

Certification Application Questions (HYBRID) - updated 1.20.23

Question #	Resident Services Certification Questions	Answer Type	Attachments
	<p>When completing the certification application, unless otherwise noted, all questions refer to properties where the organization provides resident service coordination and has resident service staff. It does not imply that the organization's entire portfolio needs to have these services. Please answer the questions as it relates to the properties where these services and coordination are in place.</p> <p>Note: All threshold questions are highlighted in green.</p> <p>PLEASE NOTE: Many of the questions throughout this application provide a text box for the applicant to provide an answer. These text boxes have a maximum word limit of 1000 words. There is NO word minimum required for these answers. However, the applicant should use their best judgement to provide succinct answers that also provide reviewers with enough information and context to clearly and fully answer the question(s).</p>		
	<p>A. Portfolio Profile</p>		
#1	<p>Select the appropriate Resident Services Coordination Model for your organization.</p> <p>*Direct Resident Services Coordination -- Affordable housing organizations 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.</p> <p>*Hybrid Resident Services Coordination – Affordable housing organizations that contract with an un-related third party entity (either property management company or another services organization) to hire the property-based resident services coordinators/staffing, but the housing owner/organization retains leadership, management, and support capacity for resident services coordination at their properties.</p>		
	<p>B. Resident Services Coordination</p>		

Certification Application Questions (HYBRID) - updated 1.20.23			
Question #	Resident Services Certification Questions	Answer Type	Attachments
	<p>Resident Services Coordination -- Refers to all functions tied to the organizational mission to implement resident services, including corporate and site-based staff, funding, technology systems, services and programs, research and evaluation, organizational knowledge and tools necessary to support resident services.</p> <p>Note: For hybrid organizations, property resident services staff may be provided through a third party contractor.</p>		
2	<p>How long has the organization been providing resident services coordination (consistent with this definition) for Senior/Family/Supportive properties?</p> <p>Select One for each housing type [[Less than a year; 1-2 years; 3-5 years; 5 or more years]]</p>	Drop Down-Select One	
3	<p>Please upload an Organizational Chart. This should show who is responsible at the Corporate, Regional, and Property levels for resident services coordination. The chart should list staff positions by title (staff names may be included if you wish, but are not required) and outline the relationships between staff. In addition to showing your resident services staffing infrastructure, the chart(s) should demonstrate where the resident services function sits in the larger organization.</p> <p>Note: It is fine to submit multiple charts to demonstrate this. If property level resident services staff are hired by a third party contractor/entity, please note this on the chart (or an additional chart) and indicate their direct and indirect supervision and reporting relationships.</p>	UPLOAD	Org. Chart

Certification Application Questions (HYBRID) - updated 1.20.23

Question #	Resident Services Certification Questions	Answer Type	Attachments
4	<p>Please describe the relationship and the division of responsibilities as it relates to resident services coordination between the applying organization, the contractor/entity that provides the property resident services staff, and the entity/contractor that provides property management services. This should include an executive summary of the organization's overall approach to resident services coordination, including how resident services is supported at the property level, regional, and corporate level.</p> <p>Please note: if a third party property management company is the entity that also hires the on-site resident services staff, please explain this and describe how this relationship works.</p> <p>Reviewers will view this in conjunction with the property profile and organizational chart. If further detail is needed, please provide details in your response. This should also describe any role that property management staff has in supporting resident services outreach and delivery, if property management staff are a core part of the resident services delivery model.</p>	Text Box	
5	<p>How is the applicant holding the third party contractor accountable for meeting the resident services goals? How does the applicant hold the third party contractor accountable for the performance of the Resident Services Coordinators?</p>	Text Box	
6	<p>How does the organization determine the level of staffing for resident services? How does this look different in senior properties? Family properties? Supportive services properties? What is the minimum standard for each type of property for staffing ratios? In how many properties, for which there is currently service coordination, does the organization not meet the desired minimum standard?</p> <p>Please note: If resident services staff also have property management duties, please describe if and how this is taken into consideration when determining the level of staffing.</p>	Text Box	

