ANNUAL EDITION 2026

MIDWEST ASSISTANCE PROGRAM, INC.

SOURCE

YOUR SOURCE FOR COMMUNITY SOLUTIONS

SMALL SYSTEM SOLUTIONS

Rural Needs | MAP, Inc. Highlights | Upcoming Training

Serving rural communities since 1979

www.map-inc.org

Midwest Assistance Program
serving rural communities since 1979
RCAP NETWORK MEMBER

Phone: 660-562-2575
Email: map@map-inc.org

Featured on the cover: Photograph taken by Rhiannon Niemeier

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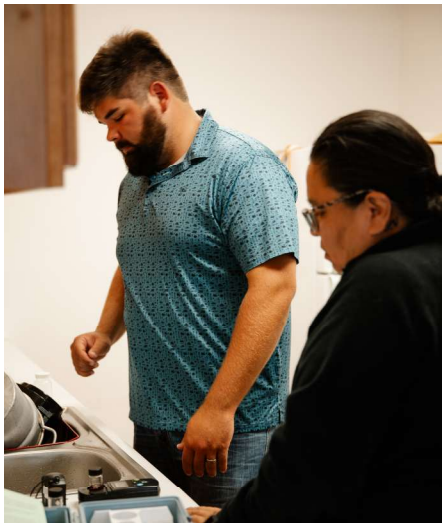

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Letter from the CEO

Article by Chris Jewett, CEO

As I complete my third year as CEO, I remain humbled and thrilled with the resilience demonstrated by the rural areas Midwest Assistance Program, Inc. (MAP, Inc.) services, as well as our partners within Rural Communities Assistance Partnership, Inc. (RCAP). Change is definitely a true constant, and what continues to evolve is the speed at which it occurs. Over the past three years, MAP, Inc. has grown in size and impact, while managing the vast and rapid changes that the environmental technical support sector has experienced.

Many programs, funding streams and even definitions have changed significantly in recent times, with potential for more looming. This is not to say that these changes are necessarily faulty, and in a lot of cases, they are productive. However, any change causes a strain on resources and continuity of operations. Many agencies have also experienced staff reduction, impacting their capacity, program administration, and the timeliness of system-level procurement, and benefits delivery. This has made MAP Inc.'s services even more relevant and essential.

One thing that has not changed is the continued challenge for rural and Indigenous area systems to meet compliance requirements, sustain utility operational capacity, and procure necessary funding and resources. MAP, Inc. has proven to be a valuable resource for these systems and remains a strong advocate for rural and Indigenous systems, as well as our own needed funding and resources. It will take a combined effort to ensure programs and funding continue to be provided at an adequate level. One historical example of this collaborative effort is the recent partnership between RCAP and the National Rural Water Association (NRWA) to advocate for legislation and programs that support regionalization aligned with community system needs. MAP, Inc. takes earnest effort and pride in managing its resources to maximize impact within the areas we serve. This edition of the Source provides a small demonstration of what MAP, Inc. is doing and plans to accomplish in the future. As it has been for decades, MAP, Inc. is here to weather the change and continue to grow in capacity, knowledge, relevance, and vision. I feel fortunate to be part of such a passionate, dedicated, and resolute team.

Chris Jewett, CEO Midwest Assistance Program, Inc.

> "The Midwest Assistance Program team has become a trusted asset to our system."
>
> – New Hampton, MO

Rural Needs Survey

Midwest Assistance Program, Inc (MAP) wants to learn more about your community's needs. By scanning the QR code or visiting www.map-inc.org and completing the survey, you'll help us better support your community, and rural communities across our nine state region.

Building Technical Assistance Capacity

Article by Chris Jewett, CEO

The profession of Technical Assistance Provider (TAP) is a demanding position with an infinite number of scenarios that can be encountered. TAP's must have the capacity to support and assist systems by addressing technical, financial, operational, and regulatory challenges with passion, competency, and timeliness. MAP, Inc. staff remain relevant, trained, and capable through self-development and resource management.

Across MAP Inc.'s nine-state region, staff maintain knowledge, skills, and equipment through prioritized certification courses, training events, webinars, workshops, conferences, and train-the-trainer events.

MAP, Inc. has focused resources on developing and maintaining staff knowledge and skills in drinking water treatment and distribution, wastewater collection and treatment, asset management, emerging contaminant testing and management, fiscal management practices, solid waste, private well and wastewater management, emergency response, and cybersecurity.

