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August 2024

Issue #7

Dear friends,

We're proud to present the seventh edition of *Synergy*, our quarterly newsletter about our organizational culture and recruitment efforts. As a reminder, this publication is released to compliment [The Community Connection](#), which focuses on updates regarding our programs and services.

We've conducted numerous outreach initiatives, all with the goal of better serving the community. Most notably, we've launched a new giving campaign focused on housing and economic development opportunities in Worcester County. Together, we can create meaningful change and open up new pathways of opportunity for our neighbors.

As always, we hope you'll enjoying learning about our organization and the people who are a part of it. If you're looking to start a new career and want to join a caring and supportive community focused on a brighter future, we may be the employer for you!

Sincerely,

Brian D. Scales, President & CEO

RCAP Solutions

SYNERGY SPOTLIGHT

Meet Melissa Reyes-Maisonet, Deputy Director of Rental Assistance

*Melissa Reyes-Maisonet,
Deputy Director of Rental
Assistance, first joined RCAP
Solutions in 2018.*

Melissa Reyes-Maisonet is a thoughtful and accomplished professional with a diverse background. From her early days working at a music store in Puerto Rico to her current role as Deputy Director of Rental Assistance at RCAP Solutions, Melissa has demonstrated a strong work ethic and a passion for helping others.

Melissa's professional journey has been marked by a range of

experiences, from working at the aforementioned music store, a call center, and even a small restaurant (which she owned and managed for 3 years). However, it was her role at RCAP Solutions that truly ignited her passion for the human services field. Melissa was originally hired by RCAP Solutions in 2018 as a Triage Associate. Under the guidance of her mentor, Sally Nieves, Melissa received a promotion almost every year since then, and now serves as the Deputy Director of Rental Assistance - where she helps oversee the administration of the organization's housing voucher programs.

"I never knew how much I enjoyed working in the human services field until I started working here at RCAP Solutions," said Melissa. "I had and have the best mentor - Sally Nieves - who guided me and shared her knowledge and love for the field."

ADMINISTRATIVE UPDATES

Join Us in Making a Difference - Housing & Economic Development Opportunities for the Worcester County Community ☐

*Enrich lives by giving today!
Together, we can solve the
most pressing housing issues
and deliver a brighter future
for residents who strive for
economic independence and
a better life.*

In April 2024, Forbes published a [thought-provoking article](#) that shed light on the dire state of the Worcester region's rental market. Shockingly, it was revealed that our beloved community ranked as the third-worst rental market in the entire United States. The article highlighted the struggles faced by renters in Worcester, battling against extremely low vacancy rates and a severe shortage of rental units.

The reality is that many people - our neighbors - are on the verge of losing their homes, and this crisis

**is affecting the fabric
of our community.**

As an organization
dedicated to creating
positive change, RCAP
Solutions' staff members
are deeply committed to
ensuring that no one
loses their home in this
unforgiving market. Join
us in making a
difference. Your
generosity will improve
housing stability, uplift
vulnerable community
members, and create
thriving neighborhoods.

Let's transform the
Worcester County
housing market together
and build a stronger,
more resilient
community. Thank you
for your compassion and
support!

Make a Difference, Give
Today!

**Our Team Participates in Celebration of the
Region's Diversity and Conducts Community**

Outreach at CENTRO's Latin American Festival

*Representatives from RCAP
Solutions' housing
department pose for a photo
with Congressman Jim
McGovern.*

This month, RCAP
Solutions was delighted
to attend [CENTRO's](#)
Annual Latin American
Festival – hosted on the
Worcester Common
Oval!

Our team participated in
the celebration of the
region's diversity and
provided information
about our [housing
services](#); including
Subsidized
Housing/Section 8, the
SNO Mass program, the
Housing Consumer
Education Center
(HCEC), financial
assistance for renters
(the RAFT program), help
with finding housing,
home modification loans,
and more.