Certification Application Questions (HYBRID) - updated 1.20.23

Question #	Resident Services Certification Questions	Answer Type	Attachments
7	Please provide specific examples of strategies used by Property Management and Resident Services staff to foster effective collaboration. In a typical property, how frequently (weekly, bi weekly, monthly, quarterly, ,etc.) does property management and resident services staff meet at the property level? AND How often does property based staff meet with regional/corporate level resident services staff? Are these expectations codified in a operating protocol or in contract with the third party provider of resident services staff?	Text Box	
8	<p>Does the organization have protocol(s) or strategies for how to resolve conflicts that may arise from differences in the goals of property management and resident services?</p> <p>If YES: Please 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.</p>	Drop Down- Y/N	
9	If the organization has smaller properties in their portfolio (e.g. fewer than 30 units) where they provide resident services, what strategies are utilized? If the strategies differ between Senior and Family buildings please provide examples from each. <i>For example, the organization may do this with technology, part time staff, or some other form of shared resources.</i>	Text Box	
10	How does the organization continue to improve its capacity and the capacity of its contractors to innovate, identify and implement best practices in its own resident services coordination work? <i>(e.g. trainings, industry memberships and peer exchanges, external evaluation etc.)</i>	Text Box	

Certification Application Questions (HYBRID) - updated 1.20.23

Question #	Resident Services Certification Questions	Answer Type	Attachments
11	<p>How is information that is collected from tenants stored? Check All that Apply for methods for storing tenant data.</p> <p>[[Hard Copy -- Filing Cabinet; Scanned Documents saved to a hard drive; Scanned Documents saved to a hard drive and is backed up regularly, Scanned Documents saved to a local Server; Scanned Documents store on a Cloud-based system; Direct entry of tenant data into a cloud based system (i.e. from a computer or a mobile device), Property Management Software; Program/Service Outcomes Tracking Software; OTHER]]</p>	<p>Drop Down- Select All</p> <p>Text Box (for OTHER)</p>	
12	<p>Does the organization have privacy protocols for storing and accessing tenant information?</p> <p>If Yes: Please upload these protocols.</p>	<p>Drop Down - Y/N</p> <p>UPLOAD</p>	<p>Privacy Protocols</p>
13	<p>If a third party is providing on site resident services coordination, are these protocols contractually required of them?</p> <p>If Yes: Please upload sample redacted contract that showing this requirement.</p>	<p>Drop Down - Y/N</p> <p>UPLOAD</p>	<p>Redacted Contract</p>
14	<p>Is the organization's and the contracted residents service coordination staff trained on the privacy protocols?</p>	<p>Drop Down - Y/N</p>	
<p><i>Resident Services Coordinators (RSC) -- The staff person at a property responsible for implementing programs/services with partners</i></p>			

Certification Application Questions (HYBRID) - updated 1.20.23

Question #	Resident Services Certification Questions	Answer Type	Attachments
15	<p>When the organization provides resident services coordination and on-site resident services staff at a property (through a third party contractor) describe how the applicant views the role of the on-site resident service coordinator. What are their typical roles and responsibilities?</p> <p>Please upload an example of the job description/scope of work which outlines this role and is currently being used.</p>	<p>UPLOAD</p>	<p>Job Description / Scope of Work</p>
16	<p>When hiring new resident services staff, does the organization and its third party resident services contractor seek candidates with a minimum level of education, training, or experience?</p>	<p>Drop Down- Y/N</p>	

Certification Application Questions (HYBRID) - updated 1.20.23

Question #	Resident Services Certification Questions	Answer Type	Attachments
	<p>If YES: What education, certifications, and/or experience does the organization or its third party contractor seek when hiring new Resident Services coordinators? Does the organization mandate any minimum levels of education or experience in resident service coordination staff for third party contractors? Please be specific (including area(s) of study/experience if applicable).</p> <p>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, please explain these different requirements.</p>	Text Box	
17	<p>What kind of training does the organization provide (either directly or through contractors and partners) or mandate for its in house or contracted resident services staff at the corporate/regional and property levels once they are hired? Please be specific. Are there differences for staff working with different types of properties (senior/Family/Supportive)?</p>	Text Box	
<i>Resident Services Systems</i>			

