

Story Sharing: Forming Connections

By Robert E. Morency, Ph.D., Water Resources Specialist

In 2002, the field staff at RCAP Solutions was asked to attend and participate in a National Training Institute in San Diego, California, sponsored in part by our sister non-profit organization, the Rural Community Assistance Corporation. The theme of the Conference was "Voices from Rural America: Sharing our Stories." For me, some of the most valuable parts of that conference were the opportunities for gaining understanding of community issues by listening to what others had experienced and learned. While listening and trying to visualize the events in the stories, I gained a greater understanding of similar situations in which I had been involved.

"Sharing Story," as the conference planners used the term, arises from a Hawaiian tradition of a way to connect with family, neighbors, friends and strangers, alike. When one takes the time to sit down and try to become comfortable with someone, or to spend time with someone who has enough interest in your affairs to spend their time with you, storytelling becomes an important part of what happens. You can instantly feel akin to another by hearing about some situation in which they might have found themselves, relating to it, and either feeling relieved that it didn't happen to you, or else nodding in agreement, having been there once yourself.

Problems Can be Resolved

In this issue of *From Watershed to Well*, the staff of RCAP Solutions is pleased to present a selection of stories from

A Case Study in Regionalization:

The Village of Fair Haven, NY

By Christian A. Nill, Senior Water Resources Specialist

The challenge of meeting our rural environmental infrastructure needs can be a daunting one for many communities. Everywhere the bottom line in garnering public support is the same: *What will it cost me?* Yet by adopting a regional perspective, significant long-run cost economies may be achieved. The *regional approach* is often the best approach in dealing with some of the most difficult wastewater management problems.

The project represented in this case study is a work in progress, yet it illustrates the gamut of activities and services that RCAP Solutions offers to communities in support of regional infrastructure initiatives. The RCAP Solutions team can often serve as a vital resource for local decision-makers, and a prime catalyst to help move the project development process forward.

The Situation

The Village of Fair Haven is a community of some 850 people situated along the edge of Lake Ontario at Little Sodus Bay. (See map on page 3.) Besides the permanent residents, there is a quite significant seasonal population living around the bay during the summer months. The village has been threatened with a regulatory consent order to address the problem of coliform contamination and phosphorus loading of Little Sodus Bay from suspected septic system failures in the Village. The origin as well as



Village meeting, Fair Haven, NY

continued pg. 2

continued pg. 2

“Story Sharing”

from pg. 1

communities in which we work throughout the Northeastern USA. Most of the stories deal with the struggles of small rural communities, as they seek to find ways to solve problems related to water and wastewater service. In some cases, the communities are quite capable of bringing the resources to the table and the project goes smoothly (more or less). In other cases, snags develop and plans have to be changed, which can become a challenge, especially when getting to the point where the difficulty arose had been painful in itself. Problems such as schedule delays, while vexing enough in terms of progress, can have devastating effects, especially in times when contractors have plenty of work and bidding is higher than originally estimated those many months ago. The town hasn't borrowed enough money, and they don't have the authorization from the voters to do so.

Now what do we do? There are success stories where communities have come together to solve persistent public health threats. The stories of how community leaders came to understand their capabilities and potentials are sometimes the most stirring, since it is not just the project being described that is significant but that future problems and challenges stand a better chance of being solved in less time, due to past learning. In building a community's capacity, the benefits are widespread and are all-inclusive.

Thanks for spending your time reading our newsletter; and allowing us to “share story.” We hope

you find the stories valuable, no matter if you're in the discovery, planning, or implementation phase of a project, or are just looking for examples of what we at RCAP Solutions bring Resources, Communities and People together for our sense of place, the public health and the environment. ■



“A Case Study in Regionalization”

from pg. 1

the extent of contamination have been a source of contention between state regulatory authorities and the village, but nevertheless the consent order has been hanging over the heads of local property owners for over 12 years. The NYS Dept. of Environmental Conservation views public sewerage as the only viable alternative that would insure the long-term protection of area water resources. The waters of Little Sodus Bay are classified as **Class B: Primary Contact Recreation** (i.e., swimming). Indeed, recreational water resources are the very lifeblood of the community.

