PAVING THE PATH FORWARD!







RCAP Solutions

2023 IMPACT REPORT

ABOUT OUR ORGANIZATION



MISSION

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

VISION

A world made up of strong and resilient communities and individuals, confident in their potential and with ownership of their success.

WHERE WE WORK

RCAP Solutions is the Northeast and Caribbean affiliate of the Rural Community Assistance Partnership (RCAP), which offers water, wastewater, and economic development programming. As such, we provide services in all six New England states, New York, New Jersey, Pennsylvania, Puerto Rico, and the U.S. Virgin Islands.

In addition, RCAP Solutions serves as the Worcester County Housing Consumer Education Center (HCEC), providing a wide range of housing counseling and financial services. Furthermore, we administer various voucher programs and manage several affordable apartment complexes for residents across Central Massachusetts.



Community & Environmental Resources Service Area (Northeast and Caribbean)



Housing Resources Service Area (Central Massachusetts)

Headquarters Office

Affordable Housing Property

LETTER *from* THE CHAIR OF THE BOARD AND THE PRESIDENT & CEO

Dear friends,

In 2023, RCAP Solutions continued to gain momentum as we shifted our focus from the pandemic and began to strategically plan for the next phase of our organization. Navigating the dynamic landscapes of our service industry, it is essential to assess our current position and anticipate our future direction.

In Central Massachusetts, our homelessness prevention financial assistance programs were reduced due to the expiration of federal programs created to support those affected by the pandemic. Anticipating this change, we cross-trained our staff members in other areas, allowing us to avoid job reductions. Amid rising housing costs and a challenging rental market, **our Housing Consumer Education Center's housing search team assisted 426 families in finding affordable housing options**, marking a 64% increase in services from the previous year. Additionally, **our Residential Assistance for Families in Transition (RAFT) financial assistance program increased the maximum aid from $7,000 to $10,000 per year**, broadening support for families in need.

Our Coalition for Safe Drinking Water advocated for new legislation to provide equitable access to safe drinking water for all Massachusetts residents, regardless of location or financial resources. The proposed legislation would enable the Massachusetts Department of Environmental Protection (MassDEP) to establish minimum statewide water quality standards for private wells supplying drinking water.

Our community and environmental team experienced significant growth, expanding our programs and services. This growth resulted in seven new hires, a 27% increase. Consequently, more tribal and underserved communities received technical, managerial, and financial assistance, leveraged funds, and training to secure clean water and infrastructure needs in rural and low-income areas. **This crucial work was carried out in 256 communities across the Northeast and the Caribbean, benefiting approximately 370,000 individuals, with an average community size of 1,447.**

Amid programmatic expansion, staff growth, and new partnership opportunities, it was ideal to prioritize strategic planning initiatives and envision the future of RCAP Solutions. Our enthusiastic board of directors collaborated closely with an engaged management team to address internal and external challenges, successes, and opportunities, positioning our organization for continued success.

We thank you for your continued support and invite you to join us in 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.

With gratitude,



Laura McGee
Chair of the Board



Brian D. Scales
President & CEO

RCAP Solutions positively impacted over 385,000 individuals in FY2023

HOUSING RESOURCES

Serving tenants, landlords, homebuyers, and homeowners, we offer supportive counseling, financial assistance, and subsidized housing/voucher programs. In addition, we manage several affordable housing properties for seniors, families, and individuals with disabilities/mobility impairments across Central MA.

WE PROVIDED
$14,392,184
IN EMERGENCY FINANCIAL ASSISTANCE (RAFT FUNDS) TO ASSIST
3,064
FAMILIES IN NEED

OUR SUBSIDIZED HOUSING PROGRAMS SERVED
3,134
HOUSEHOLDS WITH VOUCHERS, INCLUDING FAMILIES WITH CHILDREN, SENIORS, VETERANS, AND PEOPLE WITH DISABILITIES

124
INDIVIDUALS RECEIVED ONE-ON-COUNSELING IN THE FORM OF FINANCIAL CAPABILITY TRAINING, PRE- AND POST-HOMEBUYING SUPPORT, AND FORECLOSURE PREVENTION SERVICES

