

Midwest Assistance Program, Inc.
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1. What are the strengths of your technical assistance program? How do you assess the strengths?

Midwest Assistance Program has many strengths. Strengths may be determined by compliments received from client communities and funders, communities that request assistance for another issue, successful audits, grant applications are refunded, and staff employment longevity.

- Successful track record, 21 year history of helping small communities
- Organizational stability, credibility, fiscal integrity, image
- Expertise to respond to a variety community needs
- Advocate for the community, ability to find the most affordable and effective solutions
- Responsiveness or follow-up to a community request
- Ability to mobilize funding
- Ability to target new audiences
- Ability to help community leaders understand regulations
- Staff (determination, loyalty, expertise, commitment, flexibility, and experience)
- Field-based staff
- Quality training programs
- Networking among staff members, peers, funders, state and federal agencies
- Political awareness and connections

2. What are the opportunities for improving technical assistance? How were these opportunities determined?

- Additional funding sources to expand existing programs or create new programs
- Availability of grants and loans for small communities for their infrastructure projects
- Strength of the national Rural Community Assistance Program -a national delivery of technical assistance and training

° - Increased awareness and concern for fixing and preventing environmental

Opportunities are often determined when regulations change to become more stringent, creating the need for a more qualified level of technical assistance.

3. How does your group work to continuously improve the delivery of your technical assistance program? Do you assess, measure, and trend different parameters associated with your services?

The Midwest Assistance Program continually improves technical assistance delivery in a number of ways:

- National RCAP training -approximately every 18 months our staff attend a training session exclusively for RCAP technical assistance providers. Each regional RCAP and the national RCAP sponsor the training. Some trainers are RCAP staff.
- Need to know skills inventory -an inventory of knowledge and skills required for field staff working with various aspects of technical assistance within the RCAP network.
- Peer Review process -a self evaluation followed by a peer (other regional RCAPs) review of that evaluation
- Each year, budget for staff to attend training opportunities
- Annual staff appraisals identify specific areas where additional training is needed
- A staff trainer mentors new staff, similar to on the job training

The progress on technical assistance projects is measured in the following ways:

- National reporting system -each RCAP uses a run-time version of a FoxPro database to record, monitor and report progress on, each technical assistance project
- Measure outcomes

In what way does collaboration with other technical assistance providers get factored into

Peer review with national network office and regional RCAPs

Discuss and meet with funders on regular basis for comments on quality of service to clients

Our staff attend training provided by state rural water associations and state sections of AWWA and WEF

Participate in providing training at other agency sponsored training

Collaborate with other TA providers



Solutions for the small

Mission

MAP is dedicated to helping rural communities improve their environment, quality of life and be self-sustaining.

Serving: Montana
Wyoming
North Dakota
South Dakota
Nebraska
Kansas
Minnesota
Iowa
Missouri

*Water

*Wastewater

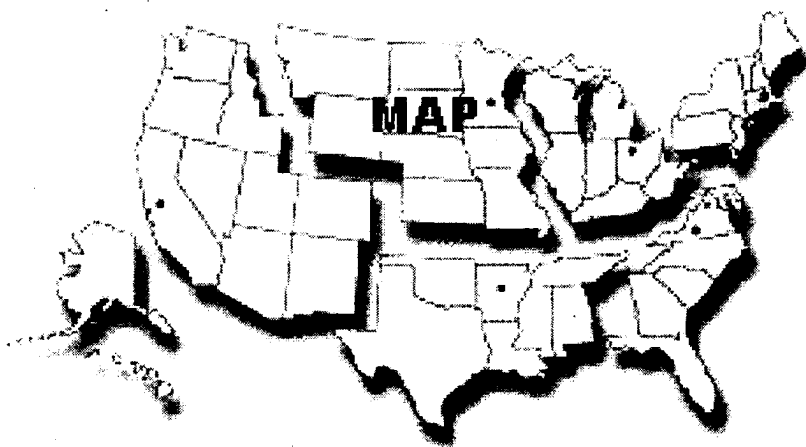
*Solid Waste

1-800-822-2981

www.map-inc.org

RCAP, Inc.
Rural Community Assistance Program

A national network of technical assistance and training for small, rural communities



www.map-inc.org
1-8010-822-2981



Accomplishments

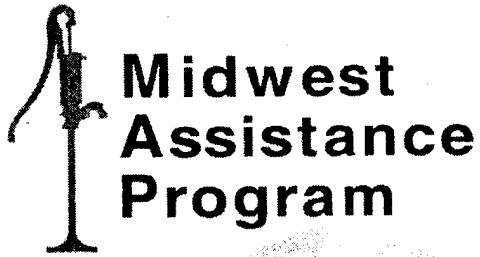
- Fiscal Year 1999:
 - Served over 400 communities
 - Leveraged over \$36M in grants and loans to communities for their water and wastewater projects
- Improved drinking water and wastewater services
- Enhanced solid waste management
- Fostered an understanding of state and federal regulations for compliance
- Provided pollution prevention concepts



Technical Assistance and Training

Examples:

- All aspects of community development
- Affordable and appropriate water and wastewater systems
- Packaging funding resources
- Hiring a consultant
- Operation and maintenance
- Solid waste management options
- Recovered materials markets



Technical Assistance and Training

Examples:

- Capacity development
- Management and finance
- Operator certification training
- Pollution prevention
- Meeting regulatory requirements
- Sanitary surveys
- Environmental reports
- Multi-media sensitivity



Midwest Assistance Program

Publications

- Consumer Confidence Report
- Developing and Setting Water Rates
- Financial Management Handbook,
- How to Hire an Engineer
- Flood Emergency Action Procedures
- Volume Based Pricing: Throw more, pay more
- Unit Based Pricing . The Private Sector's Perspective
- Recovered Materials Market Directory
- Rural Business Recycling Guidebook
- Water Log, quarterly newsletter