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November 2023

Issue #4

Dear friends,

We're proud to present the fourth 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.

Over the past quarter, our team has been busy with community outreach, improving their skills through trainings and networking events, and even winning awards! In October, our Community & Environmental Resources team gathered in Boston, Massachusetts for RCAP National's Annual Conference ([click here for the photos!](#)) – you can read more about these endeavors and more below.

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 Corey Stewart, Senior Accountant

Corey Stewart, Senior Accountant, first joined RCAP Solutions in 2017.

Corey Stewart is one of the many young professionals making a significant impact on the dynamic and multi-faceted organization that is RCAP Solutions.

Throughout his approximately 6 years in the professional accounting space, Corey has made tremendous strides in his career.

In his day-to-day role, Corey accounts for the money coming in and out of the organization. The finance department is a close-knit group of professionals, working to support employees, vendors, and our various

programs, many of which have a significant cash-flow component to them.

"I am very lucky, I love the work we do as an organization and the people that I am working alongside with are top-notch," Corey said, "we have some incredible individuals that work here!"

[Full Article](#)

ADMINISTRATIVE UPDATES

RCAP Solutions Team Takes Home Several Awards from RCAP National Conference

Laurie Stevens, Regional Director (ME/VT/NH), poses for photos with Olga Morales-Pate, President & CEO at RCAP National; Keith Ashby, Board President at RCAP National; and the RCAP Solutions team!

Congratulations to Laurie Stevens, Regional Director (ME/VT/NH), and winner of the Rural Community Assistance Partnership (RCAP)'s Outstanding Mentor of the Year Award for serving as an exceptional

leader in the work that she does.

This achievement recognizes Laurie as an individual who has made a difference in the Community & Environmental Resources team through her expert guidance, valuable knowledge, and being a nurturing, fostering leader. An asset to RCAP Solutions, the entire RCAP Network, and the staff members whom she mentors – we truly appreciate her hard work and dedication!

The RCAP Solutions team also took home several wins as part of the photo contest during RCAP National's Annual Conference! Edwin Vázquez-Asencio's "[The Jacaguas River](#)" and Becky Sims' "[Split Rock Falls](#)" were both crowned winners!

Jenna Day, Director of Development, and Kwame Ofori, Director of Information Technology, Join

RCAP Solutions' Executive Team

*Jenna Day, Director of
Development, and Kwame
Ofori, Director of Information
Technology*

RCAP Solutions is pleased to announce that Jenna Day, Director of Development, and Kwame Ofori, Director of Information Technology, have joined the organization's Executive Leadership Team!

Jenna Day joined RCAP Solutions in 2018. With over two decades of working in community and economic development, she brings a diverse skill set that includes building individual and community capacity and supporting the progress and sustainability of rural communities. Before her promotion, she was the Director of Community & Environmental Resources.

Kwame Ofori began his career at RCAP Solutions

in 2018 as a System Administrator. In his current role, Kwame is responsible for the planning, development, and implementation of the organization's IT strategies and direct the daily operations of the IT Department.

[Read Jenna & Kwame's
Bios Here](#)

"BOO" to You from Our Crew! RCAP Solutions Has Halloween Fun

*Happy Halloween from RCAP
Solutions! ☺ ☺ ☺*

On October 31st, our team dressed up in their most spooky and sensational costumes. We celebrated with a catered lunch, plenty of candy, and great company.

We hosted a Halloween costume contest in which 3 winners took home prizes. Here's to less tricks and more treats

this season!

[View the Photos](#)

Staff Training Focuses on Safety and Respect in the Workplace

At RCAP Solutions, our work is defined by an unmatched commitment – not only to our customers, but also our employees.

In September, RCAP Solutions staff participated in a "Safety and Respect in the Workplace" training held at our Worcester headquarters office.

We learned to practice verbal and non-verbal techniques designed to maintain workplace safety, professionalism, and respect among our co-workers.

The day concluded with a catered lunch, ice cream, team bonding, and great company!

[View the Photos](#)

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

*Carmen Montañez-Velázquez
and Felix Ramos help rural
communities in Puerto Rico
and the U.S. Virgin Islands
with their drinking water and
wastewater needs!*

Carmen Montañez-
Velázquez, Community
Specialist, talks about
how she makes the
communities that she
serves feel like a part of
her family.

Felix Ramos, Community
Specialist, describes
RCAP Solutions as
"community-oriented" –
in his day-to-day role and
in the organizational
culture as a whole.

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

communities.

[Meet Carmen!](#)

[Meet Felix!](#)

Community Outreach and Events

Over the past few months, our team has participated in numerous community fairs and outreach events to provide resources and promote our housing services, including, but not limited to; the Housing Consumer Education Center (HCEC), Financial Assistance for Renters (RAFT), the Home Modification Loan Program (HMLP), our Affordable Housing Properties, and Subsidized Housing & Rental Assistance (Section 8) Programs.

Next time you're at a community event, keep an eye out for our [purple](#) and [green](#) table! ☐ ☐

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
- * STD/LTD coverage
- * Free life insurance
- * 14 paid holidays

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!***

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](#).

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](#).
-

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 Mobility Specialist - Worcester, MA

- * The SNO Mass Mobility Specialist will assist families enrolled in the Supporting Neighborhood Opportunity in Massachusetts (SNO Mass) Program. 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. 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 - Maine

- * 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 - New York/Pennsylvania

- * 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](#).
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Community Specialist - Vermont

- * 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](#).
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GIS Specialist - Northeast United States

- * 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!***

Payroll Coordinator - Worcester, MA

- * Do you have payroll experience working in a fast-paced environment? In this role, you would be responsible for all aspects of payroll and for providing support to the accounting department. The Payroll Coordinator works closely with Human Resources to ensure changes in payroll, benefits, etc. are captured and recorded properly. 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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