Additionally, MAP, Inc. has invested resources in equipment that provides capabilities to develop and maintain management practices for system mapping, leak detection, asset management, and inflow and infiltration (I&I). With much exhilaration, MAP, Inc. has developed and implemented an Unmanned Aerial System (UAS) Program, aka aerial drones, and has twelve Federal Aviation Administration (FAA) Part 107 certified UAS operators.

For rural communities, this expertise means direct access to technical assistance, advanced tools, regulatory support, long-term infrastructure planning, and stronger emergency preparedness.

With MAP Inc.'s decades of combined experience in providing capacity building across utility operations, compliance oversight, fiscal accountability, and governance, our staff's dedication to increasing their own capacities will ensure future support remain impactful.

MAP, Inc. Impact Report FY25

209,165 minority populations served

130,230 low-income populations served

310,965
Households served with an average median household income of
$61,000

95 private wells assessed

28 Septic assessments

112
Meetings with state and federal partners to advocate for small communities

549 new projects initiated

Helped secure
$96,361,710 for
83 water and wastewater infrastructure projects

799 communities served

with a combined population of
805,556 residents

104 trainings provided to
1,715 municipal, water, and wastewater professionals.

34 GIS (Geographic Information System) projects

Operations & Maintenance Manuals

Article by Brian Day, North Dakota Field Manager

Many rural public water systems (PWSs) are likely to face significant challenges in the near future due to an aging workforce within the water industry. According to a research summary by Zippia, the average age of a water operator is approximately 47 years old; however, this average is often higher in rural communities. Additionally, the U.S. Environmental Protection Agency estimates that nearly one-third of the water sector workforce will be eligible for retirement within the next ten years. As a result, recruitment, training, and employee retention are expected to become increasingly difficult. To mitigate these potential workforce impacts, PWSs should begin proactive planning now.

One effective strategy is the development of comprehensive operations and maintenance (O&M) manuals. O&M manuals are essential documents that provide current, standardized procedures for the safe and efficient operation of water systems, including daily operations, routine maintenance, troubleshooting, and emergency response. These manuals help streamline training, reduce the time required for new operators to become fully effective, and provide critical guidance for operators responsible for system oversight.

Many O&M manuals currently focus on operational tasks but do not adequately include applicable rules and regulatory requirements. While a proper O&M manual should outline procedures such as flushing and maintenance protocols, it should also clearly document the regulatory requirements governing those activities. In many states, regulations for flushing may include requirements for dichlorination, customer notification prior to flushing, mandatory flushing frequency, and minimum flow and pressure standards.

Including applicable rules and regulations in an O&M manual is essential. Without this information, a new operator may unknowingly violate state or federal requirements, potentially resulting in compliance violations and fines. While having an O&M manual in place supports consistent system operation and maintenance, omitting regulatory requirements undermines its purpose and may place the water system at unnecessary risk.

If you are interested in developing or updating an O&M manual for your public water system, please contact your local MAP, Inc. representative in your state for assistance.

Above: MAP, Inc. North Dakota Field Manager Brian Day delivering a presentation.

Voices Guiding Change

Article by Rhiannon Niemeier with guidance from the Odebolt Chronicle

Every community, regardless of size, relies on a team of officials and employees that make critical decisions on its behalf. This January, Iowa Technical Assistance Provider Nancy Janssen traveled to Odebolt, Iowa, where she spoke to nearly 30 community members about the roles of the city council, mayor, city clerk, and public works superintendent and how they serve in their rural community.

Residents were invited to share their perspectives so local officials could better understand what citizens believed were the most important priorities for the community. Janssen also facilitated activities that helped participants identify and rank the town's strengths, weaknesses, and the improvements they would like to see in the future.

Above: Janssen facilitating training to community members. Photo courtesy of the Odebolt Chronicle

Through Nancy's guidance, the community was able to determine the following needs based on a point system: New City Hall 1450 points; Water/Sewer Infrastructure 1450 Points; New Housing Development 925 Points; City Clean up Dumpster twice per year, 450 points; Update Downtown 250 points; Building Code Enforcement 250 points; New Snow Plow 250 points; Sidewalks 175 points; Car Wash 175 points; All-season Shelter House 150 points; Grocery and Produce 125 points; Walking Path 100 points; Bridge Repair 50 points; Signage 25 points; Splash Pad 25 points. Moving forward, this information will help the community pinpoint the true needs of its citizens.