Certification Application Questions (HYBRID) - updated 1.20.23

Question #	Resident Services Certification Questions	Answer Type	Attachments
18	<p>Are there technologies, resources, systems, and or tools that are used for resident services coordination consistently across the portfolio and organization? <i>(e.g. technology platforms, robust peer support network across the portfolio, resource guides etc.)</i></p> <p><i>Please Note: Data collection tools will be addressed later in the application.</i></p> <p>If YES: Please briefly describe the technologies, resources, systems, and or tools that have been scaled to use across multiple properties (more than three properties) in your portfolio. How are they used? Who has access to and uses these resources and tools?</p>	Drop Down- Y/N	
19	<p>How does the organization and its third party resident services contractor ensure residents continue to be served 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?</p>	Text Box	
20	<p>Does the organization have a framework of goals with strategies for resident outcomes, a theory of change, or a logic model that guides how resident services coordination is implemented across the portfolio?</p> <p>If Yes: Please upload the framework of goals/theory of change/logic model for Resident Services Coordination at the organization.</p> <p>If Yes: How is this shared with the third party resident services contractor operating at the organization's properties? What systems are in place to hold them accountable?</p> <p>If NO: If the organization does not have a framework of goals, a theory of change, or a logic model, then how does the organization decide what the organizational level goals and outcomes are?</p>	Drop Down- Y/N	Goals/ Theory of Change
C. Utilizing Information about Residents & the Community			
Larger Community/Neighborhood Assessment			

Certification Application Questions (HYBRID) - updated 1.20.23

Question #	Resident Services Certification Questions	Answer Type	Attachments
21	<p>Does the organization or third party contractor use information/data from the surrounding community to help inform a community scan and/or resident opportunities & priorities assessment? (i.e. census data, data from local schools, EMS data, Medicaid/Medicare data, public health data)</p> <p>If Yes: Please give at least two examples of localized data used (i.e. census data, data from local schools, EMS data, Medicaid/Medicare data, public health data)</p> <p>If Yes: Who is responsible for accessing and collecting this community level information? [[Corporate/Organizational Staff; Regional Resident Services Staff; Third Party Contractor Onsite Resident Services Staff; Property Management; OTHER]]</p> <p>If Yes: How often does the organization or third party contractor access or collect this community level information?</p>	<p>Drop Down - Y/N</p> <p>Text Box</p> <p>Drop Down/ Select All</p> <p>Text Box (for other)</p> <p>Text Box</p>	
22	<p>Does the organization or third party contractor consistently utilize or complete a recent community scan (This includes (1) local data to give insights, (2) a review (identification of) and (3) assessment (analysis of the quality) of existing local amenities, services, community assets, potential partners and other resources in the larger community) prior to delivery of services and programs?</p> <p>If Yes: Please upload an example of a completed report or summary of a community scan. <i>If you serve family and seniors properties please choose one example to upload. If you have only provided services in a supportive housing property then please upload an example from that.</i></p> <p>If NO: If the organization or its third party contractor does not complete or utilize a community scan, why not? How does the organization retain knowledge of and assess existing resources in the community? Does the organization or its third party contractor include community level data to inform a property services plan? If so, what data is used?</p>	<p>Drop Down - Y/N</p> <p>UPLOAD</p>	<p>Community Scan</p>

Certification Application Questions (HYBRID) - updated 1.20.23			
Question #	Resident Services Certification Questions	Answer Type	Attachments
23	Typically, does the organization or its third party contractor utilize a community scan that is updated at least once every six years?	Drop Down - Y/N	
	<p>If YES: Who is responsible for completing this community scan?</p> <p>[[Corporate/Organizational Staff; Regional Resident Services Staff; Third Party Contractor Onsite Resident Services Staff; Property Management; OTHER]]</p>	<p>Drop Down/ Select All</p> <p>Text Box (for other)</p>	
Resident Data			
24	<p>Does the organization or third party contractor conduct a resident opportunities & priorities assessment and produce an analysis/report at the property level prior to initial delivery of services and programs or shortly after lease up?</p> <p><i>This assessment should include (1) analysis of the aggregated demographics/data available for the residents of the property, (2) direct feedback (for example in the form of interviews, surveys, focus groups etc.) from the residents, (3) explanation of how the information in the assessment was obtained, and (4) an analysis showing what was learned. This assessments should be updated at least once every three years.</i></p>	Drop Down- Y/N	Resident Opportunities & Priorities Assessment Report
	<p>If No: If the organization or its third party contractor does not complete a resident opportunities and priorities assessment, why not? Does the organization or its contractor include aggregated information/data about the residents of a property to inform a property services plan? If so, what data is included?</p>	Text Box	

