Updated October 15, 2026

CORES Certification Application Questions (Direct and Hybrid Model)

Question #	Resident Services Certification Questions	Answer Type	Attachments
When completing the certification application, unless otherwise noted, all questions refer to properties where the organization provides resident service coordination and has resident services staff. It does not imply that the organization's entire portfolio needs to have these services. Answer the questions as it relates to the properties where these services and coordination are in place. ***All threshold questions are highlighted in green.***			
	Contact Information		
	Name of the organization submitting this application for CORES certification:	**Text Box**	
	Organization best point of contact (ideally individual submitting this application):	**Text Box**	
	Email address:	**Text Box**	
	Phone number:	**Text Box**	
	A. Portfolio Profile		
1	***Select the appropriate Resident Services Coordination Model for your organization.*** ***Direct Resident Services Coordination** -- Affordable housing owners-operators that have direct responsibility for the management, delivery, and implementation of Resident Service Coordination at their own properties. Organizations are not required to provide resident services coordination at all their properties, but must provide services in at least a portion of their properties. ***Hybrid Resident Services Coordination** – Affordable housing owner-operators that contract with an un-related third party entity (either property management company or another services organization) to hire the property-based, frontline resident services coordinators/staffing, but the housing owner/organization retains leadership, management, and support capacity for resident services coordination at their properties.	**Drop down**	
1B	Select all of the states where you currently own/operate affordable multifamily rental properties.	**Check box-states**	

1C	How long has the organization been providing resident services coordination (consistent with this definition) for Senior/Family/Supportive properties? Select One for each housing type [[Less than 2 years; 2-3 years; 4-5 years; more than 5 years]]	**Drop Down- Select One**	
1D	**If less than 2 years selected**: Has the organization been providing resident service coordination under the Third Party Model (to other owners) and Direct/Hybrid Model (within their ownership portfolio) COLLECTIVELY for 2 or more years? (i.e., one year of experience as Direct model provider plus one or more years of experience as Third Party Model provider). The Third-Party Model is where an owner of affordable housing may contract with an external (third-party) organization to provide all aspects of resident services coordination. This includes the management, delivery, and implementation of Resident Services Coordination at the property/frontline, regional/supervisory (if applicable), and corporate/organizational levels. An organization that falls into this model may provide third-party services for one owner or for multiple owners.	**Y/N**	
2	**Complete and upload the portfolio profile.**	**UPLOAD**	**Portfolio Profile**
B. Resident Services Staffing Infrastructure, Models, and Service Delivery Platforms			
Resident Services Coordination Mission and Staffing Infrastructure			

3	Describe the organization's overall approach to resident services coordination - including how staff at the property/frontline, regional/supervisory (if applicable) and corporate/organizational levels support resident services (a high-level summary). If frontline resident services staff are assigned to multiple properties (or a 'hub' of properties), describe how this operates. If applicable, describe any virtual/remote support. If applicable, describe the role that property management staff have in supporting resident services. **For Hybrid Model**: If third party contracted staff are leveraged for property/frontline resident services provision, describe the reporting relationship of these staff between the third party and owner.	**Text Box**	
4	Upload an **Organizational Chart** that shows what staff roles are responsible at the Corporate/Organizational, Regional/Supervisory (if applicable), and Property/Frontline levels for resident services coordination. List staff positions by title and lines of reporting between staff. The chart(s) should also demonstrate where the resident services function sits in the larger organization; you may submit multiple charts to show this. **For Hybrid Model**: If property/frontline level resident services staff are hired by a third party contractor/entity, indicate this in the org. chart and their direct and indirect supervisory/reporting relationships. **See example org charts.**	**UPLOAD**	**Org. Chart**
5	Complete and **upload the resident services staffing & program delivery matrix.**	**UPLOAD**	**RS Staffing & Program Delivery Matrix**

