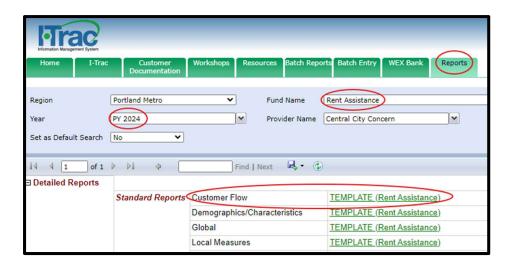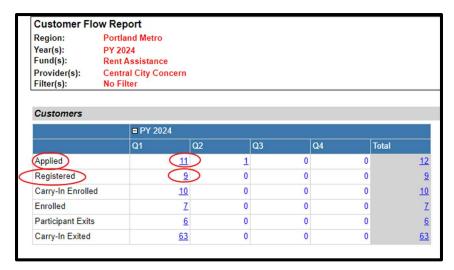Service Point Report guidance can be found here. Use Program Performance and Follow ups/Housing Retention reports.
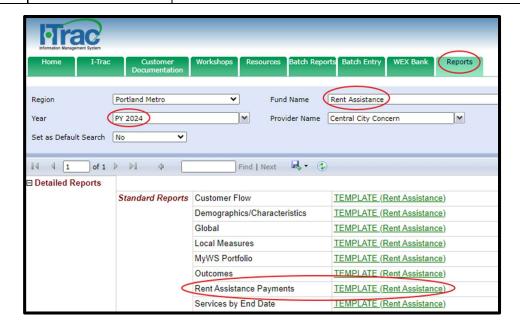
NUMBER OF REFERRALS RECEIVED AND ACCEPTED		
REPORTING ELEMENT	DEFINITION	HOW TO PULL THE DATA
Number of referrals received	All referrals submitted to the RA Hub via ITrac	**ITrac Standard Reports: Customer Flow - RA Fund** • Choose Rent Assistance Fund & Current Program Year • Click on View Report button • 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

Customer Flow Report
Region: **Portland Metro**
Year(s): **PY 2024**
Fund(s): **Rent Assistance**
Provider(s): **Central City Concern**
Filter(s): **No Filter**

Customers

	Q1	Q2	Q3	Q4	Total
	PY 2024				
Applied	11	1	0	0	12
Registered	9	0	0	0	9
Carry-In Enrolled	10	0	0	0	10
Enrolled	7	0	0	0	7
Participant Exits	6	0	0	0	6
Carry-In Exited	63	0	0	0	63

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 o *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 o *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 o *Blue circle in picture on next page of this guide* • Use reported # of Customers above the list of customers

NUMBER OF PARTICIPANTS PROVIDED WITH HOUSING PLACEMENT/PREVENTION, CONTINUED

Rent Assistance Payments   **reporting Year/Quarters determined by payment date

		PY 2024		
		Q1	Q2	Total
Homeless Prevention	Rent	13	3	16
	Rent Late Fees	2	0	2
	Utilities Monthly	1	0	1
	Utility Debt	1	0	1
	Total	17	3	20
Rapid Rehousing	Housing Related Costs	1	0	1
	Rent	9	3	12
	Security Deposit	2	0	2
	Utility Debt	1	0	1
	Total	13	3	16
Grand Total		30	6	36

Rent Assistance Payments Report
Of Customers: 8
Of Records: 17
Region: Portland Metro
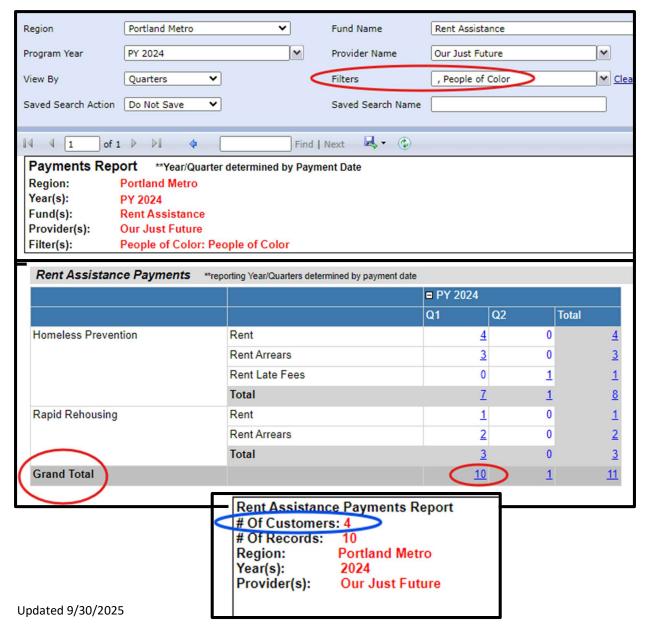Year(s):   2024
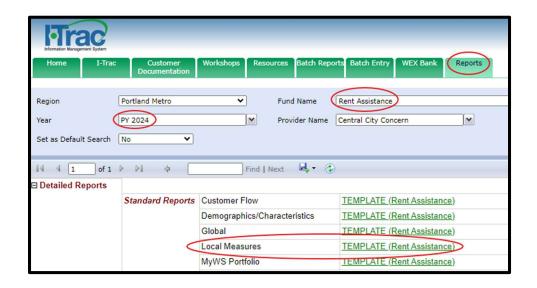Provider(s):   Central City Concern

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

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

RETAINED HOUSING 6 MONTH/12 MONTH AFTER EXIT, CONTINUED

Retained in Housing 6 Months after Exit	AHFE	Homeless Prevention	18.75%	0.00%	0.00%	0	6.67%
		Rapid Rehousing	33.33%	0.00%	0.00%	0	13.04%
		Total	21.95%	0.00%	0.00%	0	7.96%
	Home Forward (EOP STRA)	Homeless Prevention	100.00%	0.00%	0.00%	0	30.00%
		Total	100.00%	0.00%	0.00%	0	30.00%
	All Above	Homeless Prevention	25.71%	0.00%	0.00%	0	9.00%
		Rapid Rehousing	33.33%	0.00%	0.00%	0	13.04%
		Total	27.27%	0.00%	0.00%	0	9.76%
Retained in Housing 12 Months after Exit	AHFE	Homeless Prevention	5.71%	0.00%	0.00%	0.00%	1.61%
		Rapid Rehousing	0.00%	0.00%	0.00%	0.00%	0.00%
		Total	3.85%	0.00%	0.00%	0.00%	1.17%
	Home Forward (EOP STRA)	Homeless Prevention	0.00%	0.00%	0.00%	0.00%	0.00%
		Rapid Rehousing	0	0.00%	0	0	0.00%
		Total	0.00%	0.00%	0.00%	0.00%	0.00%
	P10K	Homeless Prevention	0.00%	0	0	0	0.00%
		Rapid Rehousing	0.00%	0	0	0	0.00%
		Total	0.00%	0	0	0	0.00%
	All Above	Homeless Prevention	5.41%	0.00%	0.00%	0.00%	1.46%
		Rapid Rehousing	0.00%	0.00%	0.00%	0.00%	0.00%
		Total	3.64%	0.00%	0.00%	0.00%	1.07%

Rent Assistance Local Measures Report   **Year/Quarter determined by Participation date
Of Customers: 8
Of Records: 9
Numerator: 3
Denominator: 9
Region: Portland Metro
Year(s): 2024
Provider(s): Our Just Future