

A Stabilizing Force in an Unstable Time

2016 Snapshot

RCAP *Solutions*
Resources for Communities And People

Fostering personal and public self-reliance and improving the quality of life for individuals, families and the communities in which they live.

Est. 1969, Rural Housing Improvement (RHI)

RCAP Solutions Positively Impacted 550,000 Individuals in FY 2016

CLIENT RESOURCES

Providing a wide range of affordable housing, homelessness prevention, workforce development, family unification and self-sufficiency services.

9,923
FAMILIES



8,835
CHILDREN

Received services through rental assistance, homelessness prevention, self sufficiency programs, educational services and managed properties.



INSPECTIONS

Performed by Housing Quality Assurance Team Members to ensure safe and appropriate living environments for our clients.



4,571
FAMILIES
WERE ASSISTED

by the Housing Consumer Education Center, the first point of entry for clients needing housing counseling, landlord mediation, financial literacy, emergency assistance programs and other vital resources.

PROPERTY

MANAGEMENT

Affording opportunities for low income families, the elderly and for those with disabilities to live safely in independent housing.



7,224
SERVICES

Delivered to 361 residents in our disabled and senior housing properties.

10 PROPERTIES

Located throughout central Massachusetts



436 RESIDENTS



359 Families
43 Children
296 Seniors
102 Disabled Individuals

Jane and her family moved to the United States from Africa. After arriving in the US, Jane's husband began to abuse her in front of their two children.

She went to court and was granted a restraining order and assigned to a temporary shelter. Each time they moved to another shelter, Jane's children were devastated to leave their school and friends, and Jane decided to look for a program that would afford her family with permanence and safety in order to succeed. She found SafeStep and looks forward to creating a stable home where she can provide financial and emotional support for her family.

SafeStep Emergency Assistance
Shelter Client

705 FAMILIES

Provided with homelessness prevention initiatives and stabilization services, including RAFT, HomeBase and SafeStep. These programs provide housing stability, keeping low income families from living in shelters.

"The staff at RCAP Solutions goes above and beyond to assist and advocate for the residents in issues that leave us feeling helpless. I have been given hope at times when I felt defeated. I realize that there are people in this world who truly care about others and their well being. I am thankful to have such kind and helpful people in my life."

Resident of RCAP
Solutions Managed
Property



Board of Directors:

Chair:

Laura M. Downs, Morrison Downs Associates, Inc.

Vice Chair:

Heather Dumais, Southbridge Savings Bank

Immediate Past Chair:

Edwin J. Shanahan IOM, CAE, DDIFO Inc.

Treasurer:

Sarah A. Galvin, Barre Savings Bank

President & Clerk (Ex Officio):

Karen A. Koller, CAE, RCAP Solutions, Inc.

COMMUNITY RESOURCES

Offering comprehensive, on-site technical assistance and training to help small, rural communities address their drinking water, wastewater, and other community development needs.



\$4,752,018 LEVERAGED

For 151 rural communities totaling a population of 521,778 with improved public health outcomes.

"I am writing to express the Village of Granville's appreciation for RCAP Solutions. The assistance has been instrumental in developing the operations and maintenance plan for the Village's new water treatment plant. RCAP staff is consistently organized and prepared, and has the experience to aid the Village with numerous recommendations in maintaining compliance with the Safe Water Drinking Act as well as to make the plant safer and more efficient. At a time when the Village has been short staffed due to budgetary constraints, RCAP's assistance and counsel has been most helpful. The Operations and Maintenance Plan that was developed is an absolute necessity for us as we will be losing two of our senior operators to retirement. RCAP staff has consistently displayed a professional and positive attitude in assisting the Village throughout the process. On behalf of the Village, I would like to express our sincere appreciation."

Scott Mackey, Mechanic/Water Plant Operator
Village of Granville, New York



783

Professional drinking water and wastewater staff, community volunteers, and other individuals were trained on a variety of technical topics from 47 highly customized trainings.

FINANCIAL SERVICES

Administers funds to disabled persons and their families, enable individuals to remain independent and make structural improvements affecting the safety of individuals and caregivers.

\$526,934 IN HOME MODIFICATION LOANS

Provided to

39

CAREGIVING FAMILIES

in central
Massachusetts
for structural
home
Improvements.



\$6,376,444 IN LOANS

provided to

285 FAMILIES

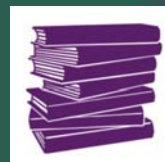
since 2000.

71,540 HOMES

Positively impacted by RCAP Solutions training and technical assistance Programs.

700 STUDENTS

and teachers directly impacted by environmental presentations and events.



8,000+ DATAPOINTS

Collected for community storm water, drinking water and wastewater assets.

"I am so grateful for everything RCAP Solutions and the Home Modification Loan Program has done for me. My quality of life has greatly improved now that I am able to get up the stairs in my home with the chair lift that was installed."

HMLP Recipient

- Chantel L. Bethea, Women in Action, Inc.
- Clementine Bihiga, Author, Public Speaker, Advocate
- Matthew Mayrand, Glickman, Kovago & Jacobs
- Laura McGee, Keller Williams Realty
- Timothy Morse, Jr., Miles Press, Inc.
- Jessica L. Murdoch, Fitchburg State University
- Sharyn A. Rice, (Former Chair, Retired 2016)
- Karen Slack, Alfonso Real Estate

Consolidated Statement of Activities

<u>Revenue & Support</u>	<u>FY 2016</u>	<u>FY 2015</u>
Rental Housing Assistance Payments	\$24,077,113	\$22,825,875
Program Service Fee Revenue	3,676,815	3,246,604
Administration Revenue	2,862,470	2,569,277
Rental Revenue- HAPCO (Affordable Family Housing)	445,742	427,134
Other Contracts & Grants	58,333	56,920
Rental Assistance Contracts	34,433	38,132
Contributions	81,325	75,866
Total Revenue & Support	\$31,236,231	\$29,239,808
<u>Expenses</u>		
Program Services	28,972,352	27,718,728
Administration	1,632,742	1,828,140
Depreciation & Amortization	258,883	260,084
Total Expenses	\$30,863,977	\$29,806,952
Excess (deficit)	372,254	(567,144)



Client Resources 82%
Admin & Fees 7%
Community Resources 7%
Property Management 2%
Financial Services 1%
Contributions/Other 1%

Putting your tax dollars to work

RCAP has always prided itself on being a careful steward of taxpayer dollars, while acting as champions to our mission. Money that comes to RCAP Solutions converts directly into service for others. Our most recent audit showed that 94% of our budget is spent on program costs.

Why now?

The need for our services is growing on a daily basis, yet funds are shrinking. Many of our funding sources require that RCAP Solutions provide a financial match and to do this, we need your help. Whether the donation is \$10, \$100 or \$1,000, your support will make a difference in the lives of others.

Donate Today - Support Families!

Help us to provide local families with safe and affordable housing; and to assist small, rural communities in providing healthy and clean drinking water to residents in the northeast.



Visit www.rcapsolutions.org/donate

RCAP Solutions is exempt under section 501(c)(3) of the Internal Revenue Code.

Corporate & Financial Services Center | 205 School Street, Suite 401 | Gardner, MA 01440
Client Services Center | 12 East Worcester Street, 2nd Floor | Worcester, MA 01604
Toll Free: (800) 488-1969 | www.rcapsolutions.org