6	How does organization determine (1) at which properties they provide resident services and (2) the time/dedicated hours of available staffing for resident services at the property/frontline-level (for properties with resident services)? Include what variables, considerations, and information about properties and/or the population (family, senior, supportive) is considered in determining the targeted level of resident services staffing. Note: If applicable, this should include any variables and considerations when determining the level of virtual/remote resident services staffing at the property/frontline level. If resident services staff also have property management duties, describe if and how this is taken into consideration when determining the level of staffing.	**Text Box**	
7	Does the organization have targeted staffing ratio(s) at properties? (This might be a minimum number of FTEs (40 hours/week) per household or hours of dedicated service capacity. This may vary by property size, population type (senior, family, PSH), etc.). [Yes/No] **Additional Guidance: See information on calculating staffing ratio(s) and information on industry best practices. Organizations are not required to have resident services at all properties, only in some portion of their portfolio (more than one property).**	**Drop Down (Y/N)**	
7B	**If YES to #7:** Describe the organization's targeted minimum staffing ratio(s) and note if the target(s) are being met at the majority of properties with resident services. If targets vary by different factors (population type, property size, etc.), include the different staffing ratios. Note: Some organizations have fully virtual/remote resident services coordination staffing at specific properties, and other organizations have blended staffing models of virtual/remote and in-person resident services coordination. Describe any differences in staffing ratios and models if virtual/remote staffing is provided in some portion of your portfolio.	**Text Box**	

8	If there are properties where 15% or more of households (units) are set aside for permanent supportive housing (PSH), how do you try to ensure PSH households have access to resident services that serve their complex needs? This may include but is not limited to: more intensive resident services staffing levels, case management, physical and mental health services, counseling, job training and employment support, etc. If applicable, include how your resident services staffing model may be adjusted at these properties to support PSH residents. Note: If you do not have properties with 15% or more households (units) that are set aside for PSH, mark this response as not applicable (N/A).	**Text Box**	
9	If the organization has smaller properties (e.g. fewer than 30 households) where they provide resident services, what strategies are utilized? If the strategies differ between Senior and Family buildings, provide examples from each. For example, the organization may do this with technology, part time staff, or some other form of shared resources.	**Text Box**	
10	Does the organization provide any **virtual/remote** resident services coordination and/or programs/services at any of the properties in its portfolio?	**Drop Down (Y/N)**	

10B	**IF YES to #10:** Please refer to the TOOLS to help residents participate and STRATEGIES to promote successful and engaging virtual resident services coordination / programs / services listed in the staffing matrix (Question #5) and expand on how your organization puts these tools and strategies into practice.	**Text Box**	
11	**IF YES to #10:** Does the organization have targeted goals for participation/engagement in resident services coordination / programs / services that are provided virtually? [Yes / No]	**Drop Down (Y/N)**	
11B	**IF YES to #11:** List the targeted goal(s) for participation/engagement in virtual resident services. Describe how these targeted goal(s) were identified and how/if they differ from goal(s) for in-person engagement. Your response should address how goals are determined across your portfolio where you provide virtual resident services. If these goals differ by property, describe how and why these goals may differ by property.	**Text Box**	
Resident Services Coordinator (RSC) Function - Role, Training Support, and Accountability			

12	To achieve CORES certification, the organization is required to demonstrate that it has a frontline staff role responsible for some level of onsite resident services coordination at the property (in some part of their portfolio), with clearly outlined roles and responsibilities for this role. Upload an EXAMPLE job description/scope of work which outlines the typical onsite, frontline resident services coordination function/role at properties with resident services, and that is **currently** being used. Note: If there are multiple, different staff roles that collectively represent a frontline resident services coordination function, the organization may choose to upload multiple job descriptions/scopes of work. Frontline resident services staff roles may include but are not limited to a Resident Services Coordinator, FSS coordinator, Community Health Worker, Housing Stability Coordinator, or ROSS Coordinator. As supplemental to an onsite function, the organization may also choose to upload virtual/offsite resident services coordination staff role(s) (this is not a requirement).	**UPLOAD**	**Job Description**
13	What education, certifications, and/or experience does the organization seek when hiring new Resident Services Coordination staff? Include area(s) of study/training/experience if applicable. Are there different requirements or preferences when hiring staff for different types of properties (i.e. family/ senior/ supportive) or working with different populations? If so, explain these different requirements. If there is not a required level of education or certification, how does the organization onboard staff through trainings to ensure that they are confident and competent in their role?	**Text Box**	

