Updated October 15, 2026

Recertification Application Questions (THIRD PARTY)

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 third party resident services coordination with management and programmatic oversight and systems. 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 all of the states where you are contracted to provide resident services in affordable multifamily rental properties.	**Check box- states**	
1B	**Complete and upload the portfolio profile for the Third Party Model.** **Third Party Resident Services Coordination** - An affordable housing organization or social service organization that is contracted by affordable housing organizations/owners to provide all functions (management, delivery, and implementation) of resident services coordination at a property.	**UPLOAD**	**Portfolio Profile**

1C	Describe any 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 where you provide resident services? A reduction in the number of properties 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	Upload an example of an executed contract between the organization (as third party resident services provider) from within the past five years and an owner for the provision of third-party resident services coordination at a properties (or properties). Note: You may redact identifying information if necessary.	**UPLOAD**	
2B	What is included in the contract between the organization (as a third party resident services provider) and the owner? [(1) Scope of Work/Roles and responsibilities (2) staffing plan, (3) use of space agreement (4) goals/ evaluation (5) terms and compensation (6) insurance requirements and indemnification (7) sharing of resident data] NOTE: Third-party providers may hire and manage frontline resident services coordinators directly OR provide systems, oversight, and/or quality assurance support to frontline staff that are employees of another entity (often the property owner and/or a third-party management agent). Some providers will operate both models across their portfolio. If frontline resident services coordinators are typically not employed directly by your organization, but your organization provides some management and/or oversight support to these staff, this should be documented in this agreement or in an additional supplemental agreement. The agreement should specify a staffing plan, employment/management structure, and the associated roles and responsibilities of each Party.	**Select All**	
2C	Have you made substantive changes to your standard MOUs/contracts with owners to provide resident services in the past 5 years, beyond tweaks to language? If yes, please describe those changes. For example, have you changed data sharing requirements?	**Text Box**	
3	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.**	**Text Box**	

4	As a third party provider, 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 (if third party resident services coordination is not the organization's primary function); you may submit multiple charts to show this. Note: If property/frontline level resident services staff are hired by a separate entity (such as the owner), indicate this in the org. chart and their direct and indirect supervisory/reporting relationships. **See example org charts.**	**UPLOAD**	**Org. Chart**
4B	Describe any significant changes to the organizational structure since your last application, especially as it relates to resident services.	**Text Box**	
5	Complete and **upload the resident services staffing & program delivery matrix.**	**UPLOAD**	**RS Staffing & Program Delivery Matrix**
6	In addition to available funding and owner requests for resident services support, how does organization determine (1) at which properties they provide resident services and (2) the recommended 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 recommended, 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 recommended 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**	
7C	**If YES to #7**: 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**	
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 serve properties where 15% or more households (units) are set aside for PSH, mark this response as not applicable (N/A).	**Text Box**	
9	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)**	
9B	**IF YES to #9:** 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**	

9C	**IF YES to #9:** How have these tools and 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**	
10	**IF YES to #9:** 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? 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		
11	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 the EXAMPLE job description(s)/scope(s) 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**
11B	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**	
12	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**	

13	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**	
14	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]**	
14B	**IF YES to #14:** Describe how the organization collects this feedback. Has the organization implemented changes over the last 5 years resulting from this feedback?	**Text Box**	
Property Management & Resident Services Staff Collaboration			
15	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**	
15B	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			

16	Describe the systems, resources, or other tools used for resident services coordination that have been scaled to use consistently across multiple properties and owners. 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**	
16B	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**	
17	Upload the organization's **framework of goals/theory of change/logic model** for Resident Services Coordination across the portfolio (developed by the applicant, not owner). 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**
18	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			
19	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**	
19B	**If YES to #19:** 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**	
19C	**If YES to #19:** How often is community level information assessed/collected?	**Text Box**	

19D	**If YES to #19**: What staff are responsible for assessing/collecting this information? Select all that apply. [Corporate/Organizational Staff; Regional/Supervisory Resident Services Staff; Property/Frontline Resident Services Staff; Property Management; Owner Staff; OTHER]	**Drop Down/ Select All** **Text Box (for other)**	
20	Upload **two** examples of completed Community Scans. The first one 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 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**
		UPLOAD #2	**Community Scan Property example 2**
20B	Typically, does the organization utilize a community scan that is updated at least once every six years?	**Drop Down - Y/N**	
20C	Who is responsible for completing the Community Scans? [[Corporate/Organizational Staff; Regional/Supervisory Resident Services Staff; Property/Frontline Resident Services Staff; Property Management; Owner Staff; OTHER]]	**Drop Down/ Select All that apply**	

21	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]**	
21B	**IF YES to #21:** 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		
22	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**
22B	How often are you collecting this information? [Quarterly, semi-annually, annually, every 2 years, less frequently than every 2 years]	**Drop Down - Multiple Choice**	