Certification Application Questions (HYBRID) - updated 1.20.23

Question #	Resident Services Certification Questions	Answer Type	Attachments
25	<p>If Yes: Please upload a specific property level example of a completed Resident Opportunities & Priorities Assessment Report.</p> <p><i>Note: This Resident Opportunities & Priorities Assessment should be for the same property for which you provided community scan and any other property-specific attachments. If you serve family and seniors properties please choose one example to upload. If you have only provided services in a supportive housing property then please upload an example from that.</i></p>	UPLOAD	
	<p>If YES: Typically, does the organization or its third party contractor collect information on Resident Opportunities and Priorities Assessments at a property at least once every three years?</p>	Drop Down- Y/N	
	<p>If YES: Who is responsible for completing this Resident Opportunities & Priorities Assessment and producing an analysis/report?</p> <p>[[Corporate/Organizational Staff; Regional Resident Services Staff; Third Party Contractor Onsite Resident Services Staff; Property Management; OTHER]]</p>	Drop Down/ Select All Text Box (for other)	
	<p>DATA Question -- See "Data Question Tab"</p>	UPLOAD	
	<p>D. Resident Services Program Plan</p>		
	<p><i>Program Implementation</i></p>		

Certification Application Questions (HYBRID) - updated 1.20.23

Question #	Resident Services Certification Questions	Answer Type	Attachments
26	<p>Provide a property services plan from one property that has already been implemented. Property Services Plans should be updated at least once every three years and should include (1) the desired goals, (2) a description of the resident services program, (3) strategies to address language, cultural or other potential challenges when engaging residents (4) who provides the services (for example: organizational staff, third party resident service provider, partner organizations, online/virtual resources, etc.), (5) staffing model and partnership description (if applicable), and (6) budget. The plan should show how the information from the community scan and resident opportunities and needs assessment were used/analyzed to create the plan. A budget can be included as an attachment within this upload.</p> <p><i>Note: This Property Services Plan should be for the same property for which you provided community scan and Resident Opportunities and Priorities Assessment Report. If you serve family and seniors properties please choose one example to upload. If you have only provided services in a supportive housing property then please upload an example from that.</i></p>	UPLOAD	Property Services Plan
	<p>Who is responsible for completing this Property Services Plan?</p> <p>[[Corporate/Organizational Staff; Regional Resident Services Staff; Third Party Contractor Onsite Resident Services Staff; Property Management; OTHER]]</p>	<p>Drop Down/ Select All</p> <p>Text Box (for other)</p>	
27	Typically, does the organization or its third party resident services contractor update or assess property services plans at least once every three years? How are surveys/data used in this re-assessment?	Text Box	
28	<p>If the third party contractor completes the community scan, resident opportunities and priorities assessments, and/or the property plan does a staff person at the corporate/regional level who provides Resident Services Coordination review them?</p> <p>If YES: Please describe the review process and what happens if one of the reports does not meet expectations.</p>	<p>Drop Down- Y/N</p> <p>Text Box</p>	
29	<p>Does the organization or its third party resident services contractor provide referrals as part of your service coordination?</p> <p>If YES: How are these referrals tracked?</p>	<p>Drop Down- Y/N</p> <p>Text Box</p>	