14	What training (please be specific) is provided to resident services staff at the corporate/organizational, regional/supervisory (if applicable), and property/frontline levels (directly or through partners)? Are there differences for staff working with different types of properties (senior/family/supportive)?	**Text Box**	
15	(1) How does the property-level/frontline resident services staff set annual goals for their work, (2) how is progress on meeting these goals reviewed throughout the year, and (3) how are these staff held accountable to goals?	**Text Box**	
16	Does the organization formally collect feedback from property/frontline resident services staff on ways to improve practices and/or employee satisfaction? [Yes/No]	**Dropdown [Yes/No]**	
16B	**IF YES to #16:** Describe how the organization collects this feedback and how this information is used by the organization. **For Hybrid Model**: If contracted third party resident services staff are engaged, describe how the organization/owner and third party contractor share this feedback and use this information.	**Text Box**	
Property Management & Resident Services Staff Collaboration			
17	How frequently (weekly, biweekly, monthly, quarterly, etc.) do property management and resident services staff meet at both the (1) property/frontline level and the (2) corporate/organizational and/or regional/supervisory level (if applicable)?	**Text Box**	
17B	Explain how staff are held accountable to maintaining these meetings and provide at least two strategies used by property management and resident services staff to foster effective collaboration.	**Text Box**	

18	Does the organization have a protocol or strategy for how to resolve conflicts that may arise from differences in the goals of property management and resident services staff at the property/frontline level?	**Drop Down- Y/N**	
18B	**IF YES to #18:** Describe the organization's protocol or strategy. This could include training, communication and management protocols, team building, language in a contract or operating procedures, and/or other systems.	**Text Box**	
Resident Services Systems- Capacity Building, Innovation, & Ongoing Alignment			
19	Are there systems, resources, and/or other tools that are scaled to be used for resident services coordination consistently across multiple properties? [Yes / No] Note: Tools can be technology-based but do not have to be. Examples may include but are not limited to: databases/data systems, tools for analysis or tracking programs/services, toolkits/templates, resource guides, communication platforms, staff/program curriculums, etc.	**Drop Down- Y/N**	
19B	**If YES to #19**: Describe the systems, resources, or other tools that have been scaled to use across multiple properties. Who has access to and uses these systems, resources and tools? For each system/resource/tool, describe how and where these tools are used.	**Text Box**	
20	How does the organization ensure resident services are not significantly disrupted when there is an unexpected departure of a resident services coordinator (e.g. new job, unexpected medical leave, or job abandonment)? Are there systems and protocols in place that assist in this situation?	**Text Box**	

21	Does the organization have a framework with resident outcomes goals, a theory of change, and/or a logic model that guides how resident services coordination is implemented across the portfolio? [Yes / No] Note: This framework/theory of change/logic model should include: (1) goals (may also be called objectives), (2) strategies (may include actions, activities, services, programs, interventions, and/or inputs, etc.), and (3) anticipated changes (may include outputs, results, outcomes, indicators, measures, and/or metrics, etc.).	**Drop Down- Y/N**	
21B	**If Yes to #21:** Upload the organization's framework of goals/theory of change/logic model for Resident Services Coordination across the portfolio. If the org. only has a customized framework for each individual property, and not a shared framework for multiple properties with resident services across the portfolio, upload this alternative here. Note: This should be a framework developed or customized by the organization to use and guide resident services provision across the portfolio.	**UPLOAD**	**Goals/ Theory of Change**
21C	**If Yes to #21:** How is this shared with property/frontline-level resident services staff (resident services coordinators)?	**Text Box**	
22	The resident services and affordable housing fields are continuously evolving and adapting to meet shifting resident priorities and needs; and reflecting advances in program design and tools. How does the organization stay engaged with changes in the field, improve its capacity to innovate, and identify and implement best practices in its resident services coordination work? (e.g. trainings, industry memberships and peer exchanges, external evaluation, etc.)	**Text Box**	
C. Utilizing Information about Residents & the Community			
Larger Community/Neighborhood Assessment			
23	Does the organization use data from the surrounding community to help inform resident services priorities? (i.e. census data, data from local schools, EMS data, Medicaid/Medicare data, public health data, and/or other community level data index reports). [Yes/No]	**Drop Down - Y/N**	

