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.

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| **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
 |





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| **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
 |



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



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| **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
 |





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| **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 exitDenominator: 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 exitDenominator: 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
 |



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