Certification Application Questions (HYBRID) - updated 1.20.23

Question #	Resident Services Certification Questions	Answer Type	Attachments
30	<p>Does the organization provide training or technical assistance to resident service coordinators (or the third party resident services contractor overseeing the coordinators) on how to ensure quality, integrity, and consistency in providing and tracking referrals?</p> <p>If YES: please describe what kind of guidance and/or oversight is given to ensure quality, integrity, and consistency in providing and tracking referrals.</p>	<p>Drop Down- Y/N</p> <p>Text Box</p>	
31	<p>Please indicate across your portfolio which categories of services are provided. These services may be provided by the organization's third party contracted onsite resident services staff or by a partner providing a specific program (such as a health clinic providing blood pressure screenings). <i>Select all that apply.</i></p> <p><i>[[Housing Stability Support; Health and Wellness; Nutrition/Healthy Food Access; Mental/Behavioral Health; Asset Building; Financial Management and Budgeting; Workforce Development; Adult Education Support; Youth Education Support; Youth Programming; Social Cohesion/Reduction of Isolation; Community Engagement; Referrals; Other (please specify)]]</i></p> <p>If the organization only provides services in one category, please provide a description of how extensive these services are.</p>	<p>Drop Down/ Select All</p> <p>Text Box (for other)</p> <p>Text Box</p>	
32	<p>Please provide a brief description of programs/services that haven been scaled and are offered in more than one of your properties in any one category. <i>(i.e. a tutoring program or healthy living initiative that your run at multiple sites)</i></p> <p><i>This should be no more than a 3-4 sentence description for each program.</i></p>	Text Box	
Partnerships			

Certification Application Questions (HYBRID) - updated 1.20.23

Question #	Resident Services Certification Questions	Answer Type	Attachments
33	<p>Often properties with resident services coordination engage with external partners to bring services and/or programs on site. (This refers to a partner that comes to a property to provide a program/service (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).</p> <p>Does the organization or its third party contractor work with external service partners?</p>	Drop Down- Y/N	
	<p>If No: Please explain why the organization or its third party contractor does not work with outside service partners.</p>	Text Box	
34	<p>If YES to #33: Please describe the criteria used by the applicant to determine what kinds of partners and programs to bring on site or used to provide oversight and guidance to the third party contractor so that they can make the determination. What is the process for assessing a potential partner, their approach towards service provision and their quality of services? (For example, looking for partners who, when possible, use evidence based services)</p>	Text Box	
35	<p>If Yes to #33: When there are external service partners, does the organization require there to be formalized agreements (MOUs or contracts) between the partner and the organization or with the organization's third party contractor?</p>	Drop Down- Y/N	
36	<p>If YES to #35: In the formalized agreements, please indicate if the agreements include the following. <i>Select all that Apply.</i></p> <p><i>[[(1) Roles + Responsibilities; (2) Participation; (3) Goals; (4) Outcome/impact goals; (5) Addresses liability.]]</i></p>	Drop Down/ Select All	

Certification Application Questions (HYBRID) - updated 1.20.23

Question #	Resident Services Certification Questions	Answer Type	Attachments
	<p>Please upload an example of an executed MOU between either the applicant or the third party contractor and an external service provider partner which outlines a partnership to deliver services to one or more of your properties.</p> <p><i>Note: You may redact identifying information if necessary.</i></p>	<p>UPLOAD</p>	<p>MOU</p>
<p>Resident Engagement/Participation</p>			
<p>37</p>	<p>What approaches does the applicant and the third party contractor for resident services utilize to build trust with residents or facilitate stronger cohesion between residents? How does the applicant hold the third party contractor accountable for building relationships with the residents?</p>	<p>Text Box</p>	
<p>38</p>	<p>Typically, what approaches and strategies does the organization and its third party contracted resident services staff use to recruit residents to participate in programs/services?</p> <p>(Flyers, calendars, social media, personal outreach, collaboration between PM/RS and other property staff to reach new residents, recruit for new programs from participants in existing programs, resident leaders, other (please specify))</p>	<p>Drop Down/ Select All</p> <p>Text Box (for other)</p>	
	<p>What approaches are the most successful?</p>	<p>Text Box</p>	
<p>39</p>	<p>In situations where there is low participation in a resident service program/activity, how does the organization and its third party contractor analyze why there is low participation and respond? Give a specific example of a strategy used at a property to address low participation. 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).</p>	<p>Text Box</p>	