23	How is information on resident experience and/or resident satisfaction shared back with residents?	**Text Box**	
24	Upload **<u>two</u>** 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**
		UPLOAD #2	**Resident Opportunities & Priorities Assessment Report - Property Example 2**
24B	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**	
24C	Who is responsible for completing the Resident Opportunities & Priorities Assessments? [[Corporate/Organizational Staff; Regional/Supervisory Resident Services Staff; Property/Frontline Resident Services Staff; Property Management; Owner Staff, OTHER]	**Drop Down/ Select All**	

25	Complete and upload the Resident Services Data Collection Chart.	**UPLOAD**	**Resident Services Data Collection Chart**
26	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**	
26B	**If Yes to #26:** Upload these protocols.	**UPLOAD**	**Privacy Protocols**
26C	**If Yes to #26:** Are resident services staff trained and held accountable to these privacy protocols?	**Drop Down - Y/N**	
D. Resident Services Program Plan			
Program Implementation			
27	Provide property services plans from **<u>two</u>** 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**

		UPLOAD #2	**Property Services Plan - Property Example 2**
27B	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)**	
27C	Who is responsible for completing the Property Services Plans? [[Corporate/Organizational Staff; Regional/Supervisory Resident Services Staff; Property/Frontline Resident Services Staff; Property Management; Owner Staff; OTHER]]	**Drop Down/ Select All** **Text Box (for other)**	
28	Which of the following tools does the organization review with the owner once completed? (Select all that apply) [] Community Scan [] Resident Opportunities & Priorities Assessment [] Property Services Plan [] Resident Indicators & Analysis Report [] None of these tools are reviewed with the owner	**Select all that apply**	
28B	**If Community Scan, Resident Opportunities & Priorities Assessment, Property Services Plan, and/or Resident Indicators & Analysis Report selected above**: Describe the review process for these tool(s) and what happens if the tool(s) do not meet expectations. How has this review process changed in the past 5 years?	**Text Box**	

29	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		
30	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**	
30B	**If Yes to #30:** 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**	
31	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**	
32	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 [ ] Owner Feedback and Insights [ ] Other (please describe)	**Drop Down/ Select All**	

33	Which staff are involved in the process of vetting potential partners/external service providers? (Select all that apply) [ ] 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 [ ] Fundraising/partnership development staff at the organization [ ] Legal/compliance staff at the organization [ ] Decision-making representative(s) from the owner [ ] Other (please describe)	**Drop Down/ Select All**	
34	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			
35	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**	
36	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**	
37	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)**	

38	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		
39	We believe that resident services can be more successful and impactful through thoughtful and sustained support for services and programs. When partnering with an owner, what is the typical duration of a contract with the owner to provide resident services coordination at a property? Drop Down: Monthly; Quarterly; 1 year; 2 years; 3 or more years	**Drop Down-Select One**	
40	What elements does your organization factor in and cost-out in its business model when providing third party resident services coordination? Select all that apply: (1) property staff salary and benefits (2) management of onsite staffing (3) computers, supplies and equipment (4) budget for providing resident services and engagement (5) corporate systems for measuring achievement and to analyze and evaluate impact	**Select all that Apply**	
40B	How has this calculation changed over the past 5 years?	**Text Box**	
41	Complete and upload the Funding Chart.	**UPLOAD**	**Funding Form**
41B	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**	

42	Funding cannot always be secured upfront by an owner 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). Third party resident services providers may need to work with an owner or independently to identify additional/alternative funding sources to sustain resident services or make decisions about a partnership to ensure they can continue to meet their own organization's standards for quality programming. What steps does the organization (as a third party resident services provider) take with owners during the contract period to encourage sustained funding for planned, quality resident services?	**Text Box**	
43	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**	
43B	**If YES to #43:** 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**	

44	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 support the owner and address this? (Select all that apply): Note to applicant: 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 [ ] Request more budget 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 with the owner (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**	
45	How many days of resident services operations can the contractor fund without receiving reimbursement/payment from the owner? Choose One: [[Less than 15 days; 15 - 30 days; 31 - 60 days; 61 - 90 days; more than 90 days]]	**Drop Down Select One**	
	F. Tracking Resident Services Outcomes and Impact		
46	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**	

47	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 (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 #1**	**Resident Indicators and Analysis Report (Single Property) - Property example 1**
		UPLOAD #2	**Resident Indicators and Analysis Report (Single Property) - Property example 2**
47B	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**	

47C	Who is responsible for completing the Resident Indicators and Analysis Reports? [[Corporate/Organizational Staff; Regional/Supervisory Resident Services Staff; Property/Frontline Resident Services Staff; Property Management; Owner; OTHER]]	**Drop Down/ Select All** **Text Box (for other)**	
48	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)**	
48B	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**	
49	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**	
	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**	