1969
DWP* was Founded

1973
National RCAP Network is Founded

1976
DWP Incorporates as Virginia Water Project (VWP)

1982
VWP Receives Grant from Ford Foundation to Establish Loan Fund

Southeast Rural Community Assistance Project, Inc.
2019 Annual Report
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Dear Friends,

As we look back over SERCAP’s 51 years of service, we recognize that SERCAP’s founders believed that one concrete way to bring communities and individuals out of poverty was ensuring that water and sewer infrastructure was accessible for all. Bringing water and sewer infrastructure to rural communities spawns economic development and growth, thus helping community and individuals rise out of poverty. During 2020 we have all witnessed the important role clean water plays in protecting the most vulnerable among us during this global pandemic. SERCAP will continue to advocate for clean, affordable and safe drinking water for the communities we serve, now and always.

Today, SERCAP’s very existence focuses on economic development opportunities through a variety of programs and services serving rural communities, including financial literacy, lending, indoor plumbing, solid waste programming, recycling, housing rehabilitation, water/wastewater plan upgrades and/or replacements, and ensuring there is access to safe drinking water. SERCAP sincerely believes that Water Is Life, and hopes that you will join us in this belief and mission. SERCAP’s mission is to improve the quality of life for low-income individuals by promoting affordable water and wastewater facilities, community development, environmental health, and economic self-sufficiency.

As you read our annual report please note the following highlights from SERCAP’s 2019 fiscal year:
• Provided over $181,276.23 in loans to 23 families (well Replacement & repairs)
• Provided 17 communities with over $241,920 dollars of in-kind volunteer service
• Provided 262 communities with nearly $5,149,129 in training and technical assistance
• Provided housing rehabilitation for 9 homes
• Leveraged over $2.26 million to support water, wastewater and community projects

In conclusion, please know that there is still a great deal of work to be done as it relates to economic development. It is important that we continue to invest in the infrastructure of our country to ensure continued growth. I encourage you to support our efforts by donating to the SERCAP Water is Life Foundation. You can learn more at www.sercap.org.

Thank you!

*SERCAP was initially founded as the Demonstration Water Project (DWP), a pilot program under TAP (Take Action for Progress). However, once it became clear that technical assistance for water and wastewater projects was a significant community need, the organization split-off from TAP to become its own independent 501(C)3 nonprofit organization. In 1976 DWP officially incorporated as the Virginia Water Project. The organization changed its name again in 1996, finally becoming Southeast Rural Community Assistance Project, Inc. (SERCAP).
Did You Know...

52,873
Approximate # of Community Water Systems Throughout the United States of America!

155,000
Approximate # of Public Drinking Water Systems in the United States!

300.2 Million
Approximate # of People in the United States Served by Community Water Systems

13.2 Million
Approximate # of Households in the US with Individual Wells and Septic Systems!

90.6 Million
Approximate # of People Served by Small and Very Small Community Water Systems in the United States!

SERCAP’s Financials

Financials provided as of September 30, 2019

SUPPORT AND REVENUE

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EXPENDITURES

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<tr>
<td><strong>Net Assets-ending</strong></td>
<td><strong>$1,052,592.00</strong></td>
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SERCAP’s Housing Department Assists Low-Income Family of Four as Part of CDBG Project in Emporia, VA

Since late 2016, SERCAP has provided Housing Rehabilitation Specialist services to the Community Development Block Grant (CDBG) Construction Improvement Grant (CIG) Project for the East Atlantic Street Neighborhood in the City of Emporia, VA. SERCAP was selected as the Housing Rehabilitation Specialist for the project, and has been diligently working to complete the rehabilitation of 16 investor-owned housing units and two owner-occupied housing units for well over two years.

As part of this CDBG project, SERCAP’s Housing Department assisted a low-income family of four (4), three (3) adults and one (1) child, by making several critical repairs/replacements to their home, and installing ADA accessibility features in their bathroom, since two of the residents are disabled. SERCAP’s Housing Rehabilitation Specialists worked with the Contractor, Southland Building Solutions, to: install the requisite accessibility features in the bathroom, replace the roof, install new windows, install new gutters, replace exterior screen doors, and install a new HVAC unit. The total project cost came to $18,475.00, and the low-income homeowners, now have an affordable home that is warm, safe, and dry, meets Housing Quality Standards, and has the accessibility features needed to make their home functional.