23B	**If Yes to #23:** Provide examples of localized data used (i.e. census data, data from local schools, EMS data, Medicaid/Medicare data, public health data, and/or other community level data index reports) and articulate how the data is used.	**Text Box**	
23C	**If Yes to #23:** How often is community level information assessed/collected?	**Text Box**	
23D	**If Yes to #23:** What staff are responsible for assessing/collecting this information? Select all that apply. [[Owner-Corporate/Organizational Staff; Owner-Regional/Supervisory Resident Services Staff; Owner-Property/Frontline Resident Services Staff; Third Party-Property/Frontline Resident Services Staff (**Hybrid Model)**; Property Management; OTHER]]	**Drop-down / Select All**	
24	Upload an example of a completed Community Scan. A community scan includes: (1) local data to give insights about the surrounding neighborhood/community and (2) a review and assessment of existing local amenities, services, community assets, potential partners and/or other resources in the larger community. The community scan should include an assessment of the quality of these existing local services and resources. Community Scans should be updated at least once every six years. *If you serve family and senior properties, choose one example to upload. If you have only provided services in a supportive housing property then upload an example from that.*	**UPLOAD**	**Community Scan**
24B	Typically, does the organization utilize a Community Scan that is updated at least once every six years?	**Drop Down - Y/N**	
24C	Who is responsible for completing the Community Scans? [[Owner-Corporate/Organizational Staff; Owner-Regional/Supervisory Resident Services Staff; Owner-Property/Frontline Resident Services Staff; Third Party-Property/Frontline Resident Services Staff (Hybrid Model); Property Management; OTHER]]	**Drop down/ Select all that apply**	
25	Are the existing resources in the larger community (i.e., local amenities, services, community assets, potential partners and/or other resources) vetted for quality? [Yes/No]	**Dropdown [Yes/No]**	

25B	**IF Yes to #25**: How are the existing local amenities, services, community assets, potential partners and/or other resources in the larger community vetted for quality? Describe this process, what criteria are used in vetting, and where this information is documented/tracked by the organization (part of Community Scan, Property Services Plan, and/or other documentation?).	**Text Box**	
	Resident Data		
26	How does your organization seek to understand and measure resident experience and/or resident satisfaction? For examples of these areas, **see the CORES Resident Experience Guide for further guidance**. Select all that apply: ( ) Resident Satisfaction with property management, maintenance, and/or the building/apartment/community ( ) Resident Satisfaction with resident services staff and/or services themselves ( ) Resident Agency (Power, ownership of change, sense of agency) ( ) Social Cohesion & Belonging ( ) Civic Engagement Upload the template of the tool(s) used to collect/track data on resident experience and/or resident satisfaction AND, if available, upload the summary/aggregated resident data that demonstrates the tool(s) are in use: UPLOAD 1: Upload the template of the tool(s) used to collect/track resident experience and/or resident satisfaction data. Note: Measurement tools for resident experience and/or resident satisfaction may be incorporated into a larger tool/template tracking other additional measures; this is acceptable and can be uploaded here. UPLOAD 2: Upload the **summary/aggregated resident data** that demonstrates the tool(s) are in use. This may be data from one or multiple properties across the portfolio. Note: Measurement tools for resident experience and/or resident satisfaction may be incorporated into a larger tool/template tracking other additional measures; this is acceptable and can be uploaded here. NOTE: While not a threshold requirement, not uploading this information will impact your application's overall score.	**UPLOADS (2)**	**(1) RESIDENT SATISFACTION TOOL TEMPLATE** **(2) RESIDENT SATISFACTION DATA**
26B	How often are you collecting this information? [Quarterly, semi-annually, annually, every 2 years, less frequently than every 2 years]	**Drop Down**	
27	Is information on resident experience and/or resident satisfaction shared back with residents?	**Drop Down - Y/N**	
27B	**If yes to #27:** How is this information shared back with residents?	**Text Box**	