Jason Towne
State Field Manager

Chris McKee, Project Manager/Technical Assistance Provider

Nancy Janssen, Project Manager/Technical Assistance Provider

Mary Ohnmacht, Project Manager/Technical Assistance Provider

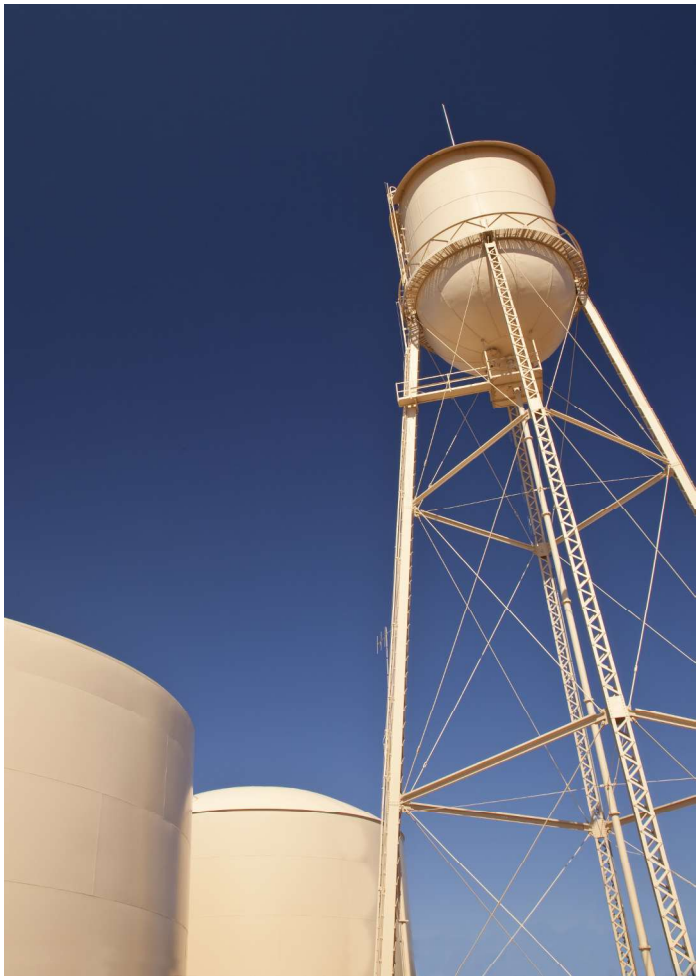
Nebraska

Strengthening Rural Infrastructure

Article by Casey Burrus, Internal Programs Manager

MAP, Inc. has been providing ongoing technical assistance to a rural Nebraska community to support the development and funding of a new water tower project. The Nebraska team has worked closely with the system operator and board leadership to identify and evaluate funding opportunities, confirming that funding for the replacement is progressing successfully. MAP, Inc. has also identified a potential funding source for a new well and coordinated with local leadership to advance discussions with the project engineer. Nebraska staff provided guidance on key siting considerations—including accessibility, size, and elevation—to support informed decision-making.

Throughout the process, MAP, Inc. has participated in board meetings and public hearings to help interpret funding options, timelines, and next steps while supporting communication with community leaders, stakeholders, and residents. Nebraska staff have collaborated with regional partners, including SENDD (Southeast Nebraska Development District), to align funding strategy and project execution. They have continued to monitor progress, address delays, and maintain communication with local officials. Additional support has included advising the system operator on project oversight, infrastructure needs, and regulatory topics such as lead service lines, along with providing operational support and training to help the community remain compliant and prepared for implementation.



Above: Rural water tower

Derrick Luebbe
State Field Manager

Jay Colson, Project Manager/Technical Assistance Provider

Samantha Wheeler, Project Manager/Technical Assistance Provider

Cybersecurity for Small Systems

Treat every unexpected email or text with caution—don't click links or open attachments you weren't expecting. When in doubt, call the sender or navigate to the official website. Train all staff in cybersecurity awareness. Keep computers and software up to date, use antivirus and anti-malware software, set up a firewall, and enable multi-factor authentication (MFA) wherever possible so that a stolen password alone can't grant access. Use strong, unique passwords for each account that are 16+ characters long. Do not share passwords and change them regularly. Watch for red flags like typos, odd "from" addresses, and messages that pressure you to act fast. Back up important files regularly either to the cloud, an external drive, or backup software. If ransomware, malware, equipment failure, or accidental deletion occurs, backups may allow restoration of files without having to start over.

