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Date 2025-03-20 14:30:23+00:00
Subject Synergy Newsletter – March 2025

March 2025

Issue #8

Dear friends,

We're proud to present the eighth 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.

This past quarter, our team engaged in various outreach initiatives to strengthen community ties and development. A standout moment was our holiday outreach, where staff prepared gifts for residents at Cottage Street Apartments, Hapgood Apartments, and the YWCA Central Massachusetts, spreading warmth to those in need.

We also participated in the Rural Community Assistance Partnership (RCAP)'s Annual Conference in La Vista, Nebraska, which facilitated valuable discussions on enhancing support for small water and wastewater utilities. Our advocacy efforts were further highlighted during the Washington, D.C. Fly-In, where we connected with policymakers to address critical issues facing rural areas. Through these initiatives, we aim to create meaningful change and foster collaboration within our networks.

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 Wil Diaz, Maintenance Supervisor

*Wil Diaz, Maintenance
Supervisor, joined RCAP
Solutions in 2018.*

Wil Diaz, our dedicated Maintenance Supervisor, was introduced to the world of screwdrivers and safety goggles by his uncle. Tasked with painting a laundry room at a property managed by his aunt, he discovered an innate talent for detail and precision that would shape his career.

Ultimately, Wil joined the RCAP Solutions team in 2018. A typical day for Wil involves overseeing maintenance operations at our eleven [Affordable Housing Properties](#) and coordinating contracts with external service providers to ensure specialized repairs are handled seamlessly. He leads a team of Maintenance Technicians with expertise while troubleshooting complex issues and ensuring compliance with ADA codes and safety protocols - a testament to his commitment to excellence.

[Full Article](#)

ADMINISTRATIVE UPDATES

RCAP Solutions Spreads Holiday Cheer Throughout the Community

Staff preparing gifts to be delivered to Cottage Street & Hapgood Apartments, and YWCA Central Massachusetts, respectively.

This holiday season, RCAP Solutions staff participated in an "Adopt a Child for the Holidays" program. Our team donated, wrapped, and delivered gifts for families with children living at [Cottage Street Apartments](#) & [Hapgood Apartments](#) - our affordable family housing properties located in Athol, Massachusetts!

In addition, gifts, food, and non-perishables were donated to families with children who are enrolled in the [YWCA Central Massachusetts'](#) housing, shelter, and domestic violence programs.

We hope all of these items will make the holidays brighter for those in need! ☺ ☺ ☺ We extend our gratitude to our staff for their generosity and dedication during this festive season. Their commitment exemplifies the spirit of giving that is essential during this time of year.

[View the Photos](#)

Our Very Own Maegen McCaffrey Was the Featured Guest on a Recent Episode of the "Soapbox" Program, Airing on WCCA TV

WCCA TV's "easy-access" community awareness program hosted by the station's Executive Director, Mauro DePasquale.

Our very own Maegen McCaffrey, Vice President of Marketing & Communications, was the featured guest on a recent episode of the "Soapbox" program, airing on [WCCA TV](#) - a public access TV station and community media center in Worcester, Massachusetts.

She sat down with the station's Executive Director, Mauro DePasquale, to discuss our [giving campaign](#) tailored at providing increased housing support for Worcester County community, volunteer opportunities on our Affordable Housing Properties' Board of Directors, and all about RCAP Solutions'

comprehensive housing,
environmental, economic
development, and
education and training
services.

[Watch Here](#)

Discussing RCAP Solutions' Housing & Environmental Programs and More on a Recent Episode of the "Inside North Central Massachusetts" Podcast

*The "Inside North Central
Massachusetts" podcast
features conversations
between the staff at the
North Central Massachusetts
Chamber of Commerce with
its members.*

Our very own Josh
Bedarian, Chief Housing
& Compliance Officer,
and Maegen McCaffrey,
Vice President of
Marketing &
Communications, were
featured guests on a
recent episode of the
North Central
Massachusetts Chamber
of Commerce's "Inside
North Central
Massachusetts" podcast!

They spoke with host Travis Condon about both our housing and environmental programs, as well as our 2024-2027 Strategic Plan, and our [giving campaign](#) to support housing and economic development opportunities for the Worcester County community.

