



Established in 1978, Rural Community Assistance Corporation (RCAC) is a private nonprofit that provides environmental infrastructure assistance and training in 15 Western states: Alaska, Arizona, California, Colorado, Hawaii, Idaho, Montana, Nevada, New Mexico, North Dakota, Oregon, South Dakota, Utah, Washington and Wyoming, plus the Western Pacific and the U.S. Virgin Islands.

*RCAC is an active member of the national network, Rural Community Assistance Partnership, Inc. (RCAP). RCAC is the Western RCAP.*

**RCAC provides five core services for clients planning, financing, constructing, managing and operating drinking water, wastewater and municipal solid waste systems. The five core services are:**

- Access to resources
- Technical assistance
- Capacity building
- Training
- Advocacy

*RCAC also produces training materials and publications, and plans conferences and other training events.*

**Access to Resources**

- Project financial packaging
- Grant & loan application assistance
- Marketing plan assistance
- RCAC loan fund financing
- Fundraising assistance
- Peer-to-peer exchanges

**Customized Technical Assistance**

- Asset management strategies
- By-laws/Articles of Incorporation development
- Environmental regulatory requirements
- Capital improvement planning
- Compliance monitoring
- Construction oversight & project management
- Emergency response planning
- Energy audits for utilities
- Evaluating & establishing connection fees
- Hiring consultants, engineers & contractors
- Maintenance & billing assistance
- Municipal solid waste management
- On-site and Underground Injection Control (UIC) wastewater disposal system
- On-site wastewater operations
- Operation & maintenance manuals
- Personnel & management
- Project financial analysis
- Recordkeeping & reporting requirements
- Report preparation assistance
- Responding to compliance notices
- Restructuring & consolidation evaluation
- Setting & reviewing rates
- Short- & long-range budgeting
- Source water & wellhead protection
- Troubleshooting & repair
- Video training & operations manuals
- Zoning & regulatory issues

**Capacity Building**

- Meeting management
- Planning for operational changes
- Strategic planning
- Technical, managerial & financial (TMF) capacity assessment

**Training Workshops**

- Activated sludge process control
- Construction management
- Customer service
- Developing policies & procedures
- Emergency & safety procedures
- Energy use
- Ethics & conflict of interest
- Fiscal systems & financial management
- Operations & maintenance
- Recordkeeping & reporting
- Operator training
- Regulations
- System operations
- Utility operations management
- Wastewater treatment certification, math & review
- Wastewater treatment
- Water distribution & treatment certification, math & review
- Water quality monitoring requirements
- Water distribution
- Water treatment
- Water use efficiency
- Wells & pumps operation & maintenance

**Advocacy**

- Public meeting planning
- Regulatory agency liaison



**RCAC GSA Contact Information**

George Schlender, Director, Environmental Department ..... [gschlender@rcac.org](mailto:gschlender@rcac.org)  
509/868-2290

RCAC has offices throughout the West — visit [www.rcac.org](http://www.rcac.org) for the location nearest you



**Corporate Office:**

3201 Freeboard Drive, Suite 201 • West Sacramento, CA 95691 • [www.rcac.org](http://www.rcac.org) • 916/447-2854