Above: Computer desk set up

Keep personal browsing separate from business by using different devices. Lock down your operational technology (OT), such as a SCADA (Supervisory Control and Data Acquisition) system for a water or wastewater system. Turn off any unnecessary internet connections, and if remote access is required, place OT behind properly configured firewall(s) with only essential ports open, use MFA on remote sessions, and be sure that logging is enabled. Free resources are available through MAP, Inc. staff or also located on CISA (Cybersecurity & Infrastructure Security Agency) at cisa.gov/water, including checklists, alerts, and no-cost external vulnerability scans for small drinking water and wastewater systems.

Kansas

From Crisis to Confidence

Original article by Shelly Underwood, adapted by Rhiannon Niemeier

A rural public water system serving multiple small communities in southeast Kansas experienced challenges during extreme drought conditions in 2023. Declining source water levels threatened the reliability of the system's only potable water supply, which supports approximately 5,000 users, creating an urgent need for action. Without intervention, the communities faced the risk of service interruptions and compromised water access.

MAP, Inc. stepped in to provide technical and administrative support, guiding the utility through the emergency funding process. MAP, Inc. assisted with federal registrations, prepared and submitted the USDA (United States Department of Agriculture) Emergency Community Water Assistance Grant application, and coordinated closely with agency staff to expedite approval. This support helped reduce administrative barriers, allowing staff to focus on critical operations.

As a result of the application, the utility secured emergency funding to complete critical intake improvements that protect access to deeper, more reliable water sources. MAP, Inc. served as grant administrator through project implementation, helping strengthen system resilience and ensure a reliable water supply during future droughts.

Above: The community lake in the midst of the drought. Photo by Shelly Underwood, Kansas State Field Manager

Shelly Underwood, State Field Manager

Tom Finger, Project Manager/Technical Assistance Provider

Curt Bigge, Project Manager/Technical Assistance Provider

Reuben Martin, Project Manager/Technical Assistance Provider

Belinda Nelson, Project Manager/Technical Assistance Provider

Austin Masters, Project Manager/Technical Assistance Provider

Sherri Wedel, Project Manager/Technical Assistance Provider

North Dakota

Restoring Compliance, Sustaining Community Service

Original article by Mary Jamerson, adapted by Rhiannon Niemeier

A Tribal government administration facility and a community radio station were facing significant challenges due to overdue financial and administrative requirements, including annual budgets and year-end financial reports. Reporting gaps extended back several years, largely due to staff turnover and shifting administrative responsibilities. This made records difficult to locate and verify. These delays created compliance risks under federal community facilities guidelines and threatened both entities' ability to maintain stable operations and continue providing essential public communication and emergency information services.

MAP, Inc. provided technical assistance aimed at restoring financial accountability and administrative organization. Working directly with local leadership and station personnel, MAP, Inc. helped identify and reconstruct historical financial records, complete outstanding budgets, and prepare required year-end reports in alignment with program requirements. This support included hands-on guidance, multiple site visits, and sustained follow-up to address long-standing reporting backlogs while also strengthening day-to-day accounting and financial management practices.

Above: Radio tower in field

As a result, more than three-quarters of the outstanding required reports were completed within one year, marking substantial progress toward full compliance. This progress allows community leadership and staff to better focus on service delivery. It also helped to ensure the continued operation of a critical communication outlet that supports public information sharing, coordination, and emergency preparedness.

By resolving long-standing reporting issues, the project strengthened the overall administrative foundation needed to sustain these community services.

Brian Day
State Field Manager

Garrett Clark, Project Manager/Technical Assistance Provider

Mary Jamerson, Project Manager/Technical Assistance Provider

Mikel Kunza, Project Manager/Technical Assistance Provider

Picture taken by Lance Goodman, MAP, Inc. Technical Assistance Provider of the Thompson Falls Dam in Montana

Regionalization Training and Success Stories

Article by Rhiannon Niemeier, Administrative/Communications Manager

Regionalization has become a quickly growing topic in the water industry. This past winter, our Missouri team hosted a hybrid regionalization training, with some participants attending in person while others joined through a live video feed for a groundbreaking total of 80 attendees.

