Updated October 15, 2026

CORES Recertification 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	**Complete and upload the portfolio profile.**		

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		UPLOAD	**Portfolio Profile**
1D	Describe any significant changes in your organization's portfolio over the last five years (since you were last certified), including any significant changes to your resident services across your portfolio. If there have been no changes, please indicate that in your response and note any reasons why there have been no changes. Has your organization grown in terms of the number of properties you own/operate or where you provide resident services? A reduction in the number of properties you own/operate or where you provide services? A strategic decision to focus on certain geographies, populations, or property types? If there have not been any significant changes to the portfolio or resident services commitments, reflect on why your organization has not had any change.	**Text Box**	
B. Resident Services Staffing Infrastructure, Models, and Service Delivery Platforms			
Resident Services Coordination Mission and Staffing Infrastructure			
2	In your last CORES application, you were asked to 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). In addition you were asked to describe (if applicable): (1) the reporting relationship of these staff between the third party and owner(s); (2) if frontline resident services staff are assigned to multiple properties (or a 'hub' of properties); and (3) any virtual/remote support and/or the role that property management staff have in supporting resident services. **Please update this description. How has this approach evolved for the organization/portfolio over the past five years? If there have been no changes, please indicate that in your response and note any reasons why there have been no changes.** **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**	

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3	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**
3B	Describe any significant changes to the organizational structure since your last application, especially as it relates to resident services.	**Text Box**	
4	Complete and upload the **resident services staffing & program delivery matrix**.	**UPLOAD**	**RS Staffing & Program Delivery Matrix**
5	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. **If these variables have changed over the last five years, what prompted those adjustments? If there have been no changes, please indicate that in your response and note any reasons why there have been no changes.** 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**	

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6	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)**	
6B	**If YES to #6:** 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**	
6C	**If YES to #6**: If the organization's targeted minimum staffing ratio(s) changed since the last application, describe these changes and the factors that influenced these changes.	**Text Box**	

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7	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**	
8	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)**	

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8B	**IF YES to #8:** 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 #4) and expand on how your organization puts these tools and strategies into practice.	**Text Box**	
8C	**IF YES to #8:** How have these strategies evolved in the last five years? If there have been no changes, please indicate that in your response and note any reasons why there have been no changes.	**Text Box**	
9	**IF YES to #8:** If the organization has targeted goal(s) for participation/engagement in resident services coordination / programs / services that are provided virtually, have these goals changed in the last five years and what are the targeted goal(s) now? 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. If there have been no changes in the last five years, please indicate that in your response and note any reasons why there have been no changes.	**Text Box**	
Resident Services Coordinator (RSC) Function - Role, Training Support, and Accountability			

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10	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**
10B	Describe if and how the job description(s)/scope of work for the position(s) have changed in the last five years. If there have been no changes, please indicate that in your response and note any reasons why there have been no changes.	**Text Box**	

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11	Describe if and how the qualifications the organization seeks in resident services staff have evolved in the last five years and how these updates support the resident services staff function. If there have been no changes, please indicate that in your response and note any reasons why there have been no changes.	**Text Box**	
12	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)? Note: Indicate which trainings are **new or updated** in the last five years, if any.	**Text Box**	
13	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]**	
13B	**IF YES to #13:** Describe how the organization collects this feedback. Has the organization implemented changes over the last 5 years resulting from this feedback? **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			

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14	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**	
14B	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. How have you refined these practices in the past five years?	**Text Box**	
	Resident Services Systems- Capacity Building, Innovation, & Ongoing Alignment		
15	Describe the systems, resources, or other tools used for resident services coordination that have been scaled to use consistently 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. 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.	**Text Box**	
15B	How have these systems, resources, or other tools changed over the past 5 years? If they have not changed, please describe how the systems continue to meet current needs. If a new system/resource/tool was listed as a pilot or a planned initiative in your last CORES application, please provide an update on the implementation.	**Text Box**	

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16	Upload the organization's **current framework of goals/theory of change/logic model** that guides how resident services coordination is implemented 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 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.).	**UPLOAD**	**Goals/ Theory of Change**
17	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 has the organization continued to stay engaged with changes in the field, improved its capacity to innovate, and identified and implemented 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			
18	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**	
18B	**If YES to #18:** 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**	
18C	**If YES to #18:** How often is community level information assessed/collected?	**Text Box**	

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Question #	Resident Services Certification Questions	Answer Type	Attachments
18D	**If YES to #18:** 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**	
19	Upload **two** examples of completed Community Scans. The first Community Scan should be for the same property featured in your last CORES application. The second Community Scan should be for an additional property in your portfolio. 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. As a reminder, you will be asked to provide additional documents (Resident Opportunities & Priorities Assessments, Property Service Plans, Resident Indicator & Analysis Reports) for these same two properties throughout the rest of the application. Note: If the organization no longer owns/operates resident services at the property featured in the original CORES application, please contact CORES staff before proceeding.	**UPLOAD #1**	**Community Scan Property Example 1**

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Question #	Resident Services Certification Questions	Answer Type	Attachments
		UPLOAD #2	**Community Scan Property Example 2**
19B	Typically, does the organization utilize a Community Scan that is updated at least once every six years?	**Drop Down - Y/N**	
19C	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**	
20	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]**	

