

From "RCAP Solutions"
<mail@networkforgood.com>
To buildmaint@doverma.org
Date 2025-12-05 19:30:36+00:00
Subject Synergy Newsletter – December 2025

December 2025

Issue #10

Dear friends,

We're proud to present the tenth 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 made waves locally and nationally. From a Boston Globe letter urging action on well water safety in Massachusetts to our volunteer efforts with United Way, we're proud to support healthier, stronger communities.

We also joined key conversations and initiatives across the country - participating in the Rural Community Assistance Partnership (RCAP)'s 2025 Workshop Week in California, engaging with non-profit leaders at the Massachusetts Nonprofit Network Conference in Worcester, and supporting the U.S. Department of Transportation (USDOT)'s Thriving Communities Program site visits in Maryland.

As always, we hope you'll enjoy 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 Erick Toledo, New Hampshire State Manager

Erick Toledo, New Hampshire State Manager, joined RCAP Solutions in 2017.

Meet Erick Toledo, our dedicated New Hampshire State Manager, who has been part of RCAP Solutions for over eight years. Erick plays a vital role in supporting rural communities with essential water and wastewater services, ensuring they have the resources needed to thrive.

Erick began his career in Guatemala, working at

his uncle's private school before moving into conservation roles with organizations like Conservation International and the International Center in Washington, D.C. His passion for biodiversity and land conservation eventually led him to water and wastewater projects through programs in Honduras and El Salvador. He holds a master's degree in Conservation Biology from the University of Maryland, which has been instrumental in shaping his approach to environmental and community work.

After years of international work, Erick transitioned to domestic water programs when he joined Rural Community Assistance Corporation (RCAC) in Colorado as a Technical Assistance Provider. This experience gave him a deep understanding of the challenges rural communities face, eventually bringing him to RCAP Solutions in 2017.

ADMINISTRATIVE UPDATES

"Why Massachusetts Residents Who Rely on Well Water Can't Assume It's Clean" - A Boston Globe Letter to the Editor Calls for Urgent Action

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.

A recent letter to the editor in The Boston Globe (written by Bradley M. Campbell, President & CEO of the Conservation Law Foundation) highlighted the urgent need to protect Massachusetts residents who rely on private wells for drinking water.

Unlike public systems, private wells aren't subject to required testing or reporting – leaving families vulnerable to contaminants like PFAS, arsenic, and radon.

Between 2020 and 2022,

RCAP Solutions, in partnership with The Health Foundation of Central Massachusetts, [studied 502 private wells in high-risk towns](#). Nearly one-third showed contamination or potential health risks – underscoring the need for action.

An Act Protecting Drinking Water Quality in Private Wells (bill numbers [S.585/H.900](#)) could help close this gap and ensure safer water for all.

[Full Article](#)

Hands-On Help: RCAP Solutions Volunteers with United Way to Strengthen Impact in Central Massachusetts

RCAP Solutions Takes Part in United Way of Central MA's Day of Action (09/12/2025)

On September 12, RCAP Solutions team members proudly participated in the United Way of Central Massachusetts' Day of Action – a

community-wide initiative that brings together volunteers from across the region to support local non-profits through hands-on service projects.

Our team spent the day at the Worcester ReStore – operated by Habitat for Humanity MetroWest/Greater Worcester – helping stock shelves, organize inventory, and clean up the space. The ReStore sells donated furniture, appliances, and building materials at affordable prices – and all proceeds go directly toward building safe, affordable homes for families in need right here in Massachusetts.

[View the Photos](#)

On September 19, RCAP Solutions team members proudly participated in the United Way of North Central Massachusetts' Day of Caring – a community-wide initiative that brings together volunteers from across the region to support local non-profits through hands-on service projects.

Our team spent the day supporting Habitat for Humanity North Central Massachusetts in constructing an energy-efficient home in Leominster.

These affordable homes are sold to low-to-moderate-income families through manageable mortgages and provide these families with a safe, stable foundation and a path to long-term financial security.

[View the Photos](#)

RCAP Solutions Takes Part in United Way of North Central MA's Day of Caring (09/19/2025)

RCAP Solutions Participates in the Rural Community Assistance Partnership (RCAP)'s 2025 Workshop Week - Hosted in Anaheim, California

Representatives from RCAP Solutions' Community & Environmental Resources team pose for a group photo at the event.

In October 2025, members of our Community & Environmental Resources took part in the [Rural Community Assistance Partnership \(RCAP\)'s 2025 Workshop Week!](#) The [Rural Community Assistance Corporation \(RCAC\)](#) welcomed the nationwide RCAP Network to their region – as the event was held in Anaheim, California.

This gathering brought together our Technical Assistance Providers (TAPs) for valuable in-person collaboration – sharing insights, presenting on key topics, and exploring new ways to strengthen the impact of our work in rural America.

[View the Photos](#)

RCAP Solutions Joins the Conversation at the Massachusetts Nonprofit Network's Annual Conference in Worcester

Josh Bedarian, our Chief Housing & Compliance Officer, led an insightful roundtable on "How to Engage with Legislators", sharing impactful advocacy strategies with attendees.

In October 2025, RCAP Solutions joined non-profit leaders at the [Massachusetts Nonprofit Network](#)'s Annual Conference at the DCU Center in Worcester, MA!

