



# Community Action Alliance Water Residential Assistance Program

Made possible through funding from the  
Great Lakes Water Authority.



Community Action Alliance will deliver WRAP through our Empowerment Pathway Model—a custom designed service plan to help residential customers of the Great Lakes Water Authority access bill assistance, water conservation measures, and navigate resources and supports on a pathway toward self-sufficiency.



Wayne Metropolitan  
Community Action Agency  
Established 1971



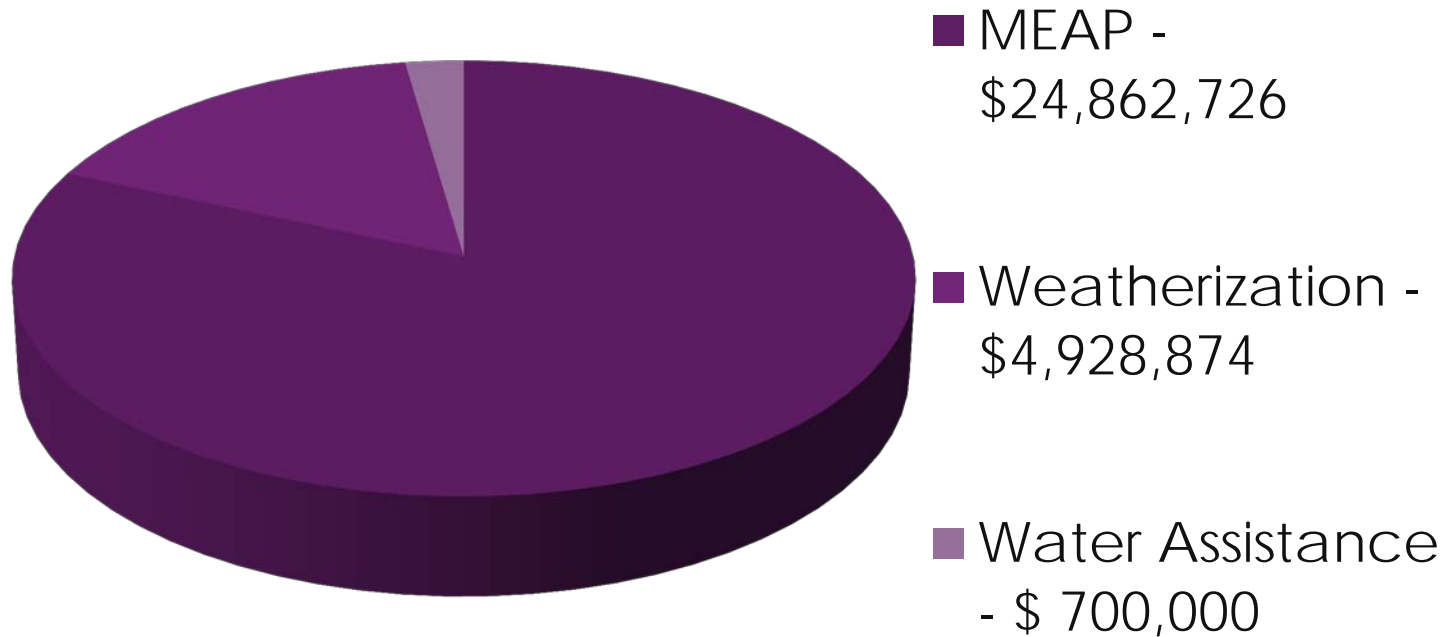
LHSA  
A Community Action Agency



# About Community Action Alliance

- Community Action mission to empower and strengthen low-income communities
- 29 throughout State of Michigan. 900 across the Country
- Regional presence and local control
- Shared Systems and Processes
- Client focused
- Long-time partnerships and collaborations
- Data Driven
- Proven Outcomes

# 2016 Combined Assistance Funding Beyond WRAP \$4.5M



# Universal Program Delivery Model



Payment Assistance up to \$1,000 per household per year. \$25 monthly bill credit + help with arrears