RCAP Solutions was asked to assist the Village of Fair Haven and the Water and Sewer Authorities of Cayuga and Wayne Counties, to see if a way could be found to win local support for a proposed regional sewerage project, and to achieve the Village's incorporation in said project.



from L to R: Loren Geer (former Mayor), Bruce Hudson (Deputy Mayor), Walt Krehling (Trustee), Bill McVea (Mayor of Fair Haven, not pictured, Dan Roberts (Trustee).

RCAP Solutions technical providers were requested to meet with local and county officials to help map a strategy toward these ends. Once local support for the proposed project is on a firm footing, then the RCAP Solutions team would proceed to assist the village with a variety of supporting activities, including funding applications, possible income survey, and review of engineering plans.

RCAP Solutions' Assistance

During the mid 1990's, we assisted local officials as they tried to find a cost-effective way to satisfy the terms of the NYS DEC consent order. An engineer was retained by the Village to develop a facilities plan for a wastewater collec-



tion and treatment system for the community. RCAP Solutions helped assemble funding applications such as the one for RECD's (now USDA Rural Development) water and waste loan/grant program. Before the funding strategy could be pursued further, however, the village agreed with NYS DEC that it would implement an aggressive septic system monitoring program to identify and correct specific failures in the community. This program was in fact implemented with considerable success over the ensuing years, but did not result in any change with respect to the community's regulatory status.

Since June of 2003, we have undertaken the following activities:

- Reviewed engineering documentation;
- Met with local and county officials to plan strategy;
- Developed a viable funding strategy for project financing;
- Helped organize and facilitate a major public informational meeting held in September, 2003;

- Helped local officials plan and execute an income survey to establish potential eligibility for various funding sources (in progress);
- Developed a budget justification to help secure an additional \$1.5 million in matching grant funds;
- Developed and submitted an application for a \$500,000 grant from New York's Financial Assistance to Business (FAB) program;
- Organized a local sewerage task force comprised of village board members and local volunteers.

The active participation of the RCAP Solutions team (among many other elements) has helped to get the Village of Fair Haven "off the mark" in pursuit of a sustainable, cost-effective wastewater management solution. The fruit of our efforts will likely be seen in years to come in the form of enhanced potential for economic revitalization, community pride, and quality of life for all. ■

eBulletin, A Resource for Small System Decision Makers

an announcement from the RCAP Network

The Safe Drinking Water Trust eBulletin is a free online publication dedicated to providing staff and board members of small rural water utilities the management tools and regulatory information they need to successfully run their system.



Every three weeks starting in June, subscribers will receive an e-mail bulletin containing informational articles on practical subjects written in plain English. The eBulletin will also put a wealth of information as well as financial, managerial, and technical resources at the subscriber's fingertips. We respect personal privacy, so rest assured that personal information and e-mail address will not be shared with others and subscribers may unsubscribe at any time.

This valuable tool is offered at no cost. To register, simply go online and fill out your subscription: www.watertrust.org.

The Safe Drinking Water Trust eBulletin is brought to you by the Rural Community Assistance Partnership, a nonprofit organization dedicated for over 30 years to providing rural communities with technical assistance and training related to drinking water, wastewater and solid waste systems.

The Lawrence Brook Watershed Partnership Project, Central NJ

By Mark Hommer, Water Resources Specialist

RCAP Solutions is currently working with the Lawrence Brook Watershed Partnership, a volunteer grassroots, local environmental protection and advocacy group to coordinate a project involving drinking water source protection through soil erosion control at Farrington Lake, a source of drinking water for the City of New Brunswick as well as the small community of Milltown (population 7000).

We are forming working relationships involving the New Brunswick Water Authority, the Township of North Brunswick, the Lawrence Brook Watershed Partnership, and the Public Service Electric and Gas Utility Company to acquire and utilize New Jersey Department of



Gully created by storm erosion

Environmental Protection section 319 (h) non-point source pollution funding grants. These funds will be used to remediate a forested area that has been eroded due to residential storm water outfall that flows into Farrington Lake. This erosion has caused substantial amounts of soil to be deposited in the Lake, and has degraded

the water quality in this critical surface drinking water and recreational water source.