Certification Application Questions (HYBRID) - updated 1.20.23

Question #	Resident Services Certification Questions	Answer Type	Attachments
40	Does the organization collect any information from residents to shape/adjust program design or to assess the impacts of services/programs or require their third party resident services contractor to collect and report to organization on such information from residents?	Drop Down- Y/N	
	<p>If YES: How is it collected? <i>Select all that Apply.</i></p> <p><i>[[Survey; Focus Group; Meetings with Residents; Walk in Office Hours, Information from Partner Orgs; Other (please specify)]]</i></p>	Drop Down/ Select All Text Box (for Other)	
E. Funding & Sustainability of Resident Services			
41	Historically how does the organization typically fund Resident Services Coordination at the corporate/regional level? <i>[[Property Operations; Residual Receipts; Reserve set up through development of the property to be used for RS; Federal Gov't Funds; State Gov't Funds; Local Gov't Funds; Non-Gov't Grants; Donations; Org. Contribution from Retained Earnings; Senior Housing-202 Grant; Senior Housing- 202 Adjustment in budget based rent; In Kind Donations; Volunteer Time; Partnerships (partner funded services) Other -Please Specify.]]</i>	Drop Down/ Select All	
	What are the two largest sources of funding for Resident Services Coordination at the corporate/regional level?	Text Box	

Certification Application Questions (HYBRID) - updated 1.20.23

Question #	Resident Services Certification Questions	Answer Type	Attachments
	<p>Historically how does the organization typically fund the Resident Services Coordinator at the property level?</p> <p><i>[[Property Operations; Residual Receipts; Reserve set up through development of the property to be used for RS; Federal Gov't Funds; State Gov't Funds; Local Gov't Funds; Non-Gov't Grants; Donations; Org. Contribution from Retained Earnings; Senior Housing-202 Grant; Senior Housing-202 Adjustment in budget based rent; In Kind Donations; Volunteer Time; Partnerships (partner funded services) Other -Please Specify.]]</i></p>	Drop Down/ Select All	
	<p>What are the two largest sources of funding for the Resident Services Coordinator at the property level?</p>	Text Box	
	<p>Historically how does the organization typically fund Resident Services (the actual programs and services provided for residents) at the property level?</p> <p><i>[[Property Operations; Residual Receipts; Reserve set up through development of the property to be used for RS; Federal Gov't Funds; State Gov't Funds; Local Gov't Funds; Non-Gov't Grants; Donations; Org. Contribution from Retained Earnings; Senior Housing-202 Grant; Senior Housing-202 Adjustment in budget based rent; In Kind Donations; Volunteer Time; Partnerships (partner funded services) Other -Please Specify.]]</i></p>	Drop Down/ Select All	
	<p>What are the two largest sources of funding for Resident Services at the property level?</p>	Text Box	
42	<p>Historically, if the organization has committed to providing resident services coordination in a specific property, does the organization commit to having several years of funding available to pay for resident services coordination in that property? How has the organization mitigated the potential risk of losing significant sources of funding for resident service coordination?</p>	Text Box	

Certification Application Questions (HYBRID) - updated 1.20.23			
Question #	Resident Services Certification Questions	Answer Type	Attachments
43	Typically, if the organization does not have enough resources to cover the resident services plan how does the organization proceed? Please provide an example of how this was addressed at a property.	Text Box	
44	In addition to any fundraising that happens at the property level by third party contractor, does the organization have dedicated resources/staffing to seek additional resource development or capacity-building for Resident Services at the organization/corporate level?	Drop Down- Y/N	
	If NO: How does the organization raise the additional funds, resources, or capacity needed?	Text Box	
	If YES: Please describe the roles and responsibilities of those staff.	Text Box	
F. Evaluation of Resident Services Efforts			
45	At the property level, does the organization track and analyze indicators (or require the third party contractor to track indicators) related to its resident services efforts?	Drop Down- Y/N	Resident Indicators and Analysis Report (Single Property)
	If YES: Please upload a Resident Indicators and Analysis Report from a property which demonstrates this analysis . This report should provide the organization with the information necessary for analysis on the value and/or impact of the services on residents and to determine if the services should continue or if they need to be altered in order to attain the desired goals. Note: The report should be for the same property as the uploaded community scan, resident opportunities & priorities assessment report, and program plan.	UPLOAD	
46	How frequently is the Resident Indicators and Analysis Report produced and reviewed? Select one. <i>[Quarterly, Semi-annually, Annually, Every two years, Less frequently then every two years]</i>	Drop Down - Select One	

