrac. If you refer your customer to a Rent Assistance Hub, you must COPY that service into the customer's Rent Assistance record in ITrac.

1. Open the customer's record in the program you coach.
2. Enter the service. If you have already entered the service, locate it and click edit.
3. Locate the "Copy to" field in the service entry.
4. Click the box next to the Rent Assistance fund.
5. Click save.