[Listen Here](#)

Watch Our Video - Family Self-Sufficiency (FSS) Homeownership Track: Mirelys' Story

For more information about our Economic Opportunity & Workforce Development Programs for voucher holders, [click here](#).

This testimonial features Mirelys – a successful graduate of the Family Self-Sufficiency (FSS) Homeownership Track here at RCAP Solutions, who recently achieved her dream of owning a house! ☐

Mirelys' incredible accomplishment of

becoming a homeowner was driven by her desire to set a positive example for her children. Through her dedication and hard work, combined with support from the RCAP Solutions staff, she transformed her aspirations into reality!

[Watch the Video](#)

RCAP Solutions Participates in the Rural Community Assistance Partnership (RCAP)'s 2024 Annual Conference - Hosted in La Vista, Nebraska

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

Thank you to the [Rural Community Assistance Partnership \(RCAP\)](#) for hosting another fantastic Annual Conference! The [Midwest Assistance Program \(MAP\)](#) welcomed the nationwide RCAP Network to their region – as the event was held in La Vista, Nebraska during the month of

October.

This yearly event is an opportunity for our Technical Assistance Providers (TAPs) to meet face-to-face and share ideas on how to further our work in supporting the power and potential of rural communities.

Thank you to our amazing Community & Environmental Resources team who shared their knowledge with attendees during this important event and for the work they do every day to ensure the prosperity of rural America!

[View the Photos](#)

RCAP Solutions Team Takes Home Several Awards from 2024 RCAP National Conference

Candace Balmer, Regional Director (NY/NJ/PA), poses for photos with Olga Morales-Pate, President & CEO at RCAP National; Keith Ashby, Former Board President at RCAP National; and the RCAP Solutions team!

Congratulations to Candace Balmer, Regional Director (NY/NJ/PA), and winner of the Rural Community Assistance Partnership (RCAP)'s John Squires Hall of Fame Award for working to better the network and for making significant contributions to RCAP over her past 27+ years of service! □

This prestigious achievement recognizes Candace for her incredible work done on behalf of rural communities across our region and throughout her career. This award was named after John Squires, who served as the Executive Director of Communities Unlimited (formerly known as Community Resource Group or "CRG") from 1975-2014.

The RCAP Solutions team also took home several wins as part of the photo contest during RCAP National's Annual Conference! Candace Balmer's [photo](#) took the crown in the "Rural

Landscapes" category and Rebekah Novak's [photo](#) took the crown in the "Faces in the Community" category!

[View the Photos](#)

Advocating for Rural Communities: Highlights from the 2025 Washington, D.C. Fly-In

The annual Fly-In is a time meet with elected officials and ensure effective coordination around federal priorities for RCAP assistance.

The 2025 Washington, D.C. Fly-In took place on February 24–28, 2025! This annual event is a time for the entire Rural Community Assistance Partnership (RCAP) network to meet with elected officials and ensure effective coordination around federal priorities for RCAP assistance.

We engaged with government representatives about the critical importance of water, wastewater, and

solid waste solutions, as well as our work implementing comprehensive economic development initiatives.

We created a virtual presentation to enhance our conversations. From projects and trainings to case studies and staff locations, viewers can search the data by a number of different criteria. **Check it out here:**

<https://bit.ly/2025-Fly-In-Storyraise>

[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
 - * 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 - 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](#).
-

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](#).
-

SNO Mass Mobility Specialist - 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](#).
-

Property Manager (Bolton Country Manor & Sunbanke Village) - Bolton, MA & Boylston, MA

- * The primary role of the Property Manager is to 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](#).
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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 - New York (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](#).

Community Specialist - Maine (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 - 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!

Human Resources & Front Desk Assistant - Worcester, MA

- * The Human Resources and Front Desk Assistant will perform administrative tasks to support effective and efficient operations of the organization's Human Resources Department, along with supporting the front desk as the first point contact for employees, internal and external clients. They will provide administrative support to the Human Resources department by managing employee records, assist with recruitment, coordinate the onboarding processes, answer employee inquiries regarding benefits and policies, and maintain HR databases. In addition to the Human Resources responsibilities, the Human Resources and Front Desk assistant will be responsible for managing the front desk, along with following front desk protocols and procedures, and answering any inquiries regarding office supply requests and assisting the Jr. Executive Assistant with maintaining an inventory of office equipment. 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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