The positive long-term impact of this project is the improvement to the overall Quality of Life for the beneficiaries of the CDBG project, due to the improvement of both their Environmental Health and Economic Self-sufficiency. This specific project will positively impact the Environmental Health of these low-income homeowners by: 1) providing them with a home that is decent, sanitary, warm, safe, and dry and 2) by reducing their risk of stress-related illnesses, caused by the worry and uncertainty of living in a sub-standard, unsafe, and run-down home. The project will also positively impact the Economic Self-sufficiency of the beneficiaries of the CDBG project by allowing them to maintain affordable housing. The project will improve the Economic Self-sufficiency of the community-at-large by encouraging neighborhood revitalization, and by increasing the current property tax-base for the City of Emporia.

A SERCAP Story: Housing Counseling

SERCAP’s Housing Counseling Program Hosted Holiday Focused Workshops in Roanoke, VA

Since becoming a HUD approved Local Housing Counseling Agency (LHCA) in 2012, SERCAP’s Housing Counseling Program has served hundreds of clients and provided a variety of Housing Counseling and Financial Literacy services. In 2019, SERCAP created and executed a series of Holiday focused budgeting and scam prevention workshops.

In the fall of 2019, SERCAP’s Housing Counseling Program hosted two (2) Holiday focused Workshops, one on October 16, 2019 at the agency’s headquarters, and one on October 23, 2019 at St. John’s Episcopal Church, both in downtown Roanoke, VA. These Holiday Workshops taught participants how to create a holiday spending plan that’s already within one’s current budget, and how to protect oneself and avoid scams that are especially prevalent during the holiday season.

In the long-term, the positive impact of SERCAP’s Housing Counseling Program, and hosting multiple free Workshops each year, is the improved knowledge of the members of the community. By providing these workshops at no-cost to the participants, SERCAP’s Housing Counseling Program is actively contributing to the overall improved Quality of Life for the participants, as they put their new knowledge into practice and become: more savvy holiday shoppers, more aware of effective scam prevention practices, and generally more conscientious consumers. The beneficiaries of SERCAP’s Housing Counseling services and Group Education Workshops can potentially improve both their Economic Self-sufficiency and Environmental Health, through increased knowledge of budgeting, saving, scam prevention, and overall financial literacy. SERCAP’s Housing Counseling services can also positively impact the community-at-large by supporting community-wide budgeting and saving practices, broader neighborhood revitalization efforts, and by potentially improving local housing (both rental and home-buyer) markets through the improved knowledge gained by the members of the community.
A SERCAP Story: Delaware

Delaware’s Clean Water Solutions Makes Progress

Clean Water Solutions (CWS) is a collaboration of nonprofits, including SERCAP’s Delaware office, which is working to acquire and takeover the management of troubled wastewater systems in Delaware. After experiencing a number of snags and delays in the assumption of these small troubled wastewater systems, CWS made considerable progress in 2019. Diamond State Sustainability Corporation (DSSC), the operational partner, has assumed ownership of the first of four (4) systems included in the pilot project. Grant’s Way, a homeowner subdivision outside of Laurel, DE, is served by a de-centralized wastewater treatment system that was owned and operated by the original developer. When the developer passed away his heirs did not want to continue operating the system. Handing over operations to DSSC was the logical solution for those heirs. Their other option would have been a for-profit utility, which would likely have made the user rates less affordable than the assumption by the nonprofit DSSC.

An assignment of assets agreement was executed by the Sandy Ridge development, owned by the same group of heirs as Grant’s Way. Likewise Country Glen, the first community approved by the Public Service Commission (PSC), is in the final stages of real estate closing to come under the ownership of DSSC. Letters required by the PSC were sent out in September 2019 to property owners in the fourth subdivision, Morningside Village. After the PSC-required waiting period, DSSC will apply to the PSC to approve acquisition of that de-centralized system as well. All four communities are already served by a private community water system operated by Tidewater Utilities.