Attendees heard from several professionals involved in regionalization projects across northern Missouri. Speakers included Heath Hall of Clarence Cannon Wholesale Water Commission, Randy Garrett of Harrison County PWSD #2, and Brad Scott's team from the North Central Missouri Regional Water Commission.

The presenters shared the research and planning that led to their regionalization efforts, as well as the challenges they faced along the way before ultimately becoming successful examples of regional collaboration.

Missouri Department of Natural Resources (DNR) Financial Assistance joined in on the training as well to make systems aware of the assistance they can receive at their water system.

Above: TAP Lonnie Clark presenting

Bottom (L): TAP Kerri Peters presenting (R): Brad Scott discussing their regionalization project.

South Dakota

Budgeting for Success

Original article by Jackie Luttrell, adapted by Rhiannon Niemeier

When a farming and hunting community in the northeastern plains of South Dakota found itself on the cusp of a long-overdue upgrade to its water, wastewater, and storm sewer infrastructure, local leaders recognized the need for guidance. They reached out to MAP, Inc. for support in navigating both the technical and financial complexities of the project.

MAP, Inc. partnered closely with the community's finance officer and governing board to strengthen financial management and lay the groundwork for sustainable system improvements. The first step was to modernize financial reporting by transitioning to Generally Accepted Accounting Principles (GAAP)-compliant, state-approved practices using Excel spreadsheets. MAP, Inc. helped the community develop a budget, reconcile cash accounts, implement a loan surcharge, and establish a city sales tax to generate additional revenue. These improvements reduced water loss, lowering costs and enabling critical upgrades to its water and wastewater systems.

> “Our ability to operate, comply regulatorily, and ensure our community sustains a healthy environment is more dependent on organizations like MAP with each passing day.”

Above: City water tower and street

Jackie Luttrell
State Field Manager

Hope Block, Project Manager/Technical Assistance Provider

Kevin Coldsmith, Project Manager/Technical Assistance Provider

Jessica Casey, Project Manager/Technical Assistance Provider

Missouri

Infrastructure for the Future

Original article by Lonnie Kevin Clark, adapted by Rhiannon Niemeier

It is no secret that we live in an era of rapid technological advancement. This progress extends far beyond smartphones, tablets, and AI-generated content. A small community in southwestern Missouri found itself struggling to keep its water infrastructure aligned with modern demands. The community faced frequent water main breaks, failing flush hydrants, and malfunctioning shut-off valves.

Despite the challenges of serving a small rural population of under 300 residents, many of whom face limited resources and economic constraints, the community's commitment to its residents never wavered. As replacement parts became unavailable, administrative and operational hurdles increased, and limited staffing and low employee retention persisted, the community sought external guidance and support.

Through strategic partnerships with MAP, Inc. and the Missouri Department of Natural Resources' Financial Assistance Center (FAC), meaningful progress was achieved. Through this collaboration, the community secured $3.3 million in leveraged funding, developed and refined the Emergency Response Plan (ERP), strengthened operational capacity through staff training, and modernized the water pumping system following an emergency pump failure.

> "[The community's] determination to secure a stronger, more resilient water system reflects the heart of rural Missouri—neighbors working together to protect their community's future."