426 HOUSEHOLDS RECEIVED HOUSING SEARCH ASSISTANCE

$1,636,790
IN HOME MODIFICATION LOANS WERE BORROWED BY
47 HOUSEHOLDS
SO AN OLDER ADULT OR FAMILY MEMBER WITH A DISABILITY COULD LIVE MORE INDEPENDENTLY

11
HOUSING PROPERTIES MANAGED THROUGHOUT CENTRAL MASSACHUSETTS

361
INDIVIDUALS RECEIVED ENHANCED RESIDENT SERVICES

RESIDENTS INCLUDE:
322 SENIORS
29 CHILDREN
62 PEOPLE WITH DISABILITIES
38 PEOPLE AGED 18 TO 61
451 RESIDENTS TOTAL

Serving New England, New York, New Jersey, Pennsylvania, Puerto Rico, & the USVI

COMMUNITY & ENVIRONMENTAL

RCAP Solutions oversees a number of environmental-focused technical assistance programs. Through these efforts we build capacity to ensure rural communities have access to safe drinking water, reliable wastewater, solid waste solutions, and more.

256
COMMUNITIES ASSISTED

AVERAGE COMMUNITY POPULATION:
1,447
WITH A COMBINED POPULATION OF
370,437
RESIDENTS

40
WATER AND WASTEWATER UTILITIES AND THEIR PIPES MAPPED USING GIS (GEOGRAPHIC INFORMATION SYSTEM) TECHNOLOGY

244
WELL ASSESSMENTS CONDUCTED

240
NO-COST DRINKING WATER TESTS ADMINISTERED
TO ENSURE HOUSEHOLDS WHO RELY ON PRIVATE WELLS HAD SAFE WATER TO DRINK

WE HELPED SECURE
$54,138,686
FOR **44**
WATER AND WASTEWATER INFRASTRUCTURE PROJECTS

ECONOMIC DEVELOPMENT

We work with municipalities and officials to implement comprehensive community and economic development initiatives.

WE HELPED SECURE
$4,161,000
FOR ESSENTIAL COMMUNITY FACILITY PROJECTS (PUBLIC SAFETY, UTILITY SERVICES, ETC.)

EDUCATION & TRAINING

Our diverse education and training curriculum supports many community needs through virtual and in-person housing workshops, environmental education for the water and wastewater sector, and much more.

101 EDUCATIONAL WORKSHOPS HELD WITH **2,470** TOTAL ATTENDEES

FY2023 & FY2022 FINANCIALS

Fiscal year 2023 was a year of sustainability and progress for RCAP Solutions. Our financials showed a significant decrease in annual revenue from $91,606,831 in fiscal year 2022 to $67,791,592 in fiscal year 2023. This reduction was primarily due to the sunsetting of the federal program that provided financial assistance to those impacted by the pandemic. Despite this, we were able to adapt our operations and maintain a strong financial position.

In fiscal year 2023, our operating budget increased by $23,700. This strategic allocation of resources allowed us to maintain our staffing levels organization-wide and streamline operations. RCAP Solutions remained committed to strengthening the services that benefit our communities while prioritizing contract compliance and nurturing relationships with our partners and funders.

During the fiscal year, we continued to build our cash reserves to ensure future stability for the organization. The annual goals for the cash reserves are set by the RCAP Solutions' Board of Directors. We also implemented FASB ASU 2016-02 as required, resulting in a new significant asset and liability on the balance sheet for qualifying leases.

Looking ahead to 2024, the focus will be expanding our capacity by implementing strategic initiatives. Our partnerships with vendors, funders, and financial institutions continue strengthening as we work together through new opportunities and challenges.

RCAP Solutions underwent eleven financial audits during the year, including those for our corporate entity and our affordable housing properties. Our fiscal year 2023 audit, conducted by CohnReznick LLP, resulted in an unqualified opinion with no significant findings or issues of non-compliance. This demonstrates our commitment to financial transparency and accountability. The audit was reviewed and accepted by the RCAP Solutions' Board of Directors in November 2023.

