Service Point Report guidance can be found [here](https://www.multco.us/multnomah-county-servicepoint-helpline/servicepoint-artsap-business-objects-guides). Use Program Performance and Follow ups/Housing Retention reports.

|  |  |  |
| --- | --- | --- |
| **Number of Referrals Received and Accepted** | | |
| **Reporting Element** | **Definition** | **How to Pull the Data** |
| Number of referrals received | All referrals submitted to the RA Hub via ITrac | **ITrac Standard Reports: Customer Flow** **- RA Fund**   * Choose Rent Assistance Fund & Current Program Year * Click on View Report button * Click on Customer Flow & confirm Filters- NONE * Report the number on ‘Applied’ line for the desired quarter |
| Number of referrals accepted | All referrals that were accepted by the RA Hub | **ITrac Standard Reports: Customer Flow** **- RA Fund**   * Choose Rent Assistance Fund & Current Program Year * Click on View Report button * Click on Customer Flow & confirm Filters- NONE * Report the number on ‘Registered’ line for the reporting quarter |

A screenshot of a computer

Description automatically generated

A screenshot of a report

Description automatically generated

|  |  |  |
| --- | --- | --- |
| **Number of Participants Provided with Housing Placement/Prevention** | | |
| **Reporting Element** | **Definition** | **How to Pull the Data** |
| Number of EOP participants provided with housing placement (Rapid Rehousing) | Number of Rapid Rehousing participants who received at least one housing related payment | **I-Trac Standard Reports: Rent Assistance Payments- RA Fund**   * Choose Rent Assistance Fund & Current Program Year * Click on View Report button * Click on Rent Assistance Payments & confirm Filters- NONE * Go to ‘Rent Assistance Payments’ section * Click on Rapid Rehousing Total for desired quarter   + *Green circle in picture on next page of this guide* * Use reported # of Customers above the list of customers |
| Number of EOP participants provided with eviction prevention (Homeless Prevention) | Number of Homeless Prevention participants who received at least one housing related payment | **I-Trac Standard Reports: Rent Assistance Payments- RA Fund**   * Choose Rent Assistance Fund & Current Program Year * Click on View Report button * Click on Rent Assistance Payments & confirm Filters- NONE * Go to ‘Rent Assistance Payments’ section * Click on Homeless Prevention Total for desired quarter   + - *Yellow circle in picture on next page of this guide* * Use reported # of Customers above the list of customers |
| Total unduplicated number of participants provided with housing placement & eviction prevention | Number of Homeless Prevention and Rapid Rehousing participants who received at least one housing related payment | **I-Trac Standard Reports: Rent Assistance Payments** **- RA Fund**   * Choose Rent Assistance Fund & Current Program Year * Click on View Report button * Click on Rent Assistance Payments & confirm Filters- NONE * Go to ‘Rent Assistance Payments’ section * Click on Grand Total for desired quarter   + - *Blue circle in picture on next page of this guide* * Use reported # of Customers above the list of customers |

A screenshot of a computer

Description automatically generated

|  |
| --- |
| **Number of Participants Provided with Housing Placement/Prevention, continued** |

A screenshot of a computer

Description automatically generated

**A close-up of a document

Description automatically generated**

|  |  |  |
| --- | --- | --- |
| **Number of Participants Provided with Housing Placement/Prevention Who Are People of Color** | | |
| **Reporting Element** | **Definition** | **How to Pull the Data** |
| Total unduplicated number of participants provided with housing placement & eviction prevention who are People of Color | Number of Homeless Prevention and Rapid Rehousing participants who received at least one housing related payment who are People of Color | **I-Trac Standard Reports: Rent Assistance Payments** **- RA Fund**   * Choose Rent Assistance Fund & Current Program Year * Click on View Report button * Click on Rent Assistance Payments * Select Filters- People of Color from dropdown * Click View Report button * Go to ‘Rent Assistance Payments’ section * Click on the Grand Total for the desired quarter * Use reported # of Customers above the list of customers |

A screenshot of a computer

Description automatically generated

A close-up of a document

Description automatically generatedA screenshot of a computer

Description automatically generated

|  |  |  |
| --- | --- | --- |
| **Retained Housing 6 month/12 month After Exit** | | |
| **Reporting Element** | **Definition** | **How to Pull the Data** |
| Housing Retention for 6 months after rent assistance ends | Numerator: Participants who are housed 6 months after exit  Denominator: All participants served who were exited 6 months prior that Hub successfully contacted | **I-Trac Standard Reports: Local Measures** **- RA Fund**   * Choose Rent Assistance Fund & Current Program Year * Click on View Report button * Click on Local Measures & confirm Filters- NONE * Go to ‘Retained in Housing 6 months after Exit’ section * Use ‘All Above’ Total % for desired quarter   + *Yellow circle in picture on next page of this guide* * Click on ‘All Above’ Total % for desired quarter * Use reported # Numerator and # Denominator above the list of customers |
| Housing Retention for 12 months after rent assistance ends | Numerator: Participants who are housed 12 months after exit  Denominator: All participants served who were exited 12 months prior that Hub successfully contacted | **I-Trac Standard Reports: Local Measures** **- RA Fund**   * Choose Rent Assistance Fund & Current Program Year * Click on View Report button * Click on Local Measures & confirm Filters- NONE * Go to ‘Retained in Housing 12 months after Exit’ section * Use ‘All Above’ Total % for desired quarter   + *Green circle in picture on next page of this guide* * Click on ‘All Above’ Total % for desired quarter * Use reported # Numerator and # Denominator above the list of customers |

A screenshot of a computer

Description automatically generated

|  |
| --- |
| **Retained Housing 6 month/12 month After Exit, continued** |

A screenshot of a computer

Description automatically generated

A white background with red text

Description automatically generated