Kristina Hartley
State Field Manager

Stephanie Ross, Project Manager/Technical Assistance Provider

Lonnie Kevin Clark, Project Manager/Technical Assistance Provider

Kerri Peters, Project Manager/Technical Assistance Provider

Emilie Peterson, Project Manager/Technical Assistance Provider

Emerging Contaminants for Small Utilities

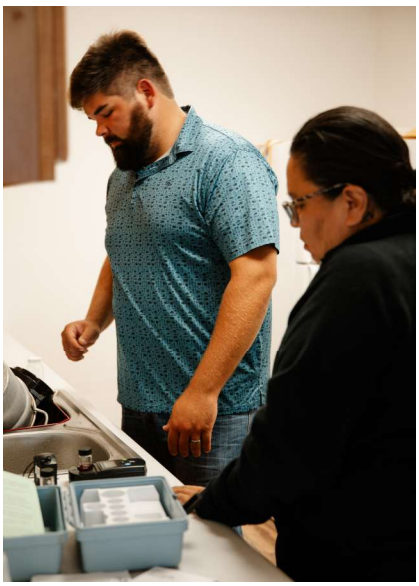
For utility systems, emerging contaminants are a growing challenge that was barely on the radar a decade ago. These substances are being detected more often in drinking water as testing improves and more is learned about potential impacts. According to the U.S. Environmental Protection Agency (EPA) one major group is PFAS (Per- and polyfluorinated alkyl substances), more than 12,000 human-made chemicals commonly found in nonstick coatings, water-resistant fabrics, food packaging, and firefighting foams, that persist in the environment and are often referred to as "forever chemicals."

Data from the National Institute of Environmental Health Sciences show other emerging contaminants and concerns include pharmaceuticals, personal care products, bisphenol A (BPA), pesticides, cyanotoxins from harmful algal blooms, microplastics, manganese, and some newly identified disinfection byproducts. Conventional treatment often provides limited removal, while advanced options can be costly. Not all systems will encounter these contaminants; it really depends on local conditions and activities.

Media coverage has increased public awareness. Water systems may receive questions about substances that are monitored but not yet regulated. Staff should have simple, clear talking points prepared. Providing a straightforward explanation builds trust. Emphasize whether the system meets all current drinking water standards. Explain the difference between health advisories and enforceable regulatory limits. Clarify that monitoring does not necessarily indicate health risks. Share what the system is doing now and what steps may come next. Refer customers to trusted sources such as the state agency that oversees public water systems or the EPA website.

Systems should remain familiar with Unregulated Contaminant Monitoring Rule (UCMR) requirements and proactively document potential contamination sources (e.g., landfills, industrial or agricultural activities, airports, stormwater runoff, wastewater discharges, firefighting training areas, and source water changes – taste, color, odor). Systems may also consider whether they have a Source Water Assessment on file through their state's Source Water Assessment Program (SWAP). These assessments identify potential sources of contamination and may be worth reviewing. More information is available at: www.epa.gov/sourcewaterprotection. Know who to contact at the state primacy agency if results exceed advisory levels. Plan for possible sampling costs, lab availability, and reporting. Evaluate if existing treatments provide incidental contaminant removal.

Financial and technical assistance is available for small systems. Support may include Drinking Water State Revolving Fund loans, emerging contaminant grants, source water protection, circuit rider programs, and no-cost technical assistance programs. While emerging contaminants add complexity, small systems can manage them through awareness, communication, and available support.



To right: MAP, Inc. staff performing a drinking water sample collection.

Wyoming

Improving Compliance Through Infrastructure Assessment

Original article by Lee Allen, adapted by Rhiannon Niemeier

A small rural community in northwest Wyoming has faced ongoing challenges meeting its wastewater discharge permit requirements, particularly for E. coli and Biochemical Oxygen Demand (BOD). While some sections of the sewer collection system have been replaced, treatment issues have persisted, prompting the community to further evaluate its wastewater infrastructure.

Aging lagoons and suspected excess infiltration and inflow are believed to be reducing retention time, limiting effective treatment. MAP, Inc. is assisting the community by conducting an Infiltration and Inflow Study to identify problem areas within the collection system. Smoke testing was completed in the fall, and although a high water table limited results, useful data was collected alongside ongoing analysis of flow and weather patterns.

With MAP, Inc.'s technical assistance, the community will be able to identify failing infrastructure and apply for funding for necessary repairs and upgrades.

These improvements will support regulatory compliance, protect environmental health, and reduce the risk of public health concerns to help ensure a more reliable wastewater system moving forward.

Tyrel Owens
State Field Manager

Lee Allen, Project Manager/Technical Assistance Provider

Chris Dutcher, Project Manager/Technical Assistance Provider

Julia Belopotosky, Project Manager/Technical Assistance Provider

Marcus Rosas Project Manager/Technical Assistance Provider

Below: An aerial view of the community's lagoon system. Provided by Lee Allen.

Montana

Recovering After Disaster Along the Yellowstone

Original article by Devin Beal, adapted by Rhiannon Niemeier

To left: Rural community street and houses during high flood waters.