Kenneth D. Reid, CAE
Treasurer

Alyssa Glennon
Vice President & CFO

Revenue & Support	FY2023	FY2022
Rental Housing Assistance Payments	$ 50,471,115	$ 74,310,037
Program Service Fee Revenue	$ 8,694,694	$ 8,981,941
Administration Revenue	$ 3,072,390	$ 2,850,477
Rental Revenue	$ 5,343,649	$ 5,166,811
Other Contract & Grant Revenue	$ 112,352	$ 147,962
Rental Assistance Contracts	$ 28,979	$ 29,459
Contributions & In-Kind Donations	$ 68,413	$ 120,144
Total Revenue & Support	$ 67,791,592	$ 91,606,831

Expenses	FY2023	FY2022
Program Services	$ 64,724,014	$ 86,970,102
Administration	$ 2,502,149	$ 3,333,513
Depreciation	$ 1,087,885	$ 1,074,057
Total Expenses	$ 68,314,048	$ 91,377,672

Change in Net Assets	– $ 522,456	$ 229,159
Net Assets at Beginning of Year	$ 2,090,364	$ 1,861,205
Net Assets at End of Year	$ 1,567,908	$ 2,090,364

SOURCES OF SUPPORT

Network Partners

Rural Community Assistance Partnership (RCAP)
Northeast and Caribbean affiliate, covering all six New England states, New York, New Jersey, Pennsylvania, Puerto Rico, and the U.S. Virgin Islands

Regional Housing Network of Massachusetts (RHN)
Worcester County affiliate, covering all of Worcester County and several contiguous communities

Additional Partners

The Cadmus Group
The Chris Long Foundation
Community Economic Development Assistance Corporation
Department of Mental Health Rental Assistance Program
Eastern Research Group
Liquid I.V.
The Health Foundation of Central Massachusetts
Maine Drinking Water Program
Massachusetts Department of Environmental Protection
Massachusetts Department of Transitional Assistance
Massachusetts Division of Banks
Massachusetts Executive Office of Housing & Livable Communities
Massachusetts Housing Partnership
Massachusetts Rehabilitation Commission
The Milken Institute
National Community Reinvestment Coalition
NewVue Communities
Rhode Island Department of Health
Rhode Island Infrastructure Bank
Rural Community Development
Rural Utilities Service
Spring Point Partners
Susquehanna River Basin Commission
U.S. Department of Agriculture
U.S. Department of Agriculture Rural Development
U.S. Department of Health & Human Services
U.S. Department of Housing & Urban Development
U.S. Environmental Protection Agency
University of Massachusetts Amherst
Wells Fargo Foundation
Worcester Community Action Council

EXECUTIVE TEAM

Brian D. Scales
President & CEO

Alyssa Glennon
Vice President & CFO

Maegen McCaffrey
Vice President of Marketing & Communications

Josh Bedarian
Chief Housing & Compliance Officer

Jenna Day
Director of Development

Kwame Ofori
Director of Information Technology

Jenn Escobar
Director of Human Resources

2023 BOARD OF DIRECTORS

Laura McGee
Chair of the Board

Tracey Weeden, LCSW/LICSW
Vice Chair

Kenneth D. Reid, CAE
Treasurer

Brian D. Scales
Clerk

2023 DIRECTORS

Carl Allen

Susan Bachman

Julie Carroll

Timothy Grinham

Henry Noël Jr.

MAKE A DIFFERENCE! GIVE TODAY & BUILD STRONG COMMUNITIES!

Visit **www.rcapsolutions.org/donate** to make a donation. You can donate one time or set up a recurring gift!

OR

Scan the QR code on your mobile device or text the word "GIVE" to (844) 580-0877

GUIDESTAR GOLD SEAL OF TRANSPARENCY

Gold Transparency 2024
Candid.

We aim to be transparent about our impact, strategies, and financials. Check out Non-Profit Profile at: **https://bit.ly/RCAPGuideStar**

RCAP Solutions is exempt under section 501(c)(3) of the Internal Revenue Code. Your donation is tax-deductible.



WANT TO SEE *MORE*?

INCLUDING STORIES FROM THE PEOPLE WE SERVE? CHECK OUT OUR FULL REPORT ONLINE!

SCAN ME!

STAY IN TOUCH!

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