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June 2025

Issue #9

Dear friends,

We're proud to present the ninth 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.

These past few months, RCAP Solutions has been actively engaging with the public; connecting with job seekers at the MassHire Central Career Center's Job Fair, providing resources to veterans at the Stand Down event hosted by Veterans Inc., and advocating for clean, safe drinking water through testimony at the Massachusetts State House. Each of these efforts reflects our ongoing commitment to building strong communities.

We're also proud to share a moving new video that highlights the impact of our Home Modification Loan Program (HMLP) through the story of Joel, Rosa, and Jade. Their story is a powerful testament of how accessible housing solutions can transform lives.

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 Yeniliz Rivera, Human Resources Generalist

Yeniliz Rivera, Human Resources Generalist, joined RCAP Solutions in 2022.

Yeniliz "Yeni" Rivera serves as Human Resources Generalist for RCAP Solutions, where she plays a key role in supporting the organization's people-driven mission. With a background in hospitality and customer service, Yeniliz brings a practical, solutions-oriented approach to her work, helping to streamline HR processes and foster a positive employee experience.

Her professional journey began when she was just 16 years-old, working as a cashier at Target. Over the years, she gained experience in various industries – from fast food and funeral services to hotel management and the casino industry. In Puerto Rico, she spent over a decade in the tourism sector, where she developed strong interpersonal and communication skills.

Yeniliz joined RCAP Solutions in 2022 through a temp agency. Originally hired as a Front Desk Associate, she quickly transitioned into a permanent role as an HR Administrative Assistant. Her adaptability and work ethic led to her subsequent promotion to HR Generalist, where she now manages recruitment, onboarding, and benefits.

[Full Article](#)

ADMINISTRATIVE UPDATES

RCAP Solutions Connects with Potential Talent at the MassHire Central Career Center's Job Fair in Worcester, Massachusetts

*RCAP Solutions staff
representing at the MassHire
Central Career Center's Job
Fair!*

In May, we had a fantastic time at the MassHire Central Career Center's Job Fair at the DCU Center in Worcester, Massachusetts!

Big "thank you" to all the job seekers who stopped by our table to learn about what makes RCAP Solutions such a rewarding place to work.

We're looking to hire passionate, driven individuals who are eager to make a difference in the lives of individuals, families, and communities.

[View the Photos](#)

Coalition for Safe Drinking Water Testifies in Support of Bill to Protect Private Well Water Quality (Massachusetts)

The [Coalition for Safe Drinking Water](#) is a group of diverse individuals and organizations advocating for equitable access to safe drinking water for private well owners across Massachusetts.

June 3, 2025 marked the arrival of the highly-anticipated hearing for *An Act Protecting Drinking Water Quality in Private Wells* ([S.585/H.900](#)) – filed by Senator Jamie Eldridge, Representative Natalie Blais, and Representative Meghan Kilcoyne – in front of the Joint Committee on Environment and Natural Resources at the Massachusetts State House!

This legislation aims to provide protections to the over 500,000 Massachusetts residents who rely on private wells for their drinking water and provide low-income homeowners with access to financial assistance to remediate contaminated private wells.

View the recording of the hearing [here](#) (segment begins at 2:52:58).

We thank the Joint Committee on Environment and Natural Resources for their time, as well as everyone who provided written and oral testimony in support of this bill. For more information and to voice your support, visit

www.whatsinyourwellwater.org

!

[View the Photos](#)

Supporting Those Who Served - RCAP Solutions Participates in Veterans Inc.'s Stand Down Event in Worcester, Massachusetts

*RCAP Solutions staff
representing at Veterans
Inc.'s Stand Down Event!*

Earlier in June, RCAP Solutions was proud to participate in [Veterans Inc.](#)'s Stand Down Event in Worcester, Massachusetts!

Our team provided information about our housing services to the many veterans in attendance; including Subsidized

Housing/Section 8,
Veterans Affairs
Supported Housing
(VASH) vouchers, the
Housing Consumer
Education Center
(HCEC), financial
assistance for renters
(the RAFT program), help
with finding housing,
home modification loans,
and more.

For more information
about these services,
[click here](#).

To every one of the
nation's veterans, thank
you for your service to
our country. ☐☐

[View the Photos](#)

Watch Our Video - Home Modification Loan Program (HMLP): Joel, Rosa, and Jade's Story

*RCAP Solutions administers
HMLP throughout Central
Massachusetts in
collaboration with
MassAbility and the
Community Economic
Development Assistance
Corporation (CEDAC).*

Joel, Rosa, and their daughter Jade from Southbridge, Massachusetts, faced growing challenges at home. Rosa lives with Long COVID and Chronic Fatigue Syndrome (ME/CFS), while Jade, diagnosed with Autism and General Anxiety Disorder, needs safe outdoor time for her health. Everyday tasks like using the tub or getting outside became difficult – until they discovered the [Home Modification Loan Program \(HMLP\)](#).

With funding from the program, they added a fence, an ADA-accessible ramp, and a walk-in shower to their house. The process was smooth, and the impact was life-changing. Now, Rosa moves more freely, Jade enjoys the outdoors safely, and their whole family feels more comfortable at home.

[Watch the Video](#)

A Story of Alborada, Puerto Rico - RCAP

Environmental Finance Center (EFC) Narrative

*Special thanks and shout-out
to Carlos Velázquez-
Figuerola, Wastewater
Manager, for his leadership
on this project!*

The neighborhood community of Alborada, Puerto Rico consists of 168 residents. During 2007, there was a large growth in community members, which led to the houses being installed with onsite septic systems. Shortly after the installation, several residents started experiencing issues with wastewater backing up into their homes and yards, which caused some to have to leave their homes. It was determined that the soil in this area could not filter the wastewater.

The community has struggled for over 20 years of trying to resolve the issues with its wastewater system. Recently, it was determined that the best option would be to try and connect to a local Puerto Rico Aqueduct

and Sewer Authority (PRASA) system, which is a government-owned corporation. This video shows how RCAP is helping them work towards regionalization to eliminate their wastewater issues.

This work is made possible due to the generous support from the [U.S. Environmental Protection Agency \(EPA\)](#).

[Watch the Video](#)

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 1 year 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 - 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 - Western New York State (Remote)

- * 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](#).

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!***

HomeBASE Case Manager - Worcester, MA

- * The HomeBASE Case Manager will assist people facing homelessness to achieve stable housing and sustainable employment that may have limited resources, along with being responsible for providing re-housing and stabilization case management services to participants in the HomeBASE program. They will be accountable for intakes and assessments of qualifying families, as well as assessing their needs for re-housing and sustainable employment opportunities, along with referring and connecting clients to services and assisting them in achieving housing stability. 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](#).
-

Property Management Office Assistant (Temp) - Webster, MA

- * Are you ready to make a meaningful impact in your community while gaining valuable experience in property management? RCAP Solutions is seeking a Temporary Property Management Office Assistant – a dynamic role where you'll support residents, assist with HUD compliance, and help maintain a welcoming and organized office environment. If you're detail-oriented, people-focused, and passionate about community service, this is your chance to join a mission-driven team dedicated to creating better living environments for all. For full position description, [click here](#).
-

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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 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](#).

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](#).

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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