“The Gully”

The area of erosion is within an active and passive recreation community park. This park is parallel to Farrington Lake and also serves as a water quality protection buffer zone. Decades of storm water erosion has formed a

very steeply sloped gully (in some places 60% grade) that is approximately 100 yards long, and occasionally 25 feet deep. In some parts of the gully, all of the overlying soil has been eroded and the underlying shale layer is clearly visible. The root systems of numerous large trees have been undermined by soil erosion and have fallen into, or are about to fall into, the gully, exacerbating the instability of the surrounding soils.

In places, the edge of the gully is undercut and unable to support the weight of a person from above, a danger that may not be



Storm drain outfall

readily noticed by a visitor to the park. This combination of conditions in and around the gully represents a significant overall safety hazard to the many users of the park, and is an area of potential liability for North Brunswick Township.

Creating Solutions

Preliminary ideas for remediating the area of erosion involve filling in the gully with rip-rap rock, stabilizing the steepest slopes with gabion blankets, and using much



Gully undercut and exposed root systems

less costly geo-textile fabrics where possible and practicable. Consideration is also been given to add a layer of soil on top of the rip-rap in order to allow re-vegetation of the scarred area. Also being considered is the construction of a series of underground re-infiltration chambers prior to the water entering the remediated area. These chambers will reduce the total volume and velocity of storm water that has caused the initial erosion.

In addition to the actual land remediation, a plan is being devised to reduce the amount of storm water runoff within the residential area served by the storm drain outfall through the use of water conservation, water reuse/recycling techniques, and stormwater best management practices. Some of the best management practices being considered involve:

- retrofitting storm drain catch basins to incorporate devices to reduce the amount of settleable solids and hydrocarbons that now directly flow into Farrington Lake,
- educating homeowners on methods to reduce the impact of impermeable surfaces around their homes by incorporating rain gardens for roof downspout water infiltration, grassy pavers for use in constructing driveways and sidewalks, and rain barrels for use in rainwater detention and
- recycling for non-potable uses around the home.

Preliminary estimates for this project are \$400,000-\$500,000 and will likely involve multiple successive grant funding cycles. ■

Versailles, NY: Doing What Needs to be Done

Catherine Rees, Water Resources Specialist

The hamlet of Versailles is a small rural community, situated in the Town of Perrysburg, which is located in the northwest corner of Cattaraugus County, New York. A close-knit community, Versailles is comprised of approximately 60 private residences. It is bounded to the east by the Cattaraugus Creek and to the north by the Seneca Nation of Indians' Cattaraugus Reservation. In addition to the residences, there also exist: one community center, one church, one post office, one fire hall, and one small business.

The area has a very long history of poor water quality and quantity. Despite the presence of mostly poorly drained soils and exceptionally small lot sizes, private onsite water supplies and sewage disposal systems currently serve all properties. In years of normal precipitation, many of the shallow wells run dry during summer months and they require water conservation all year round. During the summer of 2000, a year of above average precipitation, many of the wells were still experiencing yield problems. Of even greater concern to area residents, however, is the documentation of widespread contamination. These conditions severely impact the quality of life for Versailles residents. Letters received by the Town included the following comments:

"We have to shower at our renter's home. Drag dishes and clothes back and forth. Carry every bit of

water we use. This is a hardship many people would have given up long ago. My grandchildren cannot stay over. The only thing that keeps us going is the thought that some time we may get water to our home and I could really start to live a normal life."

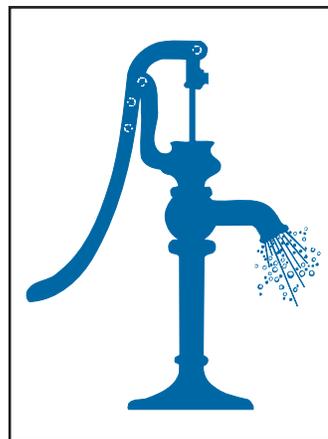
"We need to bring water in jars to have for cooking, cleaning, drinking and for the toilet. It is sad in our country that my neighbors have to bathe in the local creek."

