

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.

The screenshot shows the ITrac Information Management System interface. At the top, there is a navigation menu with tabs for Home, I-Trac, Customer, Workshops, Resources, Batch Entry, WEX Bank, and Reports. Below this, there are sub-tabs for Providers, WSO Registration, Registration, Assessments, Goals, Services, Follow-up, Payments, Outcomes, Prosperity Budget, MyWS Portfolio, MyWS Admin, and Case M. The main content area displays a customer record for Jennifer Knight, with fields for Legal Name, I-Trac Customer ID, and WS Job Seeker ID. Below the customer information, there is a table with columns for Application Date, Registration Date, Participation Date, Exit Date, and LQ Fund Service Date. The table shows a single entry for 2/24/2022. Below the table, there is a section for Services with columns for Start Date, End Date, Service, Status, Copy To, and Location. A yellow arrow points to the 'Copy To' field, which contains two options: 'Career Boost - LWA Portland Metro - All Agencies and Projects' and 'Rent Assistance - Human Solutions'. Another yellow arrow points to the 'Rent Assistance - Human Solutions' option.

DATA ENTRY QUESTIONS? CONTACT

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