28	Upload a property level example of a completed **Resident Opportunities & Priorities Assessment.** This assessment should include: (1) an analysis of aggregated and de-identified demographics/data available for the residents of one property, (2) aggregated and de-identified direct feedback from the residents (see examples below), (3) an explanation of how the information in the assessment was obtained, and (4) an analysis showing what was learned. This assessment should be produced prior to initial delivery of services and programs or shortly after lease up, and be updated at least once every three years. Note: This Resident Opportunities & Priorities Assessment should be for the same one property for which you provide a Community Scan and any other property-specific attachments. Feedback may be collected through surveys, meetings, focus groups, suggestion boxes, town hall meetings, etc. Direct feedback from residents may include collecting information in the following areas: - resident satisfaction with property management/maintenance/building or apartment, - satisfaction with resident services (which may include RS staff), - resident experience more broadly (i.e., resident power, cohesion/belonging, and civic engagement), - program interest/availability/participation, self-reported indicators of wellbeing (such as financial wellbeing/economic mobility, health & wellness, community engagement & safety, and youth & education), AND/OR - open-ended aggregated feedback and analysis.	**UPLOAD**	**Resident Opportunities & Priorities Assessment**
28B	Typically, does the organization update the Resident Opportunities and Priorities Assessments at each property with resident services at least once every three years?	**Drop Down- Y/N**	
28C	Who is responsible for completing the Resident Opportunities & Priorities Assessments? [[Owner-Corporate/Organizational Staff; Owner-Regional/Supervisory Resident Services Staff; Owner-Property/Frontline Resident Services Staff; Third Party-Property/Frontline Resident Services Staff (Hybrid Model); Property Management; OTHER]]	**Drop Down - Select All**	
29	Complete and upload the Resident Services Data Collection Chart.	**UPLOAD**	**Resident Services Data Collection Chart**
30	Data storage and resident privacy protections are important components when providing resident services. Select all the methods the organization uses for **storing** collected resident data. [Hard Copies, Hard Drive, Local Server, Cloud-Based System, Other-please specify]	**Drop Down- Select All**	
30B	Is resident data backed up electronically on a regular basis (copied to ensure this data can be restored if lost)? [Yes / No]	**Drop Down - Y/N**	

31	Does the organization have **privacy protocols** that resident services staff follow on storing and accessing tenant information? Privacy protocols should address: (1) storage of resident information, (2) access to resident information, (3) how residents are informed of privacy protocols/confidentiality commitments, (4) systems used to store resident information (i.e., AASC, Salesforce, Yardi, etc.), (5) which staff follow protocols (RSCs, PMs, etc), and (6) disposal of resident information. [Yes / No]	**Drop Down - Y/N**	**Privacy Protocols**
31B	**If Yes to #31:** Upload these protocols.	**UPLOAD**	
31C	**If Yes to #31:** Are resident services staff trained and held accountable to these privacy protocols?	**Drop Down - Y/N**	
D. Resident Services Program Plan			
Program Implementation			
32	Provide a **property services plan** for one property that has already been implemented. Property Services Plans should include: (1) the desired goals, (2) a description of the resident services program, (3) strategies to address language, cultural and/or other potential barriers to services and engaging residents, (4) staffing description, (5) partnership description(s), and (6) budget. The plans should show how the information from the community scan and resident opportunities and priorities assessment were used/analyzed to create the plan and should be updated at least once every three years. A budget can be included as an attachment within this upload. Note: This Property Services Plan should be for the same one property for which you provided a Community Scan and Resident Opportunities and Priorities Assessment. If you serve family and senior properties, choose one example to upload. If you have only provided services in a supportive housing property, then upload an example from that.	**UPLOAD**	**Property Services Plan**
32B	How are surveys, data, and direct feedback from residents used to update property service plans?	**Text Box**	
32C	Typically, does the organization update or assess Property Services Plans at properties with resident services at least once every three years?	**Drop Down (Yes/No)**	