"The community hall in our settlement

serves the community for its many functions (i.e. wedding receptions, etc.) Water is a problem again. Those renting the hall have to be informed that the water is safe for flushing and scrubbing floors only. Any water for human consumption must be brought in."

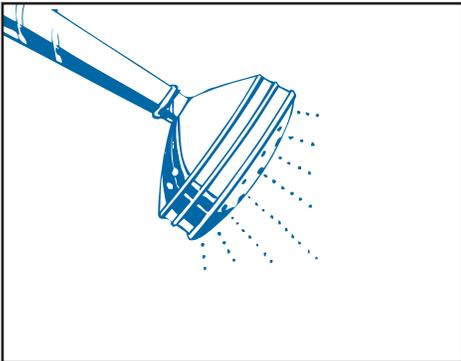
"A community such as Versailles without a safe source of water

continued pg. 6



Doing What Needs to be Done

from pg. 5



makes it almost impossible to sell property. It is also very hard to rent property. If public water can be made available, the value of all the property will increase....To me the most important thing that would be gained if public water is made available would be the safety of my family's health...."

"Don't Drink the Water"

Due to the detection of *E. coli* bacteria in local water samples in April and May, 2000, the Cattaraugus County Health Department initiated a community-wide sanitary survey of septic systems and drinking water wells. The results were alarming in that 75% of the supply samples showed coliform bacteria present and one-third of these were confirmed positive for *E. coli* (indicating direct sewage pollution). As a result, most of the homes have been advised to cease any



consumption of their water without proper disinfection or to purchase bottled water for drinking and food preparation.

Finding Solutions

The Perrysburg Town Board pledged to investigate the costs associated with the construction, operation and maintenance of a water district and to search for financial assistance to make the project affordable for the residents of Versailles. With assistance from RCAP Solutions, the Town issued a Request for Proposals (RFP) to secure the services of a qualified engineering firm to prepare a preliminary engineering map, plan, and report of suitable detail and completeness for approval by the project funding and regulatory agencies. RCAP Solutions also helped the community secure funding through the Southern Tier West Development Foundation for half of the costs incurred for the preliminary engineering report (PER). Following the completion of the PER, RCAP Solutions assisted the Town with conducting several public meetings and undertaking an income survey.

RCAP Solutions also assisted the community with Drinking Water State Revolving Fund (DWSRF) hardship applications, completion of the State Environmental Quality Review (SEQR) process and facilitating final loan/grant applications. The SEQR process included coordinating two additional studies by separate consultants for an archaeological survey and an Endangered Species and Wetlands Survey. The Town



formed the required Water District and the support from the community was overwhelming. The Town recently (April, 2004) received a DWSRF hardship confirmation letter for a \$900,000 grant and a \$300,000 interest-free loan for a 30 year term. This needy project may finally move forward with engineering design and construction. ■

What is a boil water order? Any occurrence that compromises the microbiological purity of drinking water served by a public water distribution system requires the issuance of a boil water order by either the utility providing the service or the local regulatory authority (i.e., county health department or regional office of the Department of Environmental Protection). This order would be issued on a precautionary basis if the threat to bacteriological water quality is suspected, but not confirmed. Boiling drinking water at risk of contamination vigorously for a least one full minute can render it safe for human consumption.

- **Water should be brought to a rolling boil for at least one minute to kill infectious agents**
- **Or use bottled water**

courtesy of the Broward County FL Health Department
http://www.browardchd.org/Hot_Topics/BOIL.htm

Recycling in Cornish, NH

By Patrick Pinkson-Burke, Solid Waste Specialist

The Town of Cornish, NH, population 1,661 (census data 2000), is located on the western side of NH along the banks of the Connecticut River approximately 60 miles north of the NH/ MA border. The town began a recycling program in 1977 that has been run and operated by volunteers. It was one of the first recycling programs in NH. Still only using volunteers, it continued



Cornish recycling center

building, managing and operating the facility from 1977 to 2001. In January 2001, the solid waste specialist from RCAP Solutions was asked to assist with a transition from a volunteer-run recycling center to a facility operated by the town highway department.