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Question #	Resident Services Certification Questions	Answer Type	Attachments
20B	**IF YES to #20**: 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		
21	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**
21B	How often are you collecting this information? [Quarterly, semi-annually, annually, every 2 years, less frequently than every 2 years]	**Drop Down - Multiple Choice**	

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Question #	Resident Services Certification Questions	Answer Type	Attachments
22	How is information on resident experience and/or resident satisfaction shared back with residents?	**Text Box**	
23	Upload **two** specific property level examples of completed Resident Opportunities & Priorities Assessments. *These assessments 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:** These Resident Opportunities & Priorities Assessments should be for the **same** properties for which you provided Community Scans 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 #1**	**Resident Opportunities & Priorities Assessment Report - Property Example 1**

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Question #	Resident Services Certification Questions	Answer Type	Attachments
		UPLOAD #2	**Resident Opportunities & Priorities Assessment Report - Property Example 2**
23B	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**	
23C	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**	
24	Complete and upload the Resident Services Data Collection Chart.	**UPLOAD**	**Resident Services Data Collection Chart**

CORES Recertification Application Questions (Direct and Hybrid Model)

Question #	Resident Services Certification Questions	Answer Type	Attachments
25	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**
25B	**If YES to #25:** Upload these protocols.	**UPLOAD**	
25C	**If Yes to #25**: Are resident services staff trained and held accountable to these privacy protocols?	**Drop Down - Y/N**	
	D. Resident Services Program Plan		
	Program Implementation		
26	Provide property services plans from **two** properties that have already been implemented. A Property Services Plan 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 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.	**UPLOAD #1**	**Property Services Plan - Property Example 1**

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Question #	Resident Services Certification Questions	Answer Type	Attachments
		UPLOAD #2	**Property Services Plan - Property Example 2**
26B	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)**	
26C	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**	
26D	**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**	

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Question #	Resident Services Certification Questions	Answer Type	Attachments
26E	**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**	
26F	**For Hybrid Model:** Describe the review process and what happens if one of the reports does not meet expectations	**Text Box**	
27	In the initial CORES application, the organization identified several programs that had been scaled across multiple properties. What new programs has the organization scaled within the past five years? Please provide a brief description of the programs/services. Provide 2-4 examples. *This should be no more than a 4-5 sentence description for each program.*	**Text Box**	
	Partnerships		
28	Are there formalized agreements (MOUs or contracts) with external service providers (to provide services at a group of properties and/or individual properties)? 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**	
28B	**If Yes to #28:** 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**	

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29	Describe the organization's process for assessing a potential partner/external service provider, their approach towards service provision, and their quality of services. Note: If this process has changed in the last five years, describe how this has changed. If there have been no changes, please indicate that in your response and note any reasons why there have been no changes.	**Text Box**	
30	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**	
31	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**	

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32	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		
33	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. Note: If these approaches have changed in the last five years, please describe how they have evolved. If there have been no changes, please indicate that in your response and note any reasons why there have been no changes.	**Text Box**	
34	Has the organization created leadership opportunities and/or employment opportunities for residents and, if so, what strategies are used to recruit and/or prepare residents for those positions? 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**	
35	Select all the ways that information from residents is used to shape/adjust program design and/or assess the impact of services and programs is collected. [[Surveys; Focus Groups; Meetings with Residents; Walk-in Office Hours, Information from Partners; None of the Above; Other (please specify)]]	**Drop Down/ Select All** **Text Box (for Other)**	

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36	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). **This should be a different example (not the same example provided in last CORES application).**	**Text Box**	
	E. Funding & Sustainability of Resident Services		
37	Complete and upload the Funding Chart.	**UPLOAD**	**Funding Form**
37B	Describe any changes in the last five years to how the organization funds/resources resident services. If there have been no changes, please indicate that in your response and note any reasons why there have been no changes.	**Text Box**	
38	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	**Drop Down - Select One**	

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39	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**	
40	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**	
40B	**If YES to #40:** 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**	

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41	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		
42	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**	

CORES Recertification Application Questions (Direct and Hybrid Model)

Question #	Resident Services Certification Questions	Answer Type	Attachments
43	Upload recent **Resident Indicators and Analysis Reports** from two properties which demonstrate 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. **These reports should be for the same properties as the uploaded community scans, resident opportunities & priorities assessments, and property services plans.** 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 (including outputs and outcomes) 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	**UPLOAD #1**	**Resident Indicators and Analysis Report (Single Property) - Property example 1**

CORES Recertification Application Questions (Direct and Hybrid Model)

Question #	Resident Services Certification Questions	Answer Type	Attachments
	(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 #2**	**Resident Indicators and Analysis Report (Single Property) - Property example 2**
43B	How frequently is the Resident Indicators and Analysis Report produced and reviewed? Select one. *[Quarterly, Semi-annually, Annually, Every two years, Less frequently than every two years]*	**Drop Down - Select One**	
43C	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**	

CORES Recertification Application Questions (Direct and Hybrid Model)

Question #	Resident Services Certification Questions	Answer Type	Attachments
44	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)**	
44B	Have there been any changes to the tools your organization uses in the last five years? If there have been no changes, please indicate that in your response and note any reasons why there have been no changes.	**Text Box**	
45	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. **This should be a different example than provided in your last CORES application.**	**Text Box**	
46	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**	

CORES Recertification Application Questions (Direct and Hybrid Model)

Question #	Resident Services Certification Questions	Answer Type	Attachments
	Executive or principal sign-off	UPLOAD	