In an effort to plan for additional communities to be approached after the four (4) pilot systems are acquired, the three collaborators, DSSC, EDEN Delmarva, and SERCAP, met with representatives from Delaware’s Department of Natural Resources and Environmental Control (DNREC) and the Delaware Office of Drinking Water (ODW) to determine ways that CWS can identify more troubled or under-resourced community wastewater or water systems in Delaware. CWS representatives made the point that assumption of troubled or non-compliant systems would help DNREC and ODW get systems back into compliance, and the agencies could help CWS target more systems after the pilot is completed. Both agencies indicated a willingness to help and to potentially provide funding in the future, if needed, to bring the systems into compliance. This coordinated effort will be good for the agencies, the nonprofit CWS, and the community residents.

A SERCAP Story: Maryland

SERCAP’s Regional Program Assists the Town of Rock Hall, MD

Rock Hall, MD is located on the eastern shore of the Chesapeake Bay in Kent County, MD. The Town’s economy revolves largely around the Bay with tourism, seafood, and boating being the primary industries. There are a number of marinas in and around the town, with the usual support businesses like restaurants and nautical gift shops scattered throughout. Even the holiday decorations revolve around the oyster and crab industry.

The Town’s water and wastewater systems are aging, with both approaching the end of their expected useful life. The vast majority of the water meters are more than 15 years old, indicating the need for large scale replacement. The town still carries a significant debt load so that grant funding is needed for all these areas in order to avoid over-extension of their resources. They have a relatively small staff and asked SERCAP for help, initially under the USDA ADAP program and now under both Technitrain and EPA programs. There are currently 4 active projects underway and a potential for more in the near future.

A SERCAP TAP secured grant funding for an Enhanced Nutrient Removal (ENR) Study of $26,000 from Maryland Department of the Environment (MDE) Bay Restoration Funds. This study will examine the aging wastewater treatment plant and evaluate the possibility of upgrading to an ENR facility. The study could potentially lead to around $12 million in combined grant and loan funding to rebuild the wastewater treatment facility. The plan is to submit a letter of intent application to MDE/SRF for this funding ($12M) to be set aside in their Intended Use Plan in January 2020.

On the water side of things, a Meter replacement project estimated at $1.4 million was awarded an additional $1,050,000 in SRF funds after multiple discussions with MDE, leaving the town’s share at $350,000. An application to CDBG for all or part of that share is planned. There is also a plan to request a USDA Pre-Development Planning Grant to study the water treatment plant. MDE is currently monitoring the water plant closely. Even though the plant is not currently in “official” non-compliance, the town is under advisement from MDE, with notices of correction having already been delivered to the town. Without a PPG study, the next step could be fines and a consent order. There is also an application underway to the CDBG program for grant funds to study the water treatment plant and eventually request an estimated $300,000 for water treatment equipment upgrades. In addition, an application to FEMA under the Hazard Mitigation program is planned to fund generators for the water plant and production wells.
In 2019, SERCAP contracted Capita Neuro Solutions LLC to produce a Counter-Factual Report to describe what would/could have happened if SERCAP had not been available to provide services and assistance to clients and communities. As it turns out the agency’s impact over the past 50 years has been much larger than anyone could have imagined. Since its founding in 1969, SERCAP has created over $100 Billion in Economic Activity, prevented over 225,000 cases of disease and disability, and saved more than 17,000 lives!
SERCAP Provides Long-term Assistance to Port Royal Water System in Caroline County, VA

Since 2015, SERCAP has provided Technical Assistance to the Town of Port Royal, in order to deliver both temporary assistance and a long-term solution for repairing and replacing the Town’s Water Storage Tank and an updating the water system. During an inspection of the Town’s water system in 2013, holes were discovered in the tank’s roof and a Notice of Significant Deficiency was issued by the Virginia Department of Health’s Office of Drinking Water (VDH-ODW). The notice required the Town to submit a corrective action plan, addressing both the long-term need to replace the existing tank, and a short-term plan for completing emergency repairs to prevent pollutants from entering the tank and contaminating the Town’s water supply. SERCAP provided both technical assistance and a Facilities Development Grant in the amount of $30,000, to the Town for the necessary emergency tank repairs and a leak detection survey.

