

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	<b>ITrac Standard Reports: Customer Flow - RA Fund</b> <ul style="list-style-type: none"> <li>Choose Rent Assistance Fund &amp; Current Program Year</li> <li>Click on View Report button</li> <li>Click on Customer Flow &amp; confirm Filters- NONE</li> <li>Report the number on 'Applied' line for the desired quarter</li> </ul>
Number of referrals accepted	All referrals that were accepted by the RA Hub	<b>ITrac Standard Reports: Customer Flow - RA Fund</b> <ul style="list-style-type: none"> <li>Choose Rent Assistance Fund &amp; Current Program Year</li> <li>Click on View Report button</li> <li>Click on Customer Flow &amp; confirm Filters- NONE</li> <li>Report the number on 'Registered' line for the reporting quarter</li> </ul>

Customer Flow Report

Region:

Portland Metro

Year(s):

PY 2024

Fund(s):

Rent Assistance

Provider(s):

Central City Concern

Filter(s):

No Filter

Customers

	PY 2024					
	Q1	Q2	Q3	Q4	Total	
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	<b>I-Trac Standard Reports: Rent Assistance Payments- RA Fund</b> <ul style="list-style-type: none"> <li>Choose Rent Assistance Fund &amp; Current Program Year</li> <li>Click on View Report button</li> <li>Click on Rent Assistance Payments &amp; confirm Filters- NONE</li> <li>Go to 'Rent Assistance Payments' section</li> <li>Click on Rapid Rehousing Total for desired quarter <ul style="list-style-type: none"> <li>Green circle in picture on next page of this guide</li> </ul> </li> <li>Use reported # of Customers above the list of customers</li> </ul>
Number of EOP participants provided with eviction prevention (Homeless Prevention)	Number of Homeless Prevention participants who received at least one housing related payment	<b>I-Trac Standard Reports: Rent Assistance Payments- RA Fund</b> <ul style="list-style-type: none"> <li>Choose Rent Assistance Fund &amp; Current Program Year</li> <li>Click on View Report button</li> <li>Click on Rent Assistance Payments &amp; confirm Filters- NONE</li> <li>Go to 'Rent Assistance Payments' section</li> <li>Click on Homeless Prevention Total for desired quarter <ul style="list-style-type: none"> <li>Yellow circle in picture on next page of this guide</li> </ul> </li> <li>Use reported # of Customers above the list of customers</li> </ul>
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	<b>I-Trac Standard Reports: Rent Assistance Payments - RA Fund</b> <ul style="list-style-type: none"> <li>Choose Rent Assistance Fund &amp; Current Program Year</li> <li>Click on View Report button</li> <li>Click on Rent Assistance Payments &amp; confirm Filters- NONE</li> <li>Go to 'Rent Assistance Payments' section</li> <li>Click on Grand Total for desired quarter <ul style="list-style-type: none"> <li>Blue circle in picture on next page of this guide</li> </ul> </li> <li>Use reported # of Customers above the list of customers</li> </ul>

The screenshot shows the ITrac Information Management System interface. The top navigation bar includes links for Home, I-Trac, Customer Documentation, Workshops, Resources, Batch Reports, Batch Entry, WEX Bank, and Reports (circled in red). Below the navigation bar, the 'Region' is set to 'Portland Metro', 'Fund Name' is 'Rent Assistance' (circled in red), 'Year' is 'PY 2024' (circled in red), and 'Provider Name' is 'Central City Concern'. The 'Set as Default Search' is set to 'No'. The main content area shows a list of 'Detailed Reports' under the 'Standard Reports' section. The list includes: Customer Flow, Demographics/Characteristics, Global, Local Measures, MyWS Portfolio, Outcomes, Rent Assistance Payments (circled in red), and Services by End Date. Each item has a corresponding 'TEMPLATE (Rent Assistance)' link.