From the start, the recycling center has always separated materials by source—i.e. recyclables had to be sorted into three colors of glass, three types of plastic, five types of paper and three types of metal. This made it easy for the volunteers to market the materials, but difficult for the public to handle them. Consequently, only a small portion of the local populace utilized the facility. RCAP Solutions recommended that the town explore other methods of collection. During the past three

years, the town has gone from collecting 14 separate items to collecting three mixes: mixed glass, mixed containers and mixed fiber (paper). This has simplified the collection process, reduced the handling of materials, increased the quantities collected and made it easier for the public. Traffic using the facility has gone from under a thousand vehicles per year to over seven thousand!

Because of the volunteer operation of the facility, it was never permitted for operation by the State of New Hampshire Department of Environmental Services. It had no certified operator, as required by State rules. Since the change in management, RCAP Solutions is currently working with the town to get a permit and to make sure the facility is overseen by a certified operator. In addition, over the past three years RCAP Solutions has helped distribute over 250 compost



Goal: recycling motor oil

bins to residents of the town, helping reduce the volume of waste sent for disposal.

RCAP Solutions will continue to assist this community for the near future. The town is looking at collecting used motor oil for recycling and has asked for RCAP Solutions' assistance in getting a state grant to build a collection center. ■



Sorting sheds, Cornish

Prattsville, NY: Funding Shortfalls

By Candace Balmer, Water Resources Specialist

In an effort to avoid the high cost of filtering their drinking water, the City of New York obtained a waiver from US EPA's Surface Water Treatment Rule, on the condition that it would take specific measures to reduce discharges in the watersheds whose reservoirs serve the City. One of these measures was to help fund the upgrade of existing wastewater treatment plants in the watersheds, and also, to construct new wastewater plants in the most sensitive areas.

Prattsville, at the mouth of the Schoharie reservoir in Greene County, is one such community.

Unfortunately, while the first block grants given out to watershed communities by the City were sufficient to cover construction costs, in the case of Prattsville, the City was not so generous. After the project was repeatedly scaled back from the original design of about \$11 million to an estimated cost of \$8.6 million, the City committed to paying \$8.2 million in 1999, leaving an estimated shortfall of \$400,000. The project is scheduled to go to construction next in

the Spring of 2005. No provisions were made at the time to account for rising construction costs, so that the \$400,000 shortfall in 1999 will be significantly larger in 2005. The project has not gone out to bid yet so it is still uncertain how large the shortfall will be. If the bids come in too high, the Town plans to simply cut out sections



Downtown Prattsville



until the construction costs meet the available block grant amount.

Another shortfall is in the area of household service connections and other laterals. As it stands now, unlike most of the other communities that the City has funded, there will be nothing left over to pay for sewer laterals. Homeowners and businesses will bear these costs individually; it is estimated that the average cost for an individual residential lateral will be \$4,000-5,000.

It is difficult to obtain community support for any sort of municipal loan because residents feel that, since most of the other communities in the watershed received block grants sufficient to cover construction costs, Prattsville should not be expected to pay either.

RCAP Solutions, Inc. is helping the community apply for a \$400,000 Community Development Block Grant (CDBG) through the Governor's Office for Small Cities. These funds, if awarded, will be used to pay for

individual sewer laterals for low-income homeowners who qualify for assistance under the CDBG program guidelines. RCAP Solutions has helped the Town to: conduct an income survey and summarize the survey strategy and findings; negotiate with Greene County Planning to write the CDBG application; and interact with engineering consultants and funding agency personnel. RCAP Solutions has also helped the Town investigate loan options and potential homeowner costs for different loan scenarios. ■



Looking across the river to Prattsville's center

Wastewater Treatment: Laboratory Quality Assurance Manual

Northumberland, NH

By Sharon Ostrander, Water Resources Specialist

While RCAP Solutions was meeting with the Town Manager on an unrelated matter, the conversation turned to what else was happening in town. The official produced a letter detailing a list of actions that demanded immediate attention.

Among other things, The Town of Northumberland, New Hampshire was confronted with possible fines and an Administrative Order from the New Hampshire Department of Environmental Services (NH DES) for violations of the Town's National Pollutant Discharge Elimination System (NPDES) Permit. Due to "chronic and serious quality assurance issues", the NH DES had given Northumberland a requirement to create a Standard Operating Procedure manual by June 1, 2003 (three weeks from our initial meeting).