32D	Who is responsible for completing the Property Services Plans? [[Owner-Corporate/Organizational Staff; Owner-Regional/Supervisory Resident Services Staff; Owner-Property/Frontline Resident Services Staff; Third Party-Property/Frontline Resident Services Staff (Hybrid Model); Property Management; OTHER]]	**Drop Down - Select All**	
33	**For Hybrid Model:** Which of the following tools do staff from your third party resident services contractor complete (rather than your direct employed staff)? (Select all that apply) [] Community Scan [] Resident Opportunities & Priorities Assessment [] Property Services Plan [] Resident Indicators & Analysis Report [] None of these tools are completed by the third party contractor	**Select all that apply**	
33B	**For Hybrid Model: If Community Scan, Resident Opportunities & Priorities Assessment, Property Services Plan, and/or Resident Indicators & Analysis Report selected above**: Does a staff person from your organization review them?	**Drop Down- Y/N**	
33C	**For Hybrid Model:** Describe the review process and what happens if one of the reports does not meet expectations	**Text Box**	
34	Provide a brief description of the specific programs/services that have been offered/scaled at multiple properties (i.e., a tutoring/afterschool program, healthy living initiative, workforce program, food access program/food bank, etc.). Please note if any partners are critical to this program. Provide 2-4 examples. Note: This should be no more than a 4-5 sentence description for each program.	**Text Box**	
Partnerships			
35	Are referrals provided as part of resident service coordination? Referrals are defined as connections made by the resident services staff to help a resident access resources in the larger community. Referrals can be provided to help residents access a wide variety of different services, programs, and benefits that are not provided by resident services staff or accessible at the property. Resident services staff may provide a resident with contact information for a community organization/external service provider, or reach out to the community organization/external service provider directly to refer a resident.	**Drop Down- Y/N**	

35B	**If Yes to #35:** What is the organization's system/process for tracking referrals and what staff are engaged in this process?	**Text Box**	
35C	**If Yes to #35:** Is there training or technical assistance provided to frontline resident service staff on how to ensure quality, integrity, and consistency when providing referrals?	**Drop Down- Y/N**	
35D	**If Yes to #35C**: Describe what training, guidance and/or oversight is given to frontline resident services staff to ensure quality, integrity, and consistency when providing referrals and who provides this guidance/oversight.	**Text Box**	
36	Does the organization work with external service providers? An external service provider refers to a partner that provides a specific program/service to residents (such as a YMCA providing a series of health workshops), not a third party resident services coordination partner who is responsible for the delivery of all resident services coordination at a property.	**Drop Down- Y/N**	
36B (no)	**If No to #36:** Why does the organization not work with external service providers?	**Text Box**	
36B (yes)	**If Yes to #36:** Are there formalized agreements (MOUs or contracts) with external service providers (to provide services at a group of properties and/or individual properties)?	**Drop Down- Y/N**	
36C	**If Yes to #36B:** Select all the elements that are included in these formalized agreements. [[(1) Roles and responsibilities; (2) Participation targets/expectations; (3) Outcome/impact goals; (4) Insurance and liability; (5) Data sharing]]	**Drop Down/ Select All**	
37	Describe the organization's process for assessing a potential partner/external service provider, their approach towards service provision, and their quality of services.	**Text Box**	

38	Select all the elements that are used to assess/vet potential partners/external service providers. [ ] Shared Goals / Mission Alignment [ ] Effectiveness/Outcomes of Services [ ] Liability, Partner Staff Vetting, and/or Background Checks [ ] Reviews and/or References [ ] Tax Status and/or Partner Financial Health [ ] Alignment with Resident Priorities [ ] Cultural Competency [ ] Partner Familiarity with Community / Residents [ ] Cost of Services [ ] Other (please describe)	**Drop Down/ Select All**	
39	Select which staff roles are involved in the potential partner/external service provider vetting process. [ ] Property/Frontline property-based resident services staff (RSCs) [ ] Property management staff (PMs) [ ] Regional/Supervisory resident services staff [ ] Regional property management staff [ ] Corporate/Organizational level resident services staff [ ] Corporate/Organizational level property management staff [ ] Asset management or development staff [ ] Fundraising/partnership development staff [ ] Legal/compliance staff [ ] Other (please describe)	**Drop Down/ Select All**	
40	Is there documentation/training materials, a standard operating procedure (SOP), and/or other written guidance that is provided to staff to use when vetting potential partners/external service providers? [Yes / No]	**Drop Down - Y/N**	
	Resident Engagement/Participation		
41	What approaches are used to build trust with residents and/or facilitate stronger cohesion between residents? Share **at least** two examples of or strategies for how frontline resident services staff have built trust and social cohesion in a community.	**Text Box**	
42	(1) Has the organization created leadership opportunities and/or employment opportunities for residents, (2) what strategies are used to recruit and/or prepare residents for those positions and (3) are these positions paid or unpaid? Note: Resident leadership opportunities may include a resident ambassador program, resident council, board positions, resident-led programs, etc. Resident employment opportunities may include internships, apprenticeship programs, positions within the org., etc.	**Text Box**	