**NUMBER OF PARTICIPANTS PROVIDED WITH HOUSING PLACEMENT/PREVENTION, CONTINUED**

<b>Rent Assistance Payments</b>		**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
	<b>Total</b>	<b>17</b>	<b>3</b>	<b>20</b>
Rapid Rehousing	Housing Related Costs	1	0	1
	Rent	9	3	12
	Security Deposit	2	0	2
	Utility Debt	1	0	1
	<b>Total</b>	<b>13</b>	<b>3</b>	<b>16</b>
<b>Grand Total</b>		<b>30</b>	<b>6</b>	<b>36</b>

<b>Rent Assistance Payments Report</b>	
# 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	<b>I-Trac Standard Reports: Rent Assistance Payments - RA Fund</b> <ul style="list-style-type: none"> <li>Choose Rent Assistance Fund &amp; Current Program Year</li> <li>Click on View Report button</li> <li>Click on Rent Assistance Payments</li> <li>Select Filters- People of Color from dropdown</li> <li>Click View Report button</li> <li>Go to 'Rent Assistance Payments' section</li> <li>Click on the Grand Total for the desired quarter</li> <li>Use reported # of Customers above the list of customers</li> </ul>

Region:  Fund Name:

Program Year:  Provider Name:

View By:  Filters:  [Clear](#)

Saved Search Action:  Saved Search Name:

1 of 1 Find | Next

**Payments Report** \*\*Year/Quarter determined by Payment Date

Region: **Portland Metro**  
 Year(s): **PY 2024**  
 Fund(s): **Rent Assistance**  
 Provider(s): **Our Just Future**  
 Filter(s): **People of Color: People of Color**

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

		PY 2024		
		Q1	Q2	Total
Homeless Prevention	Rent	4	0	4
	Rent Arrears	3	0	3
	Rent Late Fees	0	1	1
	<b>Total</b>	7	1	8
Rapid Rehousing	Rent	1	0	1
	Rent Arrears	2	0	2
	<b>Total</b>	3	0	3
<b>Grand Total</b>		10	1	11

**Rent Assistance Payments Report**  
 # Of Customers: 4  
 # Of Records: 10  
 Region: **Portland Metro**  
 Year(s): **2024**  
 Provider(s): **Our Just Future**

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	<b>I-Trac Standard Reports: Local Measures - RA Fund</b> <ul style="list-style-type: none"> <li>Choose Rent Assistance Fund &amp; Current Program Year</li> <li>Click on View Report button</li> <li>Click on Local Measures &amp; confirm Filters- NONE</li> <li>Go to 'Retained in Housing 6 months after Exit' section</li> <li>Use 'All Above' Total % for desired quarter <ul style="list-style-type: none"> <li><i>Yellow circle in picture on next page of this guide</i></li> </ul> </li> <li>Click on 'All Above' Total % for desired quarter</li> <li>Use reported # Numerator and # Denominator above the list of customers</li> </ul>
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	<b>I-Trac Standard Reports: Local Measures - RA Fund</b> <ul style="list-style-type: none"> <li>Choose Rent Assistance Fund &amp; Current Program Year</li> <li>Click on View Report button</li> <li>Click on Local Measures &amp; confirm Filters- NONE</li> <li>Go to 'Retained in Housing 12 months after Exit' section</li> <li>Use 'All Above' Total % for desired quarter <ul style="list-style-type: none"> <li><i>Green circle in picture on next page of this guide</i></li> </ul> </li> <li>Click on 'All Above' Total % for desired quarter</li> <li>Use reported # Numerator and # Denominator above the list of customers</li> </ul>

The screenshot shows the ITrac Information Management System interface. The top navigation bar includes tabs for Home, I-Trac, Customer Documentation, Workshops, Resources, Batch Reports, Batch Entry, WEX Bank, and Reports (which is circled in red). Below the navigation bar, search filters are displayed: Region (Portland Metro), Fund Name (Rent Assistance, circled in red), Year (PY 2024, circled in red), and Provider Name (Central City Concern). A 'Set as Default Search' dropdown is set to 'No'. Below the filters, a 'Detailed Reports' section is visible, showing a list of 'Standard Reports' with links to templates for 'Rent Assistance'. The reports listed are Customer Flow, Demographics/Characteristics, Global, Local Measures (circled in red), and MyWS Portfolio. Each report has a corresponding 'TEMPLATE (Rent Assistance)' link.

**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%
		<b>Total</b>	21.95%	0.00%	0.00%	0	7.96%
	Home Forward (EOP STRA)	Homeless Prevention	100.00%	0.00%	0.00%	0	30.00%
		<b>Total</b>	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%
		<b>Total</b>	27.27%	0.00%	0.00%	0	9.76%
	Retained in Housing 12 Months after Exit	Homeless Prevention	5.71%	0.00%	0.00%	0.00%	1.61%
		Rapid Rehousing	0.00%	0.00%	0.00%	0.00%	0.00%
		<b>Total</b>	3.85%	0.00%	0.00%	0.00%	1.17%
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%
		<b>Total</b>	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%
		<b>Total</b>	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%
		<b>Total</b>	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%
		<b>Total</b>	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