Special thanks to
Congressman Jim
McGovern for stopping
by our table!

Connecting with Communities at the Massachusetts Water Works Association (MWWA)'s Summer Expo

*Representatives from RCAP
Solutions' Community &
Environmental Resources
department pose for a photo
at our table.*

Also this month, RCAP Solutions had a fantastic time exhibiting at the Massachusetts Water Works Association's Summer Expo – connecting with communities and discussing water! The event was hosted at Wachusett Mountain in Princeton, Massachusetts.

We provided information about our [Community & Environmental services](#); including our technical assistance offerings, water/wastewater operator trainings, and our private well advocacy efforts.

[View the Photos](#)

RCAP Solutions Welcomes Back Sarah Buck as Our New Project Director

Sarah Buck first joined RCAP Solutions in 2017 and later worked for the RCAP National Office for over five years, before returning to RCAP Solutions!

Sarah Buck has re-joined RCAP Solutions as the New Project Director after more than 5 years at the RCAP national office as their Chief Programs Officer. She previously spent just over two years at RCAP Solutions, as the Deputy Director of Community Resources, from 2017–2019, where she helped to oversee all regional water, wastewater, and solid waste programming.

Sarah also spent four years at another of RCAP's regional partner organizations, RCAC, based in California, where as a Rural

Development Specialist II she developed and managed the flagship Agua4All program and was an active member of the Community Leadership, Median Household Income Survey, and Regionalization teams. Sarah has been involved in the water resources management and community development industry since 2011 and has been part of the RCAP network since 2013. Sarah lives in a cabin on Long Lake in Bridgton in rural western Maine.

[More About Sarah's Return
to RCAP Solutions](#)

Watch Our Videos - Why RCAP Solutions is an Employer of Choice

Laurie Stevens and David Tortora provide water and wastewater technical assistance to rural communities in Maine and the greater Northern New England region!

Laurie, Regional Director

(ME/VT/NH), oversees our environmental programs and staff in the Northern New England region!

Laurie describes the organizational culture at RCAP Solutions as "flexible and accommodating" – we put families first.

David, Community Specialist, helps rural communities in Maine with their drinking water and wastewater needs!

David describes the organizational culture at RCAP Solutions as "supportive" – the support that we provide to communities extends to our internal operations as well.

Our team is growing and we're in search of talented individuals who have a passion for serving individuals, families, and their communities.

[Meet Laurie!](#)

[Meet David!](#)

RCAP Solutions Offers Excellent Benefits and Professional Development Opportunities

At RCAP Solutions, our work is defined by an unmatched commitment – not only to our customers, but also our employees. We are proud of the excellence we achieve and the employees who make it possible. Offering leading employee benefits is a central tenant that guides our operations. These are just some of the benefits are available to full-time employees who work 30 or more hours a week:

- * Medical, vision, and dental insurance
 - * 403(b) retirement plan with company contribution and match
 - * Long-term disability insurance coverage
 - * Free life insurance
 - * Health Savings Account (HSA) and Flexible Spending Account (FSA)
- Offerings
- * 14 paid holidays
 - * Your birthday is an additional paid holiday (after 2 years of service)
 - * And more!

In addition, a career at RCAP Solutions opens the door to many opportunities – you'll achieve your professional goals while making a difference in the community!

CURRENT AVAILABLE POSITIONS

Available Positions - Housing Resources

RCAP Solutions provides a wide range of housing counseling and financial services to landlords, tenants, homebuyers, and homeowners throughout Central Massachusetts. Furthermore, we

*administer various
rental voucher programs
and manage several
affordable apartment
complexes. **If you want
to ensure safe housing
for moderate and low-
income families and
provide them with
opportunities for
personal growth, we
may have the career
for you!***

Housing Consumer Education Center (HCEC) Generalist - Worcester, MA

- * RCAP Solutions' Housing Consumer Education Center (HCEC) is a state-funded program which assists families with limited income to avoid homelessness and improve their situation. The HCEC Generalist is directly accountable for providing housing search, referral and stability services to clients and walk-ins. The HCEC Generalist will be responsible for one-on-one intakes, comprehensive assessments, and on-going case management. In addition, this position is responsible for all aspects of any additional duties and assignment as delegated by supervisor. For full position description, [click here](#).