The Town struggled to operate the water system because: it was not sufficiently funded through adequate water rates, had no capital improvements plan, and had no capital or operational reserves in the bank. The Town had never been educated on how to operate and manage a sustainable water utility, however the leadership was willing to learn and embraced the challenge of transforming their operations in order to rebuild their water system. The Town began the process of procuring a project engineer and securing the necessary funding to replace the water tank, well house and control system, much of the underground pipe infrastructure, and install water meters for each customer. The project would require the collaboration of several funders, including: VDH-ODW State Revolving Fund, the Virginia Resource Authority, USDA Rural Development, and SERCAP.

In addition to providing grant funding for the emergency repairs, SERCAP also provided technical assistance regarding the type of repairs needed and the procurement of a tank contractor to carry out the specialized work and inspect the rest of the tank and support structure. These repairs provided protection for the Town’s water supply during the three and a half years it took to procure funding and complete construction of the new tank and well house. As the new system neared completion, the Town entered into a contract with nearby Caroline County Public Utilities for Operational and Administrative (Billing and Collections) support, further demonstrating how Regional Collaboration between utilities can be an effective answer for capacity development in small systems.

In August of 2019, the Town celebrated the official inauguration of its new water system in a ceremony which was attended by the funding partners, residents, and local dignitaries. SERCAP received special recognition during the ceremony for their critical role in assisting the Town. In the long-term, the positive impact of SERCAP’s assistance to towns like Port Royal and similar collaborative projects, is the improved Quality of Life to the benefiting communities and their residents.

SERCAP Provides Guidance to Homeowners Association of Lillian Heights in Johnston County, North Carolina

During the Summer of 2019, SERCAP’s dedicated staff in North Carolina provided guidance to the Homeowners Association of Lillian Heights in Johnston County, North Carolina. The Homeowners Association of Lillian Heights owns and operates their own small community water system, consisting of a small plot of land and a community well that serves 11 households. The Homeowners Association (HOA) is responsible for the electric bill, cost of any maintenance for the community well, and the property taxes on the land. The households connected to the community well are supposed to pay the HOA $35 per month to help cover the associated costs, however due to the community’s low-income status and residents, collecting the monthly fees was challenging. Now, the HOA’s funds have shrunk down to only $52, and the Secretary, who was responsible for collecting the fees and paying the bills, is no longer able to serve the HOA, leaving the system without a responsible party to pay the bills and maintain the system.

Fortunately, once SERCAP was informed of the HOA’s challenges, the agency was able to step-in and provide guidance and technical assistance to the community. One of SERCAP’s dedicated Technical Assistance Providers (TAPs) planned and executed a community meeting in which attendees were presented with a list of possible solutions and alternatives, including:

- HOA continue to operate system, but elect officers and enforce homeowners paying dues
- Connecting to Public Water
- Drilling Individual Household Wells

The members of the HOA have not yet agreed on a solution, however, SERCAP is continuing to work with the community to assist in making an informed decision that will work best for all the homeowners.
As of the end of 2019, 25 resident homes of the Pee Dee Indian Tribe of Upper South Carolina have had water meters installed, and connections to the individual houses have been completed. Through SERCAP’s Water Is Life! Fund, the agency has provided $18,000.00 to the Tribe for the residents to receive water meters and the associated line connections to the public water system. A water-line from Trico Water Company was initially extended in March, 2018, to include the rural area where the Pee Dee Tribe is located.

After the SERCAP Board Tour to the Pee Dee Tribe in June, 2018, it was recommended that SERCAP provide funding for the connections. However, heavy rains in late 2018 and early 2019 washed out areas where the public water lines were extended, delaying completion of the work. Finally, the project was completed in July, 2019.

Currently, the City of Damascus, GA is facing several challenges regarding the city’s water system. Local US Department of Agriculture (USDA) staff contacted SERCAP’s partner in Georgia, Georgia RCAP, and requested a meeting with the city officials and their engineer regarding these challenges. Both the City and city engineer agreed that the immediate problems of leaking lines and unaccounted for water would be the first priority of a multifaceted project between the City, city engineer, Georgia RCAP, and the Georgia Rural Water Association.

