



Memorandum

To: All RCAP Solutions Clients
From: Karen A. Koller, CAE, President & CEO
Date: September 20, 2013
Subject: Important Announcement Regarding Our Gardner Office Location

As of September 20, 2013, all RCAP Solutions Housing Assistance and Client Service Program Representatives are now located in our Worcester office at 12 East Worcester Street, Worcester, MA 01604.

With our recent headquarters expansion in the City of Worcester, RCAP Solutions is consolidating its Gardner corporate office to one floor.

While our Gardner office will remain open, there will no longer be any client intake or housing representatives available for counseling or walk-in assistance at this location. This location will house administrative staff only, and we ask that all visitors make advance plans as all guests will be seen by appointment only. We apologize for any inconvenience that this may cause.

Clients that have a need for special accommodations are asked to contact their program representative directly. There is also a designated RCAP Solutions dropbox located inside the front door of the Gardner entrance for client convenience for paperwork and other communications needs.

Please note, all program representative's email and phone numbers have not changed. For more information and directions to our Worcester Office, please contact our office at 800-488-1969 or visit our website at www.rcapsolutions.org.