Housing Consumer Education Center (HCEC) Triage Associate - Worcester, MA

- * RCAP Solutions' Housing Consumer Education Center (HCEC) is a state-funded program which assists families with limited income to avoid homelessness and improve their situation. The HCEC Triage Staff are directly responsible for carrying out an initial assessment of client needs and providing support to clients as well as the department staff. The Triage Staff are the first point of contact for clients reaching out to both the HCEC and Residential Assistance for Families in Transition (RAFT) Departments. In addition, this position is responsible for all aspects of any additional duties and assignments as delegated by the supervisor. For full position

description, [click here](#).

HomeBASE & Secure Jobs Case Manager - Worcester, MA

- * Do you want to assist people facing homelessness and help them achieve stable housing and sustainable employment? The HomeBASE & Secure Jobs Case Manager is responsible for providing re-housing and stabilization case management services to participants in the HomeBASE program. The HomeBASE & Secure Jobs Case Manager is responsible for intakes and assessments of qualifying families as well as assessing their needs for re-housing and sustainable employment opportunities. For full position description, [click here](#).
-

HUD-Certified Housing Counselor - Worcester, MA

- * The Housing Counseling and Search Specialist is responsible for assisting clients with a wide range of housing issues including but not limited to: tenant issues, landlord issues, apartment/housing search, homeownership including first-time homebuying and post-purchase counseling. The Housing Counseling and Search Specialist for HCEC will be responsible for providing information and referral services, brief counseling and in some cases more in-depth counseling in the following areas: family budget and financial fitness, tenant rights and responsibilities, homeownership obligations and responsibilities, landlord obligations under Massachusetts law and best practices and intense housing search advocacy. For full position description, [click here](#).
-

Intake Assistant - Worcester, MA

- * Under the guidance and direction of the Deputy Director of Programs, the Intake Assistant assists the intake team with all aspects of intake functions and program management. Executes essential intake duties in a professional and empathic manner in the management of the various rental assistance programs and housing waiting lists. Places a high priority

on customer service to support programs housing, and agency objectives in a team oriented environment. For full position description, [click here](#).

Maintenance Technician - Central Massachusetts

- * Would you like to be a part of a team that assists residents in community housing for seniors, individuals with mobility impairment, and families with their home maintenance? In this position, you would maintain the physical integrity of our affordable housing properties. This involves ensuring a safe, secure, and comfortable living environment for residents, visitors and staff at all times. The Maintenance Technician is required to be on-call after RCAP business hours and to respond and resolve emergencies. For full position description, [click here](#).
-

Property Manager (Rockdale House Apartments) - Northbridge, MA

- * Do you have strong customer service skills, attention to detail, and enjoy working people? In this position, you will provide quality service to our residents and our communities; effectively market and monitor the physical apartment community, its residents, and meet the financial objectives of the Property Owner and Management Agent, as well as maintain all applicable outside agency standards and requirements. The Property Manager is required to be on-call after RCAP Solutions business hours and to respond to and resolve emergencies. For full position description, [click here](#).
-

RAFT Program Specialist - Worcester, MA

- * RCAP Solutions is currently seeking a qualified individual to join our team as the RAFT (Residential Assistance for Families in Transition) Program Specialist at our Client Resources Office in Worcester, MA. The position will be our front-line contact person for clients that may be eligible for the RAFT Program. The RAFT Program Specialist is responsible for assisting clients to access RAFT funds and then to manage the distribution of those

funds. The case management will require knowledge on a wide range of housing issues including but not limited to tenant and landlord issues, homelessness prevention, apartment search and tenancy preservation. For full position description, [click here](#).