Home water audit for households above 120% of average usage



Home repairs up to \$1,000 per household to fix minor plumbing issues leading to high usage



Water saving kits and consumer training classes



Supportive WRAP-Around Services

# Program Guidelines



- \$25 per month = \$300 annual bill assistance
- Up to \$700 annual arrearage assistance
- At six months of successful payment, 50% of arrears up to \$350 can be applied
- At 12 months of successful payment, up to \$350 (second 50%) can be applied toward arrears
- Participants can remain in the program for up to 24 months. Must apply annually.



Household Members	Household Income	Household Members	Household Income
1	\$17,805	5	\$42,660
2	\$24,030	6	\$48,870
3	\$30,240	7	\$55,095
4	\$36,450	8	\$61,335

# Alliance Administration Assignments



➤ City of Detroit and Wayne County



➤ Oakland and Genesee County



➤ Macomb, Lapeer, St. Clair County



➤ Monroe, Washtenaw County

**BUDGETED REVENUE ALLOCATION  
WHOLESALE AND CITY OF DETROIT CUSTOMERS  
FY 2015-16**

Community	Budgeted Water Revenue	Budgeted Sewer Revenue	Total Budgeted Revenue	Allocation
<b>WAYNE COUNTY</b>				
CITY OF DETROIT	\$94,641,200	\$254,643,600	\$349,284,800	38.41%
SUBURBAN	101,005,170	110,084,800	211,089,970	23.22%
<b>TOTAL WAYNE COUNTY</b>	<u>195,646,370</u>	<u>364,728,400</u>	<u>560,374,770</u>	61.63%
<b>OAKLAND COUNTY</b>	100,097,540	108,602,850	208,700,390	22.95%
<b>MACOMB COUNTY</b>	71,655,200	35,426,350	107,081,550	11.78%
<b>GENESEE COUNTY</b>	18,000,000	0	18,000,000	1.98%
<b>WASHTENAW COUNTY</b>	9,987,100	0	9,987,100	1.10%
<b>LAPEER COUNTY</b>	2,842,340	0	2,842,340	0.31%
<b>MONROE COUNTY</b>	1,436,000	0	1,436,000	0.16%
<b>ST. CLAIR COUNTY</b>	860,200	0	860,200	0.09%
<b>TOTAL</b>	<u><u>\$400,524,750</u></u>	<u><u>\$508,757,600</u></u>	<u><u>\$909,282,350</u></u>	<u><u>100.00%</u></u>

# Initial Funding Distribution Chart

COUNTY	BILL PAYMENT PLAN DIRECT ASSISTANCE	WATER CONSERVATION DIRECT ASSISTANCE	TOTAL DIRECT ASSISTANCE	# AVG CLIENTS BILL PLAN	# AVG CLIENTS HOME AUDIT
DETROIT	\$1,238,736.29	\$288,022.46	\$1,526,758.76	2,277	422
OUT-WAYNE	\$748,629.22	\$174,066.13	\$922,695.35	1,376	255
OAKLAND	\$740,154.59	\$172,095.67	\$912,250.26	1,360	252
MACOMB	\$379,764.03	\$88,300.13	\$468,064.15	698	129
GENESEE	\$63,836.88	\$14,842.91	\$78,679.80	117	22
WASHTENAW	\$35,418.83	\$8,235.34	\$43,654.17	65	12
LAPEER	\$3,050.69	\$709.33	\$3,760.02	19	3
MONROE	\$5,092.76	\$1,184.13	\$6,276.90	9	2
ST. CLAIR	\$10,080.34	\$2,343.81	\$12,424.15	6	1
TOTAL	\$3,224,764	\$749,800.00	\$3,974,564.00	5,927	1,098



# Participant Work Flow



All participants enter through the Wayne Metro CONNECT™ Call Center 313.386.WRAP or via an online service request form



Appts. will be scheduled during initial call. Meetings will take place at one of 29 locations throughout the GLWA service area



Time and resources will be maximized. Walk-ins and long wait times will be eliminated.