Devin Beal
State Field Manager

Steve Shope, Project Manager/Technical Assistance Provider

Lance Goodman, Project Manager/Technical Assistance Provider

William Meyer, Project Manager/Technical Assistance Provider

Sasha Marlatt, Project Manager/Technical Assistance Provider

During the historic flooding that impacted south-central Montana in the summer of 2022, a small community along Clark's Fork of the Yellowstone River experienced the most severe flooding in its recorded history.

In addition to extensive flood damage, approximately 160 tons of sediment were deposited into the community's wastewater lagoons. This significantly reduced lagoon capacity and caused overtopping of the dike separating the two lagoon cells.

The wastewater system operates as a Rural Special Improvement District (RSID), and has limited financial resources.

Recognizing the severity of the situation, the RSID President contacted MAP, Inc. to seek funding assistance and guidance with forming a county sewer district. MAP, Inc. provided support by hosting a public meeting to educate community members on the district formation process and available funding options. An income survey conducted by MAP, Inc. revealed that 94% of the community qualified as low-to-moderate income, with 73% classified as very low income.

By proactively seeking assistance and taking the appropriate steps, the community was able to secure funding to remove the accumulated sediment, repair the outer dike, and reline the wastewater lagoons—ensuring the long-term functionality and resilience of the system.

Minnesota

Turning Data Gaps into Solutions

Original article by Andrew Olson,
adapted by Rhiannon Niemeier

Chris Ziegler
State Field Manager

Andrew Olson, Project Manager/Technical Assistance Provider

Michael Faulhaber, Project Manager/Technical Assistance Provider

Mary Mullane, Project Manager/Technical Assistance Provider

A small public water system serving a Tribal community in northern Minnesota supports a non-transient population of approximately 200 residents. The community's median household income of $21,420 reflects significant financial constraints, making dependable water services essential. The system requested assistance in preparing a required Lead Service Line Inventory (LSLI), which was challenging due to the lack of metering, billing records, and standardized address data.

MAP, Inc. worked closely with system staff to identify an effective approach for documenting service connections using GIS technology. Together, they developed a mapping method that aligned with existing community identifiers and created field worksheets to help verify locations and support inventory completion.

With MAP, Inc.'s support, system staff successfully verified addresses and completed the LSLI submission. The GIS map developed through this effort will also serve as a long-term planning tool, helping the utility document infrastructure needs and support future replacement and funding efforts.

To right: MAP, Inc. staff completing a GIS data collection project

The Power of GIS

Mapping

MAP offers mapping-grade field data collection and feature mapping services for:

- Water systems
- Wastewater and sewer systems
- Streets and roads
- Parks and recreational areas
- Other local infrastructure assets

Analytics

Analytics transform data into actionable insights, enabling analysis of trends, anticipation of future infrastructure needs, and smarter decisions with limited resources.

Asset Management

Asset inventories help utilities centralize information, preserve institutional knowledge, and ensure critical system data is accessible in both the office and the field.

MAP, Inc. & NOWRA Bring Training to the Midwest

Thanks to a grant from the Environmental Protection Agency (EPA) Treatment Works, Rural Community Assistance Partnership, Inc. (RCAP) and the National Onsite Wastewater Recycling Association (NOWRA) have partnered to provide training materials and events for decentralized wastewater system owners and the professionals who work with them.

Often, decentralized wastewater professionals face greater resource constraints than municipal professionals, particularly when it comes to training opportunities. As the workforce continues to age, it is crucial to provide high-quality training materials and events to support the next generation of decentralized professionals.

Through NOWRA and RCAP's collaboration, MAP, Inc. has been able to deliver three training events to field professionals across its nine-state region. These events included the Resolving Wastewater Treatment Challenges in Small Communities training in Des Moines, Iowa; the Solutions for Difficult Decentralized Wastewater Sites training in Bismarck, North Dakota; and most recently, the Decentralized Wastewater System Operations and Maintenance: Skills for Promoting System Longevity training in Springfield, Missouri.

The most recent training in Missouri had a turnout of more than 70 septic professionals and wastewater operators. Participants received two days of training, along with an additional "train-the-trainer" day, during which attendees visited the Missouri Small Flows (MSO) septic training center. In addition to the training experience, attendees also received continuing education credits (CEUs or contact hours) for maintaining and renewing their professional certifications or licenses.