Section 8 Program Assistant - Worcester, MA

- * Are you seeking an entry-level administrative position in our housing team with opportunity for growth? Do you have customer service and problem solving skills? In this role, you would assist the Program Representatives in the rental assistance department, supporting agency objectives in a team-oriented learning environment. For full position description, [click here](#).
-

Section 8 Program Representative - Worcester, MA

- * In this role, you'll help to ensure participants in our Subsidized Housing Programs – including the Section 8 Housing Choice Voucher (HCV) Program – remain safely housed! The Program Representative ensures that HCV Program participants and landlords receiving rental assistance comply with program requirements in accordance with all applicable state or federal regulatory requirements as well as RCAP Solutions' internal policies and procedures. For full position description, [click here](#).
-

SNO Mass Program Coordinator - Worcester, MA

- * SNO Mass is a housing mobility program that supports low-income families with Housing Choice Vouchers in moving to areas of higher opportunity—neighborhoods that offer strong schools, safe environments, and economic opportunities for residents. SNO Mass is designed to help reduce the barriers families often face in finding housing and moving to higher opportunity areas. SNO Mass services include mobility counseling and housing search support for households, financial assistance with security deposits and realtor fees, higher payment standards and

enhanced support for landlords in qualifying areas, and post-move support for participating households. For full position description, [click here](#).

Available Positions - Community & Environmental Resources

*RCAP Solutions supports rural communities with technical assistance to address their drinking water, wastewater, solid waste, and other economic development needs. We provide such services in all six New England states, New York, New Jersey, Pennsylvania, Puerto Rico, and the U.S. Virgin Islands. **If you are passionate about clean water, public health, and the environment, we may have the career for you!***

Community Specialist - Northeast United States

- * Do you want to help rural communities thrive and ensure their access to clean drinking water and sanitary wastewater disposal? This position will be responsible for providing services under the EPA Safe Drinking Water Act, the Clean Water Act, along with the Training and Technical Assistance Program for small public water systems and private wells to achieve and maintain compliance with federal and local regulations, as well as administer training and technical assistance for small publicly owned water

and wastewater systems and individual well owners to maintain and prove water quality as necessary. The Community Specialist will work with a variety of small systems operators, board members, community leaders and homeowners. For full position description, [click here](#).

GIS Specialist - Northeast/Mid-Atlantic Region

- * The GIS Specialist will be responsible for the development and maintenance of the administrative and technical systems for the mapping, analysis, and reporting of data related to the mapping of land use and natural resources. This includes but is not limited to developing and maintaining a database of land use and natural resources, developing maps, and creating reports. The GIS Specialist will work closely with other staff members in the field of natural resources, planning, and the public to ensure that data are accurate, up-to-date, and timely. For full position description, [click here](#).
-

Available Positions - Administrative

*RCAP Solutions’
administrative team
plays a pivotal role in
ensuring our day-to-day
operations run smoothly.*

*These team members
help the organization
thrive in its efforts to
make a difference in the
lives of individuals,
families, and their
communities. **If you
want to join a group
of caring
professionals who
support one another,***

***we may have the
career for you!***

Staff Accountant - Worcester, MA

- * RCAP is currently seeking a highly motivated and qualified individual to join our accounting team located in our Worcester, MA office. The staff accountant will maintain general ledgers and subsidiary journals related to one or more funds through trial balance. The staff accountant will be responsible for grants & contract billing, reporting, cash management, forecasting and other monthly accounting processes. For full position description, [click here](#).

Apply Today!

[Full List of Available Positions](#)

***If you are interested in one of the career opportunities listed above,
please submit your resume and cover letter to our Human Resources
Department via email: HR@rcapsolutions.org***

*RCAP Solutions is an equal opportunity provider and employer and does not
discriminate against qualified individuals with disabilities.*

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