

Member Spotlight



Karen A. Koller, CAE

President & CEO, RCAP Solutions

Established in 1969 (as Rural Housing Improvement), RCAP Solutions has been helping individuals, families, communities, and small business owners with a wide range of housing and other beneficial services for almost a half a century.

RCAP Solutions is a comprehensive and complex 501(c)(3) tax exempt corporation. With its headquarters in Worcester, a corporate office in Gardner, and additional offices and staff located throughout the northeast and Puerto Rico, RCAP offers many diverse and supportive programs and services, which are divided into four key areas: assisting communities, providing affordable housing, client resources programs, and lending.

How did you come to work at RCAP Solutions?

"I began my career in retail working for my father, and then on to several other positions in human resource & supervisory management until 1986, when I became the President & CEO of the Greater Gardner Chamber of Commerce and found my calling in the nonprofit sector.

My years at the Chamber then led me to RCAP in 2001, after the passing of its former leader of 26 years and during a time of serious economic uncertainty. Since then, I have been working with my skilled staff on a number of projects including the creation of a loan fund, now incorporated as "RCAP Financial Services, Inc." as well as our recent expansion into Worcester MA."

What is the size and service deliver are of your organization?

"As the Northeast affiliate of the six-member national RCAP Network, which focuses its interests on rural water-related and infrastructure issues, our service delivery area stretches across all six New England states, New York, New Jersey, Pennsylvania, Puerto Rico, and the U.S. Virgin Islands. RCAP Solutions is also the Worcester County affiliate of The Regional Housing Network of Massachusetts, which delivers progressive, affordable housing solutions and education to families and individuals in every community throughout the state."

How does RCAP Solutions help businesses in the area?

"We offer economic development opportunities through education and training and are a partner of the Worcester Business Resource Alliance (WBRA). Through WBRA we have



partnered with the City and others to provide local employers with information, resources, workshops, and other programs to help their business succeed. RCAP Solutions is an active member of the Worcester Regional Chamber of Commerce, and finally, RCAP Solutions Financial Services is the only certified SBA micro-lender for Worcester County, which enables us to provide loans to small businesses in underserved markets that typically are not eligible for loans through the traditional resources.”

How does being a member of the CMWIB help your organization?

“The CMWIB’s mission to promote job readiness, skill advancement and promoting economic wellness through the region aligns perfectly with our mission to foster personal and public self-reliance and improve the quality of life for individuals, families and the communities in which they live.”

What would you like other Board members to know about your organization?

RCAP Solutions is ready to take on new challenges, deal effectively with the variety of issues being faced today in our society including foreclosures, affordable rental housing, economic sufficiency, family societal issues, and training for the new workforce. We continue to focus on supporting rural communities to ensure they have safe and sustainable drinking water and sanitary wastewater disposal.”



If interested in being interviewed for the Central Connection Member Spotlight, please contact Sean McGauley at McGauleyS@worcesterma.gov.