43	What approaches and strategies are typically used to recruit residents to participate in programs/services? (Flyers, calendars, social media, personal outreach, collaboration between PM/RS and other property staff to reach new residents, recruitment for new programs from participants in existing programs, resident leaders, other (please specify))	**Drop Down/ Select All** **Text Box (for other)**	
44	Generally, in situations where there is low participation in a resident service program/activity, (1) how are the reason(s) for low participation identified and analyzed, and (2) once the reason(s) are identified, how does the organization respond? Give a specific example of a strategy that was used at a property to address low participation including how resident input was used. Provide context on the type of property (for example: large family property in very low income community or senior LIHTC property in high resource area).	**Text Box**	
E. Funding & Sustainability of Resident Services			
45	Complete and upload the Funding Chart.	**UPLOAD**	**Funding Chart**
46	When determining whether the organization will or will not offer resident services at a property, what is the desired, minimum number of years the organization aims to commit to offering resident services at a property? (single choice) [ ] Less than 1 year [ ] 1-2 years [ ] 3-5 years [ ] More than 5 years	**Text Box**	
47	Funding cannot always be secured upfront to sustain desired resident services commitments for the entire lifecycle of a project or planned period of time for when resident services will be provided. Some funding sources may be depleted over time, may need to be renewed or reapplied for after a certain timeframe, or fluctuate in amount/availability (i.e., funds from property operations). Organizations may need to identify additional/alternative funding sources to sustain resident services. What steps does the organization take during the lifecycle of a typical project to try to ensure that funding for planned, quality resident services continues to be supported?	**Text Box**	

48	Does the organization have staff at the corporate/organizational level and/or regional/supervisory level (if applicable) that support ongoing fundraising, resource development and/or partnership development for resident services? [Yes/No]	**Drop Down- Y/N**	
48B	**If Yes to #48:** List the position titles of those staff and describe their roles and responsibilities as it relates to supporting fundraising, resource development, and/or partnership development for resident services.	**Text Box**	
49	In a situation where there is a lapse in funding or an increase in costs that results in a gap in funding for resident services/programs, what strategies WOULD the organization use or HAS the organization used to address this? (Select all that apply): Note: if the organization has not encountered this situation historically, select what strategies the organization would plan to use to address this situation if it arose. [ ] Identify fundraising opportunities / grants / donations with support from corporate/organizational and/or regional/supervisory staff (if applicable) [ ] Identify in-kind partnerships / partner-funded services with support from corporate/organizational and/or regional/supervisory staff (if applicable) [ ] Pull from established reserve fund [ ] Budget more funding from property operations [ ] Use corporate contributions from retained earnings [ ] Re-evaluate resident services needs/priorities [ ] Review resident feedback/data on resident services utilization and impact [ ] Leverage resident leaders, volunteers, and/or interns for staff support [ ] Reduce/renegotiate program, operational, and/or staffing costs (without ending the resident services program) [ ] End the resident services programming at a property [ ] Other - please describe [ ] None of the above	**Select all that apply**	
F. Tracking Resident Services Outcomes and Impact			

