CORES

CORES Eligibility

The certification program is designed to identify owners of multifamily affordable properties and service organizations working in multifamily affordable properties that provide resident services provision in line with a robust coordination system.

A **Resident Services Coordination system** refers to all functions tied to the organizational mission to implement resident services in affordable rental housing properties, including corporate and site-based staff, funding, technology systems, services and programs, research and evaluation, organizational knowledge, and the tools necessary to support resident services.

To be eligible for CORES Certification, an organization must fit one of the following models for providing resident services coordination:

> **Direct Model** – Affordable housing owners/organizations that retain direct responsibility for the management, delivery, and implementation of resident services coordination at their own properties. Organizations are not required to provide resident services coordination at all of their properties.

> **Hybrid Model** – Affordable housing owners/organizations that contract with an un-related third party entity (either a property management company or another services organization) to staff the on-site property-based resident services coordinators/staff, but the otherwise retains leadership, management, and support capacity for resident services coordination at their properties.

> **Third-Party Resident Services Coordination Contractor** – An owner of affordable housing may contract with an external (third party) organization to provide all aspects of resident services coordination. This includes the management, delivery, and implementation of Resident Services Coordination at the property level and corporate/regional levels. An organization that falls into this model may provide third party services for one owner or for multiple owners. In this case, the third party organization would be certified (and not the owner of the affordable housing.)

To be eligible for CORES, an organization **does not** need to offer a CORES-level of resident services coordination or have resident services staff at **ALL** properties within their portfolio. However, the organization must be able to demonstrate that this CORES-level of infrastructure and implementation is in place at multiple properties within their portfolio.

To apply for CORES, an organization must answer **yes** to the following set of preliminary questions:

1. Is the organization a multifamily housing provider with at least three years of experience? (Does not apply if organization is applying under the Third-Party Resident Services Coordination model)

2. Has the organization provided resident services coordination (consistent with the definition) for Senior/Family/Supportive properties for a minimum of three years?

3. Does the organization currently provide and oversee resident services coordination and have a Resident Services Coordinator (either hired directly or through a third-party contractor) on site at more than one affordable rental housing property?

4. Does the organization provide regional/corporate level oversight and management of the property-based resident services coordination and implementation?

5. When offering Resident Services Coordination at a property, does the organization, a partner, or its third-party Resident Services contractor perform or utilize a *Community Scan* of local services and partners prior to delivery of services and programs?

6. When offering Resident Services Coordination at a property, does the organization or its third-party Resident Services contractor perform a *Resident Opportunities and Needs Assessment* at the property level?

7. 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?

8. Does a staff person at the corporate/regional level review the community scan, resident opportunities and needs assessments, and the property plan?

9. 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?

10. For organizations applying under the *Third Party Resident Services Coordination Model*: Does the organization have a formalized contract with the owner of the property where it has been hired to provide resident services coordination services?