One of the principal comments from the State was that Northumberland was to seek assistance preparing a *Quality Assurance Manual for Laboratory Procedures*. A Quality Assurance Manual for Laboratory Procedures sets the guidelines for ensuring that a system's laboratory results are dependable and defensible. The manual also describes the laboratory procedures such that anyone entering the laboratory for the first time can easily continue with the same level of performance and reliability as the former laboratory technician.

Creating Acceptable "Quality Assurance" Procedures

RCAP Solutions consulted with the Town Manager, wastewater operators, and the NH DES during the preparation of the Quality Assurance Manual to assure it met the needs of all parties. The

wastewater operators were interviewed to collect information on the daily laboratory routine. The operators were educated on proper analysis and sampling procedures and given tips on ensuring representative sample collection. The laboratory equipment was

inventoried and their operation and maintenance manuals consulted for the equipment maintenance and trouble-shooting section of the Quality Assurance Manual. A review of and instructions on completing the Monthly Operating and Discharge Monitoring reports was also done.

RCAP Solutions frequently consulted with the Compliance branch of the NH DES to ensure that the Quality Assurance Manual contained all of the required information. Proper citation was given for US EPA approved Wastewater Analysis Procedures and laboratory bench sheets were developed for each analysis, with the guidance of the NH DES.

Once the information was collected, a draft of the comprehensive laboratory procedures manual was developed in time to meet the NH DES deadline. The manual included sample collection, analy-

continued pg. 10

TABLE OF CONTENTS

A.	Laboratory Water Quality	1
B.	Reagent Quality	1
C.	Quality Control	2
D.	Sample Collection Procedures	6
E.	Sample Handling Procedures	7
F.	Equipment Calibration	9
G.	Analytical Procedures	10
H.	Data	12
I.	Preventive Maintenance Procedures and Schedules	14
J.	Corrective Action Contingencies	14
Appendix A.	Bench Sheets	15
Appendix B.	Preparing Spikes	18
Appendix C.	Preparing Standards	19
Appendix D.	EPA DMR Reporting Guidelines	20
Appendix E.	Reporting of Non-Compliance	A

Quality Assurance Manual from pg. 9

sis, and reporting procedures tailored to the Northumberland system. The NH DES was given the draft copy for review to ensure that all requirements were met before the document was finalized. Based on NH DES recommendations, needed corrections were made. RCAP Solutions supplied electronic and hard copies of the completed manual to the Town Manager and the wastewater operators. The NH DES was pleased with the Quality Assurance Manual produced and asked that RCAP Solutions assist in the development of manuals for other small wastewater systems.

The Outcome

As a result of the manual, operators of the Northumberland Wastewater system improved their sampling, analysis, and reporting procedures and the NH DES acknowledged significant improvements in these areas. RCAP Solutions has continued working with the Town of Northumberland, helping them to negotiate the terms of their Administrative Order and assisting the Town's engineer with the upgrade of the system. RCAP Solutions will continue to work with the community to assist with resolving any remaining issues with the wastewater collection and treatment system. The remaining issues are centered on improving the operations and maintenance of the system. ■

Stimulating Community Development

by Robert E. Morency, Ph.D., Water Resources Specialist

One of the principal challenges facing a community, and those who wish to be of assistance to it, is stimulating a sense of cooperation and commitment. So, in the spirit of all our RCAP Solutions technical assistance providers and the communities they serve, here is an old tale about "community development".

Once upon a time one Spring, late in the afternoon, a wanderer came into a village. When he noticed that the sun was getting low and that his stomach was beginning to growl, he decided to ask the people of the village if they had any food to spare. Since it was before the time when vegetables would be planted, food stocks would be at their lowest. But the village was well cared for, and he judged that the people were of a generous and civic-minded nature.