Certification Application Questions (HYBRID) - updated 1.20.23

Question #	Resident Services Certification Questions	Answer Type	Attachments
47	Who is responsible for completing the Resident Indicators and Analysis Report? [[Corporate/Organizational Staff; Regional Resident Services Staff; Third Party Contractor Onsite Resident Services Staff; Property Management; OTHER]]	Drop Down/ Select All Text Box (for other)	
48	What tools does the organization (or third party contractor) use to collect and track resident indicators/outcomes/impact? <i>Select all that Apply.</i> [[ETO/Social Solutions; Family Metrics; AASCOOnline; Salesforce; Service Point; Integrate; Success Measures; Proctor Software; Excel; Property Management Software; Other (Please Specify)]]	Drop Down/ Select All Text Box (for other)	
49	Are residents involved and engaged in assessing the success of the services? If YES: Please describe how residents are involved (this may include resident survey information about the experience using the program/service, focus groups, and/or analysis of low participation rates) and include one specific property level example in your description.	Drop Down- Y/N Text Box	
50	Please upload an analysis/report which demonstrates the value/impact of the organization's services across <u>multiple properties</u> . <i>This could be demonstrated by featuring the value/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.</i>	UPLOAD	Impact Analysis/Report (multiple properties)
51	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-Screening previously submitted.	Drop Down Y/N	
52	Executive or principal sign-off	UPLOAD	

Certification Application Questions (HYBRID) - updated 1.20.23			
Question #	Resident Services Certification Questions	Answer Type	Attachments
53	SAHF is able to share all data and uploaded information from certification application with Fannie Mae.	Drop Down Y/N	

Section A: Portfolio Profile -- To be filled out by Owners who contract out the hiring/management of onsite Resident Services Coordinators, but retain Resident Services Coordination oversight (Hybrid)

Organization Name:

How many years of experience has the organization had as a multifamily housing provider?

Portfolio Information

Property Type	# of Properties:	# of Units	Property Mgmt: # Properties that Self-Manage or have a Related Property Mgmt. company	Property Mgmt: # Properties with Third-party Property Mgmt.	RSC: # Properties with Resident Services Coordination	RSC: # of years the organization has been providing Resident Services Coordination in this type of housing	RSC: # of Properties with on-site Resident Services Coordinator(s) (PT or FT)	RSC: # of Properties where hiring of on-site Resident Services staff is contracted out to 3rd party	RSC: # Properties with a community space for Resident Services
Senior									
Family/Unrestricted									
Special									
Permanent Supportive									
Veteran									
Other: _____									

If possible, please estimate what percentage of the organization's portfolio you would describe as rural?

If possible, please indicated approximately what % of properties have free property wide internet accessible to residents?

If possible, please indicate approximately what % of properties have free internet accessible in common areas/community spaces?

If the organization contracts with 3rd parties for the hiring of on-site Resident Services staff at their properties, please answer the following questions:

Across the portfolio, in properties where there is Resident Service Coordination how many companies are providing the on-site Resident Service Coordinators?

For organizations with 3rd party contractors providing on-site Resident Service Coordinators at some of their properties, please list the five companies with the largest number of contracts for this service within your portfolio. Please list the total number of properties and units where each contractor provides this service.

	Number of Properties within Organization's Portfolio	# of Units
Name of 3rd Party		
Name of 3rd Party		
Name of 3rd Party		
Name of 3rd Party		
Name of 3rd Party		

Data Form

Organization Name

What information and data from residents is typically utilized as a part of resident services coordination?

Put an "X" in all appropriate columns for each data point collected. For example, if there is aggregate data shared in reports from property management that is also collected by resident services staff directly, denote an X in column D and F.

