

## HCEC INTAKE FACESHEET

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Dependents

No Dependents

**Crisis:** Please check one of the following

- Owe back rent-no notice yet
- 14 Day Notice
- 30 Day Notice-no Summary Process
- Homeless-on the street with children
- Homeless-on the street without children
- Eviction-Summary Process
- Doubled up & need to leave
- Health & Safety (condemnation order from BOH or Failed Inspection)
- Letter of intent to foreclose from lender
- Severe overcrowding
- Domestic Violence
- Fire/Flood/Natural Disaster
- Utility shutoff (If eligible, RAFT assists with only what is needed to avoid homelessness- not entire amount owed)

**Income:** Please check one of the following:

- I have income
- I do not have income



Housing Consumer Education Center (HCEC)
Intake Form

Please complete the following preliminary information.

Date: \_\_\_\_\_ Time \_\_\_\_\_

Who referred you/ how did you hear about us? \_\_\_\_\_

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: State: MA Zip Code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_ (Please place a check beside your preferred number.)

Email: \_\_\_\_\_

Would you like to be added to the (Insert Agency) tenant list serve? Yes No
(You would receive regular emails regarding workshops, upcoming events, and special programs.)

Alternate Contact Name: \_\_\_\_\_

Alternative Contact Phone Number: \_\_\_\_\_

Gender: Male Female Transgender Date of Birth: \_\_\_\_\_

What brings you here today? (please check all that apply)

At Risk of Homelessness

I have been denied emergency assistance (EA/shelter)

I have a notice to quit

I am living doubled-up and have to move out.

I owe \$ rent and am being evicted.

My landlord is being foreclosed upon and I am going to need to move out.

My apartment is in poor condition and I am going to have to move out.

I am behind on my mortgage. I am months behind and I owe \$

Housing Search (These are all old issues, but newly categorized)

I need help finding a permanent place to live.

I stay in a shelter at night.

I live on the street and I need help finding housing

I want to talk about how to get a subsidy.

Fair Housing (These are all old issues, but newly categorized)

I feel that I have been discriminated against for housing.

I have been denied housing.

Other

I pay 50% or more of my income to my housing costs

I need help making my apartment/ home accessible for a disabled family member.



- I want to buy a house and would like to learn more about how to do that.
- I need some help to deal with my landlord to get repairs made to my apartment.
- I am behind on utility bills and I have shut off notices.
- I am having issues with my landlord-property management issues.
- I am a landlord having issues with a tenant.
- I'm a victim of domestic violence
- Do you have a subsidy or live in public housing?

Are you working with any other agencies? (please list): \_\_\_\_\_

What is your goal? \_\_\_\_\_

The following questions will help us determine which service(s) will best help you.

What is your preferred language? \_\_\_\_\_

Other languages spoken at home: \_\_\_\_\_

Are you:  Tenant  Homeowner  Homeless  Homebuyer  Advocate/ Agency  Rental Property Owner  Other(please list): \_\_\_\_\_

Household composition:  Single  Married  Divorced  Widowed  Primary caregiver

Number of Adults: \_\_\_\_\_ Number of children: \_\_\_\_\_

Do you have at least one child under 21 living with you?  Yes  No

Are you pregnant?  Yes  No

Does anyone in your household have a disability?  Yes  No  Self  Family member

Source(s) of income & benefits:  Wages  TAFDC/EADC  Food Stamps/ WIC  SSI/SSDI

TANF: Trans/ Childcare  Alimony  Unemployment  Child Support  CHIP

Retirement/ Pension  Refugee Stipend  Veterans Benefits  Medicare/Medicaid

No income  Fuel Assistance  Other(please list): \_\_\_\_\_

Monthly Income (gross-before taxes): \$ \_\_\_\_\_

Monthly Rent/Mortgage Payment: \$ \_\_\_\_\_

Education Level:  None  Elementary School  High School Diploma/ GED

Vocational School  College  Post Graduate

Have you ever served on active duty in the military?  Yes  No  Not sure

If yes, which branch?  Coast Guard  Army  Air Force  Navy  Marines

National Guard  Other(please list): \_\_\_\_\_

Ethnicity:  Hispanic  Not Hispanic

Race (check all that apply):  American Indian/ Alaskan  Asian  Black/ African American  Native American/ Alaskan Native  White  Chose not to respond



Other (please list): \_\_\_\_\_

\*\*\*\*\*  
\*\*\*\*\*

If you or anyone in your family is a person with disabilities, and you require a specific accommodation in order to fully utilize our programs and services, please contact (name of staff person) at (contact number/e-mail).

The Violence Against Women Reauthorization Act of 2005 (VAWA) prohibits denial of assistance to admission to an otherwise qualified participant on the basis that the participant is or has been a victim of domestic violence, dating violence or stalking. Specifically, Section 606 (1) of VAWA adds the following provisions to Section 8 of the U.S. Housing Act of 1937, which lists contract provisions and requirements for the Section 8 Housing Choice Voucher Program:

That the application or participant has been a victim of domestic violence, dating violence, or stalking is not an appropriate reason for denial of program assistance or for denial of admission, if the applicant otherwise qualifies for assistance or admission.

FOR STAFF USE ONLY

Client name:

Name of Staff:            Date:

Software used:  Octopia     Tracker     CounselorMax     Cornerstone

Client communicates in English: \_\_\_ Fluently \_\_\_ Sufficient for effective communication

\_\_\_ Adequate for basic communication    \_\_\_ Very Limited    \_\_\_ Speaks No English

Referral To Workshops:

Referral To Information:

- Affordable Housing 101
- Avoiding Predatory Lending
- Budgeting/ Financial Literacy
- Credit Repair
- Dispute Resolution
- Eviction Process
- Fair Housing
- First Time Home Buyer
- Foreclosure Prevention
- Housing Search
- Landlord Workshop
- Lead Based Paint Hazards
- Post Purchase
- Tenant Rights & Responsibilities
- Utilities
- Other:
- Preparation to Purchase
- Property Management Practices
- Rental Counseling
- Security Deposit/ Start- Up Costs
- Specialized Housing:
- Utilities
- Affordable Home Ownership
- Affordable Rental Housing
- Apartment/ Housing Search
- Basic Household Needs (i.e., clothing, furniture)
- Code Lead Violations
- Disaster Assistance
- Discrimination/ Fair Housing
- Employment Assistance
- Equity Options/ Refinancing
- Eviction Process
- Financing
- General Housing Information/ Outreach
- Home Improvement
- Homeless/ Shelter Information
- Housing Search
- Income Maximization
- Partially Accessible

12 East Worcester Street • Worcester, MA 01604  
1.800.488.1969 • TTY: 978.630.6754  
www.rcapsolutions.org



**RCAP** *Solutions*  
*Resources for Communities And People*

---

---

---

---