



To: Rental Housing Development Partners
From: Real Estate Department
Date: March 29, 2022
Re: **CORES Training and Certification**

Notice: RED-22-19

IHCDA has recently incorporated CORES Certification into its 2023-2024 QAP for rental housing tax credits. Please join us on **April 19 from 2:00-3:30pm ET** for an introductory webinar and workshop session. The virtual session will provide an overview of the CORES Program and in-depth review of

- (1) CORES Certification eligibility and requirements,
- (2) guidance on the application process, and
- (3) an introduction to the CORES Resource Library and its capacity-building resources.

Following the presentation, there will be a “TA Workshopping Time” for participants to engage with CORES staff to ask questions and get some direct feedback.

This webinar and workshop event is free to all participants.

If you would like to join us, please [REGISTER HERE](#).

Background: **CORES Certification for Resident Services**

The [Certified Organization for Resident Engagement and Services \(CORES\) Certification](#), launched by Stewards of Affordable Housing for the Future (SAHF) in 2018, recognizes organizations that have developed a robust commitment, capacity, and competency in providing quality resident services in affordable rental housing communities. CORES was developed using SAHF's [Framework for a System of Resident Services Coordination](#), recognizing that resident services coordination is an organizational function. In order to realize the full benefits of housing as a platform to create healthier and more equitable communities, housing and services must be connected in a way that not only provides resources to residents, but also recognizes and supports the agency of residents and gives them real voice and shared power in shaping the design, culture, and the operations of their community. A systematic and strategic approach to resident services coordination is a critical tool for making such a connection. In addition, organizations regularly leverage CORES certification to deepen and formalize aspects of their own resident services infrastructure and to unlock funding and partnership opportunities.



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