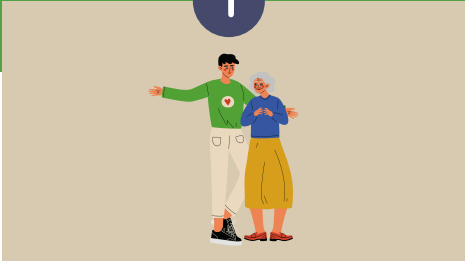


RESILIENT HOMES PROGRAM

CRC works as a case manager to help residents improve the overall resilience of their homes by 1) helping them identify the most pressing needs when it comes to improving home health and reducing energy costs; 2) matching residents with partner programs and services that address these needs; 3) helping residents coordinate among the different services contributing to improving the overall resilience of their homes.

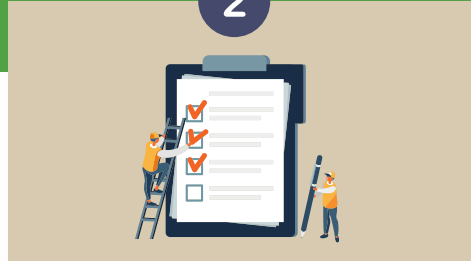
1



Outreach

CRC identifies households eligible to receive free federal, state, county, and community-sponsored home repair, weatherization, and solar panel installation services.

2



Home Audit

CRC then does a walk-through of the home with residents to identify which services residents are most in need of. Examples of such services might include water heater or furnace replacement, weatherstripping, roof repair, and other such minor home and weatherization repairs.

3



Case Creation

Once CRC has identified which services residents are most in need of and which they qualify for, CRC then creates a case for the residents. The case helps CRC and residents keep track of which services they are applying for and what stage of implementation they are at.

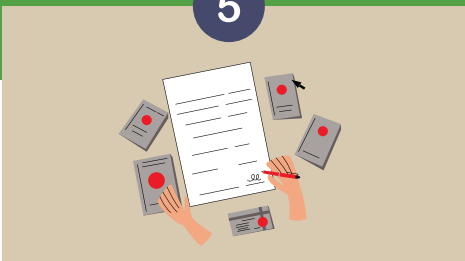
4



Service Matching

If a resident qualifies for multiple programs offering the same service, CRC then works to match residents with the service that has the most capacity and is the best fit for their needs.

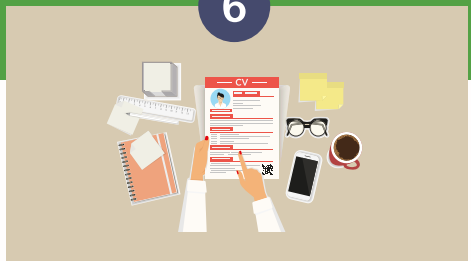
5



Application

CRC helps residents navigate the application process for the different programs. CRC helps inform residents of the documentation and information needed for each application and helps the resident fill out the application if they are unable to do so themselves.

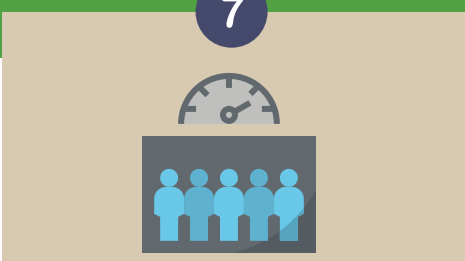
6



Review

The service partner then works to review the application submitted and prepare it for approval. If there are any processing errors or additional information requested by the service partner, CRC works with the resident to fulfill those needs, as well.

7



Capacity Check

Once the service partner has verified that all the necessary information has been provided, they will then do a capacity check to determine the timeline for implementation. CRC works with the service partner to determine an estimation of the timeline to then communicate back to the resident.

8



Implementation

Once a timeline has been determined for implementation, CRC will help facilitate communication between the resident and the service partner. If possible CRC will also be on-site the day of to oversee the implementation.