When he went from door-to-door to ask people for food, he was told, "Please move on because there isn't a morsel left in the whole village." Resources were stretched thin, and even the early peas hadn't come up. After stopping at every house in the village, he went to the edge of town and pulled out a large pot, and set it down while he went to gather firewood. After he had finished loudly breaking up the sticks (which drew the attention of the villagers), he went down to the stream and filled the pot with water.

While he had been going about his business, several people came out of their houses to watch. When he had returned with the water, he took out a round river stone from a bag, and placed it in the pot. He lit the fire under the pot, and as the water began to simmer, he sniffed the "broth." One villager asked him what he was doing, and he said that, upon

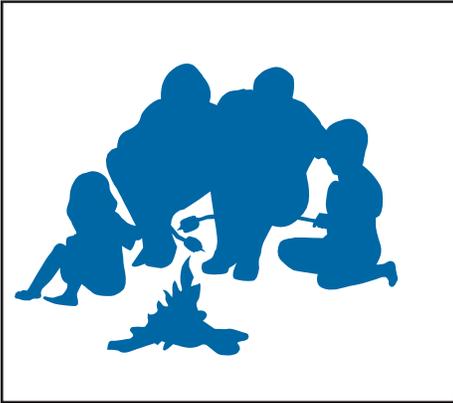
learning that there was no food to be had in the whole town, he had decided to make a batch of stone soup to share with them.

After sniffing the broth, he said, "What a

wonderful soup this will be." One woman from the village heard him, and then said "Don't be silly, any good soup needs carrots. I have a few; I'll bring them and you be sure to add them to the soup!" She returned, and he cut them up and added the carrots to the soup.

A man saw what had happened and went home and brought some chicken that he had been saving for supper that night and gave them to the wanderer, who sliced





the pieces and threw them in. And so on, and so forth, until the pot was full of carrots, chicken, potatoes, onions, mushrooms, and spices that the villagers managed to find around their houses. So, a delicious meal was prepared, and to everyone's delight, there was joy and renewed hope spread throughout.

The villagers were so pleased that they offered to buy the special stone that had made such a wonderful soup broth. The wanderer refused to sell it, and moved along the next day. However, he told one young villager how to find just the right sort of stone to use, and next year, when the food stocks were getting low again, the youngster brought out his stone, and there was a soup feast again, same as the first year. It became a tradition in the village, and the stone was kept in a safe place, to be used every year to make a fine stone soup.



Combined Efforts in Bolton, MA

An interview with RCAP Solutions' Vice President Paul Teixeira

How did RCAP Solutions become involved with Bolton, Massachusetts?

PT: That's a good question. I wasn't around at the time everything began, but typically what happens is that there's a group of local folks who want to develop some elderly housing. In order to do that, depending upon the type of funding, the town needs to partner with a local non-profit sponsor. The local non-profit is eligible to apply for the funding. That's what happened in this case...

We were the local non-profit. We've done six [HUD 202 projects], so this was a logical choice.

Would you tell us a little bit about the project?

PT: It's twenty eight units of elderly housing, with ten percent of the units being accessible and designed for physically challenged tenants.

What have we found that we can do to help Bolton?

PT: As we sit here, the complex is about twenty percent complete. The main thing is that we were able to partner with the

town and capture the funding from HUD...\$2.3 million. We've worked very closely with them the last few years. The result of that is obvious to us now: the complex is being built.

Is this type of cooperative project available only in Massachusetts or would it be possible in other parts of our service territory?

PT: This particular program, the HUD 202 program, is a federally funded program that is available in every state in the country.

Who would people contact to learn more about our activities in this area?

They can contact me: Paul Teixeira, 800-488-1969 ext. 265 or via e-mail: pteixeira@rcapsolutions.org



In This Issue...

Story Sharing: Forming Connections..... 1
A Case Study in Regionalization: The Village of Fair Haven, NY 1
eBulletin, A Resource for Small System Decision Makers.....3
The Lawrence Brook Watershed Partnership Project, Central NJ.....4
Versailles, NY: Doing What Needs to be Done5
Recycling in Cornish, NH.....7
Prattsville, NY: Funding Shortfalls8
Wastewater Treatment: Laboratory Quality Assurance Manual, Northumberland, NH9
Stimulating Community Development10
Combined Efforts in Bolton, MA.....11

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