Above photos of the Springfield, Missouri, NOWRA Training event submitted by Karen Thomas

MAP, Inc. Staff Highlight: Jesse Campbell

Jesse Campbell, Private Well/ Decentralized Wastewater Coordinator

Article by Rhiannon Niemeier, Administrative/ Communications Manager

Jesse Campbell was born and raised in Northwest Missouri and has spent his life committed to service. After high school, he joined the U.S. Marine Corps as a Combat Engineer and later returned home as a Veteran of Operation Iraqi Freedom. Jesse went on to earn both his bachelor's and master's degrees in Northwest Missouri before beginning his professional career.

Before joining MAP, Inc., Jesse worked as a Social Worker, supporting populations ranging from Veterans to individuals with disabilities. That experience shaped his ability to guide behavioral change and provide education, and these skills transitioned seamlessly into his role as Private Well Coordinator. While he never expected to work in water and wastewater, Jesse has always known he wanted to help people, and this role allowed him to continue that mission in a new way.

Campbell providing technical assistance to a well owner.

Growing up in Rosendale, Missouri, a small flood-prone rural community, shaped Campbell's perspective on resilience and infrastructure. Frequent flooding and limited resources showed him how much effort it takes for small communities to maintain essential services like safe drinking water. That background continues to inform his work with rural households today.

Jesse measures success by trust and lasting change. When homeowners become aware of risks, take action, and recommend the program to others, he knows his work is making a difference.

Outside of work, Jesse is a proud parent of two children, who motivate him to be the best in everything he does. Whether through education, outreach, or one-on-one support, Jesse remains committed to helping rural communities protect their health, because as he often reminds people, producing quality water takes work.

Training for Utility Systems

offered at no cost to attendees

Midwest Assistance Program, Inc. offers professional on-site and virtual training every month at no cost to attendees throughout Iowa, Kansas, Missouri, Minnesota, Montana, Nebraska, North Dakota, South Dakota, and Wyoming. Our training programs can be customized to meet your specific needs and are designed to benefit utility operators, board and council members, clerks, and elected officials across key areas such as water, wastewater, solid waste, and utility management.

VIRTUAL TRAINING

Virtual training on topics such as Water/Wastewater, Disaster Preparedness, Environmental Protection Agency (EPA) updates, and more!

CLERK/FINANCE

Provided to city staff, clerks, finance officers, and auditors for completing financial reporting, bank reconciliation, budgeting, setting utility rates, preparing for an audit, grant and loan requirements, and record keeping.

WATER OPERATOR

Training for operators on topics including mathematics, hydraulics, pumps, motors, safety, and regulations. Additionally, guidance on maintaining the distribution system operation, maintenance, repair, and replacement techniques.

WASTEWATER OPERATOR

Guidance to help wastewater operators identify inflow and infiltration (I&I) causes, the effect on the wastewater system, methods to identify I&I, and provide hands-on experience with smoke testing equipment.

WELL OWNER SEMINAR

An overview of water well best practices and procedures including: well system components, well head management, contaminants, and testing.

Scan here to see more, or visit www.map-inc.org/trainings

SOURCE

Midwest Assistance Program, Inc.
Phone: 660-562-2575
Email: map@map-inc.org
Website: www.map-inc.org

Source Mission:

To provide information for the clients of the Midwest Assistance Program, Inc. (MAP, Inc) to better understand the programs and services offered, help improve their communities and tribal associations, and showcase the expertise of MAP, Inc employees.

FIND US ONLINE!

Midwest Assistance Program
serving rural communities since 1979
RCAP NETWORK MEMBER

MIDWEST ASSISTANCE PROGRAM, INC.
309 E SUMMIT DRIVE
MARYVILLE, MO 64468

Midwest Assistance Program, Inc. (MAP, Inc.) is a member of the Rural Community Assistance Partnership Incorporated (RCAP)

Midwest Assistance Program, Inc. (MAP, Inc), assists rural drinking water, wastewater, and solid waste utilities in finding solutions to their infrastructure needs. Since 1979, MAP, Inc. has been helping rural utilities and tribal nations in Iowa, Kansas, Minnesota, Missouri, Montana, Nebraska, North Dakota, South Dakota, and Wyoming to build financial managerial and operational capacity.

Through MAP Inc.'s individualized support, rural communities, tribal nations, water and wastewater districts, homeowner's associations, lake associations, and other small utilities find solutions to sustain infrastructure safely and efficiently while revitalizing the communities.

MAP, INC NINE-STATE REGION