

Please find biographical sketches of all instructors below. Each individual serves as a Technical Assistance Provider within the RCAP Network regions.

*Sabrina Straus, Rural Community Assistance Corporation*

Sabrina Straus is a Small Utility Consultant I at RCAC. She assists small drinking water and wastewater utilities in Oregon navigating funding opportunities and compliance requirements. Sabrina holds an M.S. in Environmental Science from the University of West Florida and previously worked in the Compliance Assurance Program at the Florida Department of Environmental Protection. Her background with compliance, research, and teaching helps her translate complex requirements into workable solutions.

*Erin Vincent, Rural Community Assistance Corporation*

Erin Vincent is a Small Utility Project Consultant at RCAC, where she works primarily with schools to connect them to grants providing no-cost bottled water and/or updated drinking fountains. She holds a B.S. in Marine Biology and a M.A. in Education, before RCAC she worked as a Small Water Systems Operator for 5 years in Three Rivers, CA.

*Lance Goodman, Midwest Assistance Program*

Lance Goodman is a Technical Assistance Provider with over 20 years working in water distribution and treatment. He holds a license in cathodic protection testing from the Association of Materials Protection and Performance. (Formally NACE International)

*Andrew Olson, Midwest Assistance Program*

Andrew Olson is a Technical Assistance Provider with over 10 years working in water and wastewater distribution and treatment.

*Alexis Nank, Communities Unlimited*

Alexis Nank is a Community Infrastructure Management Technician from Alabama who has been with Communities Unlimited since 2024. She graduated from Troy University with a Master's Degree in Environmental Science.

*Jessica Hester, Communities Unlimited*

Jessica Hester is a Community Infrastructure Management Advisor from Texas who has been with Communities Unlimited since 2023. She is a Class C Ground Water Treatment Operator and Class D Wastewater Treatment Operator, whose previous experience included Chief Operator position. She

specializes in Cross Connection Program, Asset Management, FEMA Public Assistance, and TCEQ Compliance.

*Danielle Desmarais, RCAP Solutions*

Danielle Desmarais (Da-Mare-iss) is a Community Specialist and TAP from Massachusetts who has been with RCAP Solutions since 2021. She graduated from Clark University in Worcester, MA with a Master’s Degree in Environmental Science and policy, where she focused on water systems management. She has specialized experience in asset management and capital improvement plans and a certificate in Proper Hydrant Operation & Maintenance from the Massachusetts Water Works Association.

*Madden Bremer, RCAP Solutions*

Madden joined RCAP Solutions in 2025 as a GIS Specialist. She holds a BA in Environmental Studies from Dickinson College and a MsC in Geo-Information Sciences from Salem State University. Her professional experience ranges from telecom to regional planning as well as commercial drone operations.

*Alejandro Toledo-Garcia, Great Lakes Community Action Partnership*

Alejandro Toledo-Garcia is an RCAP Operator providing technical assistance to water and wastewater systems in the state of Michigan. Alejandro has been with GLCAP since 2025 and is a licensed water operator. He graduated with a bachelor’s degree from the University of Utah and is fluent in both English and Spanish.

*Faymon Roberts, Great Lakes Community Action Partnership*

Faymon holds Ohio Class III Water Supply and Class III Wastewater Works operator licenses and was previously licensed as a Class II Laboratory Analyst. In 2004, the Ohio Rural Water Association picked him as the “Operator of the Year”. He has taught many operator courses over the years for OTCO, Ohio Rural Water, the WET Program at Greene County Adult Career Center and the West Virginia Environmental Training Center.

*Kim Rutledge, Southeast Rural Community Assistance Project*

Kim Rutledge joined SERCAP in May 2017 as a Technical Assistance Provider (TAP), bringing more than 30 years of experience in water and wastewater utilities with a strong focus on GIS, CAD, and GPS technology integration in both public and private sector mapping environments. In 2019, Kim advanced into the role of GIS Tech Lead, where she established the strategy and standards for a scalable GIS platform that supports end-to-end geospatial workflows and broad content distribution. She leads training initiatives for SERCAP’s regional staff and rural communities, ensuring the long-term sustainability of cloud-based GIS solutions and GPS technologies for water and wastewater asset mapping. Kim also plays a key role in supporting compliance and planning efforts, leveraging GIS datasets to enhance Lead Service Line (LSL) Inventories and Asset Management Plans that strengthen infrastructure resilience in the communities SERCAP serves.



*Marshall Hammond, Southeast Rural Community Assistance Project*

Marshall Hammond serves as a Technical Assistance Provider (TAP) for the Southeast Rural Community Assistance Project (SERCAP) in Maryland, where he provides hands-on support to rural communities in developing and maintaining essential water and wastewater infrastructure. Drawing on his technical expertise and field experience, he assists with site evaluations, regulatory compliance, and sustainable infrastructure solutions to improve public health and environmental quality. A Baltimore native, Marshall brings extensive knowledge of the wastewater industry and a strong understanding of environmental regulations across the Mid-Atlantic region. He earned his B.S. in Environmental Science from Roanoke College in Virginia, where he developed a deep familiarity with rural and urban infrastructure challenges.