Our team attended

workshops on communications, development, and more – and we were proud to have Josh Bedarian, our Chief Housing & Compliance Officer, lead a roundtable on "How to Engage with Legislators", sharing key advocacy strategies.

We also heard from Attorney General Andrea Campbell, who spoke about her office's efforts to support non-profits in today's evolving landscape.

[View the Photos](#)

U.S. Department of Transportation (USDOT)'s Thriving Communities Program Community Site Visits with RCAP Solutions in Maryland

From left; William Pines, Maryland State Highway Administrator; Siera Wigfield, Senior Planner for Garrett County Government; Samantha Biddle, Acting Secretary of the Maryland Department of Transportation; and Madison Wellman, Community

In October 2025, RCAP Solutions and the Rural Community Assistance Partnership (RCAP) proudly hosted a site visit in Garrett County, Maryland as part of the [U.S. Department of Transportation's](#) Thriving Communities Program (TCP). This event brought together local leaders, stakeholders, and residents to explore transformative transportation projects focused on improving mobility, expanding transit access, and driving economic growth.

The visit showcased our work in the towns of Grantsville, Maryland and Kitzmiller, Maryland, where transportation initiatives are helping build more connected and resilient communities. ☐ ☐ ☐

To conclude our visit to The Old Line State, RCAP Solutions, in collaboration with project partner Siera Wigfield, Senior Planner for Garrett County

Government,
participated in a county-
wide meeting with
William Pines, Maryland
State Highway
Administrator, and
Samantha Biddle, Acting
Secretary of the
Maryland Department of
Transportation!

[View the Photos](#)

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
- * Free short-term and 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

- * In this role, you'll collaborate directly with rural communities to advance their public health and environmental initiatives. You'll provide hands-on technical support to water and wastewater systems, while also leading educational and training efforts that empower local utilities. If you bring experience in water and/or wastewater operations, municipal government, public health, environmental services, or a related discipline, this is a unique opportunity to create lasting, meaningful impact where it's needed most! For full position description, [click here](#).

Program Specialist: Lead in Drinking Water - New Hampshire / Adjacent States

- * Help reduce lead exposure in drinking water at schools and childcare facilities through technical assistance, education, and stakeholder coordination. This role supports the EPA WIIN (Water Infrastructure Improvements for the Nation) Lead Reduction Grant and involves site assessments, outreach, and training. Ideal candidates will have experience in water quality, public health, or environmental compliance, and a passion for community engagement. For full position description, [click here](#).
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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!

HMLP & RAFT Admin - Worcester, MA

- * The Home Modification Loan Program (HMLP) and Residential Assistance for Families in Transition (RAFT) Admin supports two vital housing initiatives aimed at improving accessibility and preventing homelessness. This role involves assisting clients with HMLP applications for home accessibility modifications and RAFT applications for emergency housing assistance. Responsibilities include maintaining accurate records, ensuring program compliance, and coordinating with internal teams and external partners. Strong communication and organizational skills, along with experience in human services, are preferred. For full position description, [click here](#).
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HomeBASE Case Manager - Worcester, MA

- * The HomeBASE Case Manager helps families at risk of homelessness secure stable housing and access supportive services. The role includes assessing client needs, creating individualized housing plans, and connecting families with resources like employment and education. It also involves coordinating housing searches, ensuring units meet safety standards, and assisting with subsidies and relocation logistics. For full position description, [click here](#).
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RAFT Payment Team Lead - Worcester, MA

- * The RAFT Payment Team Lead oversees administrative and client support functions for the Residential Assistance for Families in Transition (RAFT) program, ensuring timely and accurate processing of applications and payments to help families avoid homelessness. This role involves managing client communications, maintaining compliance with program standards, updating databases, and assisting with outreach efforts. The position requires strong organizational skills, attention to detail, and the ability to work collaboratively with diverse populations and internal teams. Proficiency in Microsoft Office, excellent customer service, and a

commitment to RCAP Solutions' values are essential. For full position description, [click here](#).

Section 8 Program Representative - Worcester, MA

- * The Section 8 Program Representative manages a caseload of clients participating in federal or state rental assistance programs, ensuring compliance with all applicable regulations and RCAP Solutions' internal policies. Under the supervision of the Director of Rental Assistance, the representative conducts annual re-examinations, verifies income and family composition, calculates subsidies, and maintains accurate documentation. Responsibilities also include orienting new voucher holders, processing changes in income or household status, coordinating lease-ups, and communicating with landlords and participants. The role requires strong attention to detail, organizational skills, and a commitment to supporting housing stability in a team-oriented environment. For full position description, [click here](#).
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Secure Jobs Initiative Case Manager - Worcester, MA

- * The Secure Jobs Initiative supports families experiencing or at risk of homelessness by connecting them with employment and housing resources to promote economic stability. Through its "Pathways to Work" initiatives, the program focuses on three key areas: Education and Career, Stable Housing, and Family Well-being. The Secure Jobs Initiative Case Manager conducts intakes and assessments, identifies needs related to re-housing and sustainable employment, and connects clients to appropriate services. Additionally, the Case Manager supports housing stability and may take on other responsibilities as assigned by the Director. For full position description, [click here](#).
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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.

RCAP Solutions, Inc. | 191 May St. Worcester, MA 01602 | 800.488.1969 | www.rcapsolutions.org

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