50	Select the type(s) of indicators the organization tracks and analyzes to demonstrate the value and/or impact of services on resident outcomes. (1) resident satisfaction with resident services support (staffing and/or programs) (2) resident experience more broadly (i.e., resident power, cohesion/belonging, and civic engagement) (3) eviction prevention/resident housing stability (4) financial wellbeing/economic mobility (5) health & wellness (6) community engagement & safety (7) youth & education (8) other outcomes not described here (please describe)	**Select all that apply**	
51	Upload a recent Resident Indicators and Analysis Report which demonstrates this analysis. The Resident Indicators & Analysis Report should be updated at least once every two years. This report should be for the same one property as the uploaded community scan, resident opportunities & priorities assessment, and property services plan. Note: Resident satisfaction with property management, maintenance, and/or the property/building/apartment, by itself, is not a sufficient measure of impact for resident services. While it is an important and valuable measure, this tool/report should reflect additional measures of impact that can be leveraged to better understand the impact resident services is having and/or help identify resident services priorities. ADDITIONAL GUIDANCE These reports should provide the organization with the information necessary for analysis on the value and/or impact of the services on residents (outcomes and which may also include outputs) and to determine if the services should continue or if they need to be altered in order to attain the desired goals**.** To be eligible for CORES certification, this report must track at least two or more outcomes measures/indicators (at minimum) across multiple impact areas, or demonstrate a robust set of measures if tracking in one impact area. Note: Impact areas may include but are not limited to resident satisfaction with resident services support (staffing and/or programs), resident experience more broadly (i.e., resident power, cohesion/belonging, and civic engagement), housing stability/eviction prevention, financial wellbeing/economic mobility, health & wellness, community engagement & safety, and/or youth & education. Some examples of outputs may include: resident participation in services/programs, # of events/programs hosted, # of goods or services distributed (i.e., food, other supplies). Some examples of outcomes may include: resident satisfaction with resident services (not including satisfaction with RS staff), resident experience more broadly (i.e., resident power, cohesion/belonging, and civic engagement), eviction prevention/resident housing stability, and/or other indicators of wellbeing such as financial wellbeing/economic mobility, health & wellness, community engagement & safety, and youth & education. See more information in the **CORES Resident Outcomes Guide.**	**UPLOAD**	**Resident Indicators & Analysis Report**

51B	How frequently is the Resident Indicators and Analysis Report produced and reviewed? [Quarterly, Two Times Each Year, Annually, Every Two Years, Every 3 or More Years, Other [please describe]]	**Drop Down - Select One**	
51C	Who is responsible for completing the Resident Indicators & Analysis Reports? [[Owner-Corporate/Organizational Staff; Owner-Regional/Supervisory Resident Services Staff; Owner-Property/Frontline Resident Services Staff; Third Party-Property/Frontline Resident Services Staff (Hybrid Model); Property Management; OTHER]]	**Drop Down / Select All**	
52	Select the tool(s) the organization uses to collect and track resident indicators/outcomes/impact. [ETO/Social Solutions; Apricot; Power BI; Resident Connect; Family Metrics; AASCOnline; Salesforce; Service Point; Integratec; Success Measures; Proctor Software; Excel/Google Sheets/Spreadsheet; HMIS; Property Management Software; Other (Please Specify)]	**Drop Down/ Select All** **Text Box (for other)**	
52B	Describe how residents are involved in understanding and evaluating the impact of resident services. This may include providing survey feedback about experience using the program/service or in focus groups and/or sharing participation and impact data back with residents and gathering their ideas and questions. Include a property-specific example of how residents are involved in your response.	**Text Box**	
53	Upload an analysis/report which demonstrates the impact of the organization's services across multiple properties. This ideally includes outcomes but may also include outputs of programs/services. This could be demonstrated by featuring the impact of a specific service (i.e., a report for a tutoring program or financial coaching program offered at multiple sites) or an impact report on broader resident services efforts across multiple properties.	**UPLOAD**	**Impact Analysis/Report (multiple properties)**
	To the best of my knowledge, I certify that I have answered all the questions in this application accurately and this application is consistent with the answers provided in the Pre-Screen Form previously submitted.	**Drop Down Y/N**	
	If CORES certified, I give SAHF permission to use my organization's logo and name for marketing purposes and to include on the CORES website.	**Drop Down Y/N**	

	IF YES: Please upload a high resolution file of your organization's logo.	**UPLOAD**	
	Executive or principal sign-off	**UPLOAD**	