RCAP Solutions positively impacted over 375,000 individuals in FY2018, serving New England, New York, New Jersey, Pennsylvania, Puerto Rico and USVI.

**One Amazing Year**

### Crisis Response

In the past year, natural disasters affected people both in the Caribbean and Massachusetts. From Puerto Rico to Worcester County, RCAP Solutions was there to help.

**Puerto Rico Hurricane Response:**
- 87 Communities Assisted
- 26.6K Residents Helped

**Worcester, MA Hurricane Evacuee Response:**
- 66 Local Evacuee Families received
- $161k In financial aid to prevent homelessness.

**Webster, MA Tornado Response:**
- 7 FAMILIES Received emergency help

### Professional Drinking Water and Wastewater Staff

- 985 of technical topics from 50 highly customized workshops and trainings.

### Thank you, for your fine well assessment program! A member of your team came to my house and helped me learn more about my well and how to protect it. She gave us a detailed report and recommended some simple, low cost steps that can give us an idea if anything is getting into our well. She explained how well water can get contaminated from nearby activities not even on our property. We learned about the risks from our abandoned well and that the well filled in to prevent any contamination. We live in an older house and it was so helpful to learn more about our water source and how to protect it.

Private Well Assessment Recipient, New York.

### Rural Community Resources

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

$25.3m Leveraged 343% Increase in dollars leveraged over FY17

For 185 small, rural communities, serving a population of 325,742 residents, with improved public health outcomes.

### Housing Resources

Providing a wide range of affordable housing, homelessness prevention, workforce development, family unification and sub-sufficiency services for people of every age and ability.

37k Calls taken 425% Increase from FY17

Number of calls taken by Housing Consumer Education Center staff, the first point of entry for clients needing housing and emergency assistance.

### $1.1m in Home Modification

Loans were provided to 37 caregiving families in central Massachusetts for structural home improvements.

$8,371,285 in loans have been provided to 356 families since 2000.
Sources of Income:

<table>
<thead>
<tr>
<th></th>
<th>FY 2018</th>
<th>FY 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rental Housing Assistance Payments</td>
<td>$25,845,272</td>
<td>$25,012,681</td>
</tr>
<tr>
<td>Program Service Fee Revenue</td>
<td>4,368,159</td>
<td>3,779,812</td>
</tr>
<tr>
<td>Administration Revenue</td>
<td>2,920,918</td>
<td>2,896,136</td>
</tr>
<tr>
<td>Rental Revenue - HAPCO (Affordable Family Housing)</td>
<td>460,846</td>
<td>455,843</td>
</tr>
<tr>
<td>Other Contracts &amp; Grants</td>
<td>25,322</td>
<td>19,028</td>
</tr>
<tr>
<td>Rental Assistance Contracts</td>
<td>37,277</td>
<td>38,578</td>
</tr>
<tr>
<td>Contributions &amp; Donations</td>
<td>162,378</td>
<td>44,828</td>
</tr>
<tr>
<td><strong>Total Revenue &amp; Support</strong></td>
<td><strong>$33,820,172</strong></td>
<td><strong>$32,246,906</strong></td>
</tr>
</tbody>
</table>

Impact Report 2018

Boards of Directors

Chair: Heather Durnai, Commonwealth Bank
Vice Chair: Matthew Maynard, Glikman, Kovago & Jacobs
Immediate Past Chair: Laura M. Downs, Montan Down Associates, Inc.
Treasurer: Timothy Morse, Jr., Miles Press, Inc.
Director: Chantal L. Berthea, Women in Action, Inc.
Director: Laura McGee, Afoner Real Estate, Inc.

Leadership Team:
Karen A. Koller, CAE, President & CEO
Bill Miralle, MD, Executive Vice President
Brian Scales, Vice President & Chief Capacity Officer
Emily Burnside, Vice President of Human Resources
Alyssa Glineman, Director of Finance
Linda Kinnon, Chief Elderly Services Officer & Director of Property Management
Maureen A. Bradac, Director of Rental Assistance
Nancy McCaffrey, Chief Communications Officer
Scott Maloney, Chief Community Services Officer & Director of Rural Assistance
Tracey Weeden, MSA, LICSW, Director of Counseling & Homeless Services

RCAP Solutions 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.

For nearly 50 years, RCAP Solutions has provided safe, affordable housing to Worcester County families along with resources for rural communities to ensure that their residents have clean, healthy drinking water throughout New England, New York, New Jersey, Pennsylvania, Puerto Rico and U.S. Virgin Islands.

RCAP Solutions is an organization that lives its mission every day. We often do this by helping others in times of crisis. In addition to disaster assistance, we provide a number of vital rural community and housing programs on a daily basis. RCAP Solutions is on the front lines helping those most in need.

Help us to provide safe, affordable housing and ensure residents in rural communities have access to clean, healthy drinking water and appropriate wastewater and solid waste solutions. Visit www.rcapsolutions.org/give for more information and to make a donation.

Please give. You can make a difference today.