	Collected by property management, but NOT shared with RS staff	Collected and Shared with RS Staff (AGGREGATED)	Collected and Shared with RS Staff (INDIVIDUALIZED DATA)	Collected by Resident Services Staff	Please indicate if this data is stored electronically
Demographics					
Age					
Sex					
Race/Ethnicity					
Income					
Employment					
Non Work Income (disability, SS, pension, other)					
% income paid to rent					
Banking Info					
Other (Please specify below)					
Compliance Data					
Eviction/Notice to Quit					
Late Rent Payment					
Change in Income/Employment					
Move In/Move out					
Other (Please specify below)					
Resident Surveys					
Individual Assessments (intake forms, one-on-one individualized assessments)					
Focus Group Information					
Other:					

Pre-screening Questions to Determine Certification Eligibility

All questions refer to properties where the organization provides resident service coordination and has resident service coordination staff onsite. It does not imply that the organization's entire portfolio needs to have these services. Please answer the questions as it relates to the properties where these services and coordination are in place.

Website Functionality for Pre-Screen Registration:

Name of Org, Address, General Phone Number, Website, Name of Contact, Title, Phone, Email Address

Question #	Pre-screen Resident Services Certification Questions	Answer Type
1	Org. Name	Text Box
2	Is the organization a multifamily housing provider with at least three years of experience?	Drop Down- Y/N
3	<p>Select the appropriate Resident Services Coordination Model for your organization:</p> <p>*Direct Resident Services Coordination -- Affordable housing organizations 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.</p> <p>*Hybrid Resident Services Coordination – Affordable housing organizations that contract with an un-related third party entity (either property management company or another services organization) to hire the property-based resident services coordinators/staffing, but the housing owner/organization retains leadership, management, and support capacity for resident services coordination at their properties.</p>	<p>Drop Down Options:</p> <p>Direct Resident Services Coordination</p> <p>Hybrid Resident Services Coordination</p> <p>Other</p>

4	<p>Has the organization provided resident services coordination (consistent with the definition) for Senior/Family/Supportive properties for a minimum of three years?</p> <p>Resident Services Coordination -- Refers to all functions tied to the organizational mission to implement resident services in affordable rental housing, including corporate and site-based staff, funding, technology systems, services and programs, research and evaluation, organizational knowledge and tools necessary to support resident services.</p>	Drop Down- Y/N
5	<p>Does the organization currently provide and oversee resident service coordination and have a Resident Service Coordinator (either hired directly or through a third party contractor) on site at more than one affordable rental housing property?</p>	Drop Down- Y/N
6	<p>Does the organization provide regional/corporate level oversight and management of the property-based resident service coordination and implementation?</p>	Drop Down- Y/N
7	<p>When offering Resident Services Coordination at a property, does the organization or its third party Resident Services contractor perform a community scan of local services and partners prior to delivery of services and programs??</p> <p>Community Scan: (1) a review (identification of) and (2) assessment (analysis of the quality) of existing local amenities, services, community assets, potential partners and other resources in the larger community) prior to delivery of services and programs.</p>	Drop Down- Y/N

8	<p>When offering Resident Services Coordination at a property, does the Organization or its third party Resident Services contractor perform a resident opportunities and priorities assessments at the property level?</p> <p>Resident Opportunities & Priorities Assessment: (1) analysis of the aggregated demographics/data available for the residents of the property, (2) direct feedback (for example in the form of interviews, surveys, focus groups etc.) from the residents, (3) explanation of how the information in the assessment was obtained, and (4) an analysis showing what was learned. This assessment should be updated at least once every three years.</p>	Drop Down- Y/N
9	<p>When offering Resident Services Coordination at a property, does the organization or its third party Resident Services contractor develop a specific property services plan at each property?</p> <p>Property Services Plan: Should be updated at least once every three years and include (1) the desired goals, (2) a description of the resident services program, (3) who provides the services (for example: organizational staff, third party resident service provider, partner organizations, online/virtual resources, etc.), (4) staffing model and partnership description (if applicable), and (5) funding description. The plan should show how the information from the community scan and resident opportunities and needs assessment were used/analyzed to create the plan.</p>	Drop Down- Y/N
10	<p>Does a staff person at the corporate/regional level review the community scan, resident opportunities and priorities assessments and the property plan?</p>	Drop Down- Y/N
11	<p>When offering Resident Services Coordination at a property, does the organization or its third party Resident Services contractor develop a Resident Indicators and Analysis Report which reports on and provides some analysis on indicators being tracked?</p>	Drop Down- Y/N

12	To the best of my knowledge, I have answered all the questions in this pre-screening accurately.	Drop Down Y/N
----	--	---------------