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; and 3) helping residents coordinate among the different services contributing to improving the overall resilience of their homes.

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

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.

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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.

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.

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.

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.

**Home Audit**

**Case Creation**

**Application**

**Capacity Check**

**Implementation**

**RESILIENT HOMES PROGRAM**

1. Outreach
   - CRC helps residents identify their needs.

2. Home Audit
   - CRC conducts a thorough home assessment.

3. Case Creation
   - CRC organizes a case for the resident.

4. Service Matching
   - CRC matches residents with suitable services.

5. Application
   - Residents apply for services.

6. Review
   - CRC reviews applications and provides feedback.

7. Capacity Check
   - CRC checks the feasibility of services.

8. Implementation
   - CRC coordinates the implementation process.