At the moment, the City’s water customers are not metered and pay a flat rate for water. Georgia RCAP’s Technical Assistance Provider (TAP) and the city engineer have proposed to install customer water meters, water meter box assemblies, and backflow preventers. They have also proposed to replace service lines and all related appurtenances. The meters will collect accurate water usage information and determine where unaccounted water has occurred from leaks and losses. These new meters will improve water conservation due to better accuracy and will provide evidence for pinpointing water distribution leaks and malfunctions. Additionally, Georgia RCAP’s TAP has proposed an application to fund this meter addition project be submitted to the Georgia Fund at GEFA for $50,000. It is assumed that the city will be offered principal forgiveness up to $20,000 and an interest rate under 2%. After the meters are installed, a true rate study can be conducted, once data of usage amounts by the customers becomes available. Georgia RCAP will conduct that rate study. In the meantime the Georgia RCAP and Rural Water staff will work with the City’s operator to locate and fix as many leaks as possible.
A SERCAP Story: Florida

SERCAP’s Regional Department Assists the Town of Everglades City, FL

Located in southern Florida, the small town of Everglades City is a tourist destination, especially known for its fishing. The town has a remote feel as it is located at the north tip of the Ten Thousand Islands area. With its location comes unique problems. Due to the salty air and being in a mangrove marsh, the city has experienced an unusually high rate of deterioration to its wastewater treatment plant.

SERCAP has been assisting Everglades City under a USDA Technitrain grant. One of the many problems the city has faced is the numerous violations the plant has been plagued with. Treating and discharging the wastewater on a small islet type community has been a careful balancing act since the area is surrounded by salt water marshes and a fragile ecosystem.

One of many issues that makes it difficult to improve the aging infrastructure is that the City has subcontracted the operations of its water plant and wastewater facilities. Recently the subcontractor was changed to another company. At this point SERCAP started to assist the subcontracting operator. Earlier this year a DEP sanitary survey was conducted and numerous areas of deficiency were noted. The SERCAP TAP reviewed the problem areas and has been making recommendations and assisting to help in implementing improvements. Chlorine system improvements were made with the plant and now, due to the required repairs of blowers, pumps and tanks, the city is going to be working with budgeting for new tanks with repairs to be implemented on other pumps and motors. Ongoing assistance to Everglades City will be necessary to keep following up on repairs and compliance issues. As of now many small improvements have been made and will continue.

A SERCAP Story: Tangier Island

SERCAP Continues Assistance to Tangier Island

SERCAP’s Regional Program has been providing long-term assistance to Tangier Island, a part of Accomack County, VA, for several years now. Tangier is a small island of approximately 740 acres, located in the Chesapeake Bay, and is only accessible via ferry or small airplane. The Town of Tangier is comprised of the 83 acres of habitable land on the island, and boasts a population of only 722. Due to the island’s relative isolation, the challenges related to providing the technical and financial capacity needed to successfully operate a public water and wastewater utility are magnified. As stated in previous articles, SERCAP and the Virginia Section American Water Works Association’s (AWWA) Water Reach Committee have been working with Tangier Island over the past several years, to resolve some of the challenges, including: ensuring the functionality of the remote radio-read water meters, the completion of redesigned and reconfigured well vaults, repairs to the incinerator, and a punch list of other necessary tasks.

Most Recently, SERCAP’s staff, along with the Town, have been working towards securing grant funding from the Virginia Department of Health (VDH), to complete several upgrades and an overall rehabilitation of the public drinking water system. However, before VDH will approve the funding, the Town’s water meter system must be brought up to 90% operational success. SERCAP’s Facilities Development program is providing a Grant in the amount of $30,000.00 to repair and replace the meters, in order to meet the 90% requirement set by VDH. Following the successful repair/replacement of the meters, SERCAP will help the Town to submit a grant application to VDH for $250,000 to rehabilitate several corroded distribution system components and four drinking water well vaults. Once the project is complete, the Town will have maximized drinking water resources conservation, reduced energy usage and costs, and increased the long-term sustainability of the system.

