

## What our clients say about the support they receive from our resident services:

*"The support we receive as residents means so much to us. We lived in our home for over 50 years, but lost our home due to medical bills. We feel so safe and secure, if we have any concerns, the staff is right here to help us. They don't treat us like tenants; they treat us like family which makes us feel very welcomed. The elderly need this type of housing with these complimentary support services. My husband and I still cannot believe we are lucky enough to have this for our home."*

- Resident at Townsend Woods,  
Senior Housing Facility

## The Resident Service Coordinator provides residents with support allowing them to remain independent, including:

- Services from the community
- Lease compliance
- Arranging for home care
- Activity planning
- Resident advocacy
- Numerous other services



Inside...  
Providing services and support for our residents  
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# Resident Services

## Assisting Residents to Remain Independent

### RCAP Solutions Real Estate Services



Resident Support Services from



[www.rcapsolutions.org](http://www.rcapsolutions.org)

## About Resident Services

The primary role of the Resident Service Coordinator (RSC) is to connect residents with the services and support necessary to enable them to remain living independently and safely in housing.

The RSCs maintain office hours onsite at eight of our senior and disabled designated buildings, Atwood Acres, Bolton Country Manor, Groton Commons, Hubbardston House Apartments, New Horizons, Rockdale House Apartments, Slater Estates and Townsend Woods.

RSCs provide supportive services to low-income elderly and non-elderly disabled residents. Programs and services focus on assisting residents' age gracefully, respectfully, and independently in the least restrictive environment as possible.

Resident Services team members conduct client assessments, identify appropriate community services, and engage residents in activities that enhance quality of life. RSCs also devote their time to client advocacy, benefits, entitlements, insurance, healthcare services, and monitoring services.

The RSCs work closely with the On-Site Management staff, and together they endeavor to create programs responsive to resident preferences and issues. The aim is to offer services that engage residents in life-enhancing, community-building activities; to address problems early on; and to provide access to assistance.

Our goal is to create a safe, comfortable, informative and enjoyable environment for our residents.

## RCAP Solutions, Inc. Elderly Support Services

Our services include arranging for home care, meal programs, case management, transportation assistance, connections to legal services, resident advocacy, assistance with Medicare, and well-being checks. Connecting our seniors to local and state social services and assistance programs is the key to our success. RCAP Solutions, Inc. Elderly Support Services are intended to assist seniors to live as independently as possible in safety and with dignity.



In addition to health and well-being interventions, our Resident Service Coordinators design a wide range of educational and recreational activities including senior coffee hours, birthday celebrations, informational speakers, volunteer opportunities, and off-site trips such as apple picking, shopping, etc.

RCAP Solutions, Inc. Resident Services Staff are committed to empowering residents to build strong communities and to find creative solutions to any problems or issues.



**The RSCs are available to assist individual residents in connecting to resources and services from the community by:**

- Identifying benefit programs and assisting with enrollment
- Providing assistance with entitlement programs and funding sources
- Home care services and qualification procedures
- Assisting with forms, rebates, and paperwork
- Providing assistance in identifying and accessing resources to support educational and employment goals

**RSCs work with residents in key areas of Lease Compliance:**

- Housekeeping and Maintenance Standards
- Rent Arrearages
- Eviction prevention
- Resident Advocacy
- Section 8 Re-certifications
- Annual Unit Inspections
- Addressing Public Safety Concerns and Reports

