



## COLLABORATE. INNOVATE. ACCELERATE.

SAHF's mission is to lead policy innovation and advance excellence in the delivery of affordable rental homes that expand opportunity and promote dignity for residents.



# Housing as a Platform

SAHF's Outcomes Initiative demonstrates how service enriched housing as a platform can make a difference in residents' lives.

### What is SAHF's Outcomes Initiative:

By providing residents with access to support services, SAHF members have shown that service enriched housing offers opportunities to residents that can help them improve their lives, and live independently and with dignity.

SAHF is committed to assessing and improving the effectiveness of service enriched housing. SAHF and its members utilize indicators, test and evaluate business models, collect data and measure outcomes to determine what is working and what is not.

SAHF began the Outcomes Initiative to reinforce and accelerate a fundamental culture and system change at the practitioner, policymaker and investor level. The Outcomes Initiative creates a common framework for members to demonstrate the impact on residents of stable affordable housing and other services in four areas:

- Financial Health & Capability
- Health & Wellness
- Community Engagement
- Youth & Education

### MEMBER ORGANIZATIONS

- BRIDGE Housing
- CommonBond Communities
- Community Housing Partners
- Homes for America
- Mercy Housing
- National Church Residences
- NHT/Enterprise
- Preservation of Affordable Housing
- Retirement Housing Foundation
- The Evangelical Lutheran Good Samaritan Society
- The Community Builders
- The NHP Foundation
- Volunteers of America



# SAHF OUTCOMES INITIATIVE MEASURES

Service Priority Area	<b>Outcome Measures</b> <i>What are the changes in residents' behaviors or attitudes?</i>
<b>Work, Income, and Assets</b>	% of households whose gross income increased
	% of households whose income from employment increased
	\$ increase in median income from employment
	% of employed residents
	% of residents who gained employment over time
	% of households who reported increased assets
	% of unbanked households
<b>Housing Stability</b>	Median duration of residence
	% of households who moved out because of non-payment of rent
	% of households who moved out because of poor health
	% of households who moved out because of home purchase
	% of households who moved out because of death
	% of households who moved out because they no longer need the current level of financial assistance
<b>Education</b>	% of 3-4 year-old children enrolled in Pre-K, Preschool, Head Start, or other early education program
	% of young adults who graduated high school
	% of residents who completed higher education
<b>Community &amp; Engagement</b>	% of residents who feel safe in their building.
	% of residents who feel safe in their neighborhood.
	% of residents eligible to vote who are registered to vote.
<b>Health &amp; Wellness</b>	% of residents reporting that poor physical health kept them from doing their usual activities such as self-care, work, or recreation in the last 30 days
	% of residents reporting that poor mental health kept them from doing their usual activities such as self-care, work, or recreation in the last 30 days
	% of residents who used a hospital ER one or more times in 12 months
	% of residents with a usual place of care where he/she receives routine primary care services
	% of residents who visited a healthcare provider for a routine checkup in the last 12 months
	% residents enrolled in health insurance and type of insurance
	% of residents or households who report experiencing food insecurity



## CERTIFIED ORGANIZATION FOR RESIDENT ENGAGEMENT & SERVICES



The CORES Certification recognizes organizations that have developed a robust commitment, capacity, and competency in providing resident services coordination in affordable rental housing communities.

The **CORES Certification** was launched by Stewards of Affordable Housing for the Future (SAHF) in 2018 in conjunction with Fannie Mae's **Healthy Housing Rewards™ - Enhanced Resident Services** initiative to recognize organizations that have a history of and competency in providing quality resident services in affordable rental housing.

CORES was developed using SAHF's Framework for a System of Resident Services Coordination, recognizing that resident services coordination is an organizational function and should use a systematic, replicable, and scalable approach to engaging a community in the implementation, management, and evaluation of on-site services.

The CORES Certification is for the organization and covers the entire portfolio where resident services are operated.

- Organizations are required to complete an online Pre-Screening survey to determine eligibility.
- The full online CORES application is approximately 50 questions
- Once approved, the CORES certification lasts for 5 years.
- CORES certification is one requirement for eligibility for Fannie Mae's Health Housing Rewards – ERS financing.

Please visit the CORES website for more information about the benefits, eligibility requirements, guidance on applying, a resource library, and how CORES is aligned with Fannie Mae's Healthy Housing Rewards™ initiative.

## FRAMEWORK FOR THE SYSTEM OF RESIDENT SERVICES COORDINATION

A Resident Services Coordination System includes all functions tied to the organizational mission to implement resident services in affordable housing rental properties, including the corporate and site-based staff; funding and partnerships; technology systems; services and programs; research and evaluation; and organizational knowledge gained over time.