In the long-term, SERCAP’s contribution and the successful completion of this project will improve the Quality of Life for the residents of Tangier Island. The establishment of a long-term sustainable public drinking water infrastructure system will improve the Environmental Health and Economic Self-sufficiency for the residents and the community-at-large, by providing Tangier Island with reliable access to clean, safe drinking water, and local infrastructure that will support local businesses and economic development. Ultimately, the repairs to the drinking water system will not only improve the community’s Quality of Life, they will make continued life on the island possible.
SERCAP’s Certified CDFI Loan Fund Program Assists Family of Four in Culpeper County, VA

In 2019, SERCAP’s Certified CDFI (Community Development Financial Institution) Loan Fund assisted a low-income family of four (4) living in Culpeper County, VA, to have a new well drilled at their home. The clients old well went dry, leaving them completely without access to potable water for several weeks. However, due to the clients’ low-income status, they were unable to afford the cost of drilling a new well on their own without causing serious financial hardship. Fortunately, SERCAP was able to step-in and provide financial assistance, through a low-interest (1%), affordable loan, which covered the full cost of drilling the new well. SERCAP’s Loan Fund provided an Individual Household Well Loan in the amount of $9,000.00, and set-up an affordable monthly payment for the clients. Now the family once again has a fully functioning well, and reliable access to clean, safe drinking water in their home.

In the long-term, the positive impact of this project will be, the improvement to the overall Quality of Life for the clients, due to the improvement of their Environmental Health and Economic Self-sufficiency. This project will positively impact the Environmental Health of the clients, by: 1) once again providing them with reliable access to clean, safe drinking water in their home, and 2) preventing the potential financial burden, which could have occurred if an affordable loan product had not been available to support the project, (potentially having a negative impact on the clients’ mental and emotional well-being). The project will also positively impact the clients’ Economic Self-sufficiency by increasing their personal assets through the increased value of their improved property. Additionally, the project will improve the Economic Self-sufficiency of the community-at-large, by encouraging property improvement, neighborhood revitalization, and by increasing the current property tax-base for Culpeper County.

SERCAP’s VFC Alternative Break Program Secures Project Grows as New Host Site

SERCAP’s VFC Alternative Break Program connects College and University Student Volunteer Groups with Community Host-sites where the students engage in a Service-Learning and Cultural Exchange experience as an alternative to traditional activities during school breaks, including: Spring Break, Fall Break, and Summer Break. Student volunteers participate in up to 35 hours of community service throughout the duration of the program, and make a financial contribution of up to $150.00 to the community they are serving, further investing in the well-being of the community as a whole, and a establishing a personal history of philanthropy.

In 2019, SERCAP’s VFC Alternative Break Program secured Project Grows, a nonprofit educational organization located in Verona, VA, as a new Host Site in Virginia. Project Grows works with young people in the cities of Staunton and Waynesboro, and in Augusta County, VA, to improve their overall health through healthy foods education. The organization addresses the needs of the local community by providing young people with garden-based education that ultimately connects them to healthy foods, and better long-term health habits. The Student Volunteers from SERCAP’s VFC Alternative Break Program will engage in a variety of services with Project Grows, including: seeding new plants in the greenhouse, spreading mulch and compost, planting, harvesting, assisting with farm field trips, and more, depending upon the specific season.

In the long-term, SERCAP’s VFC Alternative Break Program positively impacts both the Student Volunteers and the Community Beneficiaries by improving their overall Quality of Life through the implementation of necessary Community Development projects, and the improvement of the Economic Self-sufficiency for both the communities and the students. In addition to the service they provide, the student volunteers make a financial contribution to the host communities’ as an essential part of the program, which in turn impacts the Economic Self-sufficiency of the communities’ by providing funds that can be used towards community development and civic engagement projects. The students also improve their own Economic Self-sufficiency by gaining hands-on field and/or job experience that will help them in securing gainful employment, and a steady income, following graduation. SERCAP’s VFC Alternative Break Program also trains communities in project management and empowers community members with the skills and confidence needed to become proactive and engaged citizens in their communities.
1989
DHCD Establishes IPR Program

1996
VWP Officially Changes Name to Southeast Rural Community Assistance Project, Inc.

2019
SERCAP Celebrates 50 Years of Bringing Clean, Safe Drinking Water to Rural Communities!

Southeast Rural Community Assistance Project, Inc.

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Roanoke, VA 24016
Phone: 540-345-1184
Website: www.sercap.org