Quality customer service will be managed by trained, compassionate service representatives and program staff.



# Step #1: CONNECT Center

- Clients seeking WRAP assistance call:  
313-386-WRAP (9727)
- The CONNECT Center conducts pre-eligibility screening
- If eligible, client is informed of the required documentation, and an appointment is made at appropriate service area location accessible to client

## Program Eligibility

- 150% FPL or below
- Bill must be in client/"tenant" name
- If renter, lease must indicate tenant responsible for water
- Account holder must attend appointment
- Shut off notice is not required
- Bill does not have to be Past Due
- Arrearages are not required
- For bill plan assistance, client participation in other education/trainings is not mandatory
- Subsidized housing participants are eligible for assistance

## Step #2: Appointment Confirmation

Staff confirms the client appointment within 24-48 hours.

## Step #3: Appointment Day

- Staff verifies required documentation and assesses eligibility.
- Water usage assessed: clients at or above 120% of average water usage are referred for home water audit
- WRAP contract is completed by client
- Client application is processed
- Voluntary water conservation workshop is scheduled
- Client receives water conservation education materials

# Step #4: Water Conservation Audit

- Home water audit conducted within 7 days of intake
- Water audit assistance measures determined
- Audit recommendation(s) performed
- If minor plumbing repair needed, licensed contractors are engaged
- Audit assistance processed payment to approved providers
- Post-audit client follow up and bill analysis

# Step #5: Award Made & WRAP-Around Services Begin

# Step #6: Accounting & Bill Payment

- Monthly reporting of enrolled households will be provided to participating municipalities via secure web portal
- Municipality will report on enrolled WRAP households that did/did not make scheduled payment.
- Municipality sends report and batched invoice to agency for current enrollees (\$25 per household)
- **Missed payment time #1** Alliance contacts client to assess issue and provide case management. Client must pay total bill past due in order to remain in program
- **Missed payment time #2** official letter is sent to client informing of exit from program. Municipality will also be notified.
- Client can re-apply 12 mos. from initial date of enrollment

# Step #7: If There Are Arrearages

**At 6 months from date of intake- client has remained consistent on bill payment:**

- CAA staff processes 6 month voucher (first 50% of arrearage). Client report is batched by Alliance Agency and purchase requisition is sent to accounting.
- Accounting pays requisition to municipality.

**At 12 months from date of intake- client has remained consistent on bill payment:**

- CAA staff processes 12 month voucher (second 50% of arrearage). Client report is batched by Alliance Agency and purchase requisition is sent to accounting.
- Accounting pays requisition to municipality.
- Monthly client database and accounting reconciliation performed.

# Step #8: Ongoing Case Management & WRAP-Around Services

- Household self-sufficiency assessment completed
- Referrals to Alliance and external provider services made and follow up and progress tracked
- Clients successfully completing first year of WRAP can re-enroll in second year.
- New program intake completed

## **SAMPLE Wraparound Cycle #1**

Referral to energy assistance, food, clothing

## **SAMPLE Wraparound Cycle #2**

Referral to Financial Coaching, Free Tax Preparation, Healthcare Enrollment, Education

## **SAMPLE Wraparound Cycle #3**

Budgeting, Saving, Longer-Term Goal Setting

# WRAP Scenario – City of Detroit

- Wilson family of four, living in Detroit, with a household income at or below 150% federal poverty level ( \$36,450). Water is billed monthly. Monthly bill is \$125.00.
- The family has an arrearage of \$1,500 upon date of intake.
- The family makes an appointment in March 2016 with Wayne Metro Community Action Agency.
- WRAP Assistance schedule after the family is income-qualified:





WRAP Assistance	Monthly Bill	Arrearage Total= \$1500
March 2016 - \$25.00 credit upon enrollment	Family qualifies for \$300 annual assistance upon successfully staying in plan	Family qualifies for \$700 annual assistance upon successfully staying in plan Arrearages are frozen.
April- Family current on previous month bill \$25.00 credit applied	\$125- \$25 (March credit)=\$100	
May-Family current on previous month bill \$25.00 credit applied	\$125- \$25 (April credit)=\$100	
June-Family current on previous month bill \$25.00 credit applied	\$125- \$25 (May credit)=\$100	
July-Family current on previous month bill \$25.00 credit applied	\$150- \$25 (June credit)=\$125	
August-Family current on previous month bill \$25.00 credit applied	\$150- \$25 (July credit)=\$125	50% of arrearage total (\$700) is paid= \$350
September-Family current on previous month bill. \$25.00 credit applied	\$125- \$25 (August credit)=\$100	
October-Family current on previous month bill \$25.00 credit applied	\$125- \$25 (September credit)=\$100	
November-Family current on previous month bill \$25.00 credit applied	\$125- \$25 (October credit)=\$100	
December-Family current on previous month bill \$25.00 credit applied	\$125- \$25 (November credit)=\$100	
January-Family current on previous month bill \$25.00 credit applied	\$125- \$25 (December credit)=\$100	
February-Family current on previous month bill \$25.00 credit applied	\$125- \$25 (January credit)=\$100	
March 2017-Family current on previous month bill \$25.00 credit applied	\$125- \$25 (February credit)=\$100 Family eligible to re-enroll in WRAP	Second 50% of arrearage total (\$700) is paid= \$350. Outstanding arrearage is \$800. Family eligible to re-enroll in WRAP

# WRAP Scenario – Wayne County Suburb

- Mendez family of two, living in Dearborn Heights, with a household income at or below 150% federal poverty level (\$24,030). Water is billed bi-monthly. Bi-monthly bill is \$150.00.
- The family has an arrearage of \$800 upon date of intake.
- The family makes an appointment in March 2016 with Wayne Metro Community Action Agency.
- WRAP Assistance schedule after the family is income-qualified:



WRAP Assistance	Bi-monthly Bill	Arrearage Total= \$800
March 2016 - \$25.00 credit upon enrollment	Family qualifies for \$300 annual assistance upon successfully staying in plan	Family qualifies for \$700 annual assistance upon successfully staying in plan Arrearages are frozen.
May-Family current on previous bill \$50.00 credit applied toward next bill (\$25 x 2)	\$150- \$25 (March credit)=\$125	
July-Family current on previous bill \$50.00 credit applied toward next bill (\$25 x 2)	\$150-\$50 (May credit)- \$100	
September-Family current on previous bill \$50.00 credit applied toward next bill (\$25 x 2)	\$150- \$50 (July credit)=\$100	50% of arrearage total (\$700) is paid= \$350. Outstanding arrearage is \$800. Family eligible to re-enroll in WRAP
November-Family current on previous month bill \$50.00 credit applied toward next bill (\$25 x 2)	\$150- \$50 (September credit)=\$100	
January-Family current on previous month bill \$50.00 credit applied toward next bill (\$25 x 2)	\$150- \$50 (November credit)=\$100	
March 2017-Family current on previous month bill \$50.00 credit applied toward next bill (\$25 x 2)	\$150- \$50 (January credit)=\$100 Family eligible to re-enroll in WRAP	Second 50% of arrearage total (\$700) is paid= \$350. Outstanding arrearage is \$100. Family eligible to re-enroll in WRAP

# WRAP Scenario – Oakland County Suburb

- Tran family of three, living in Farmington, with a household income at or below 150% federal poverty level ( \$30,240). Water is billed quarterly. Quarterly bill is \$150.00.
- The family has no arrearage upon date of intake.
- The family makes an appointment in April 2016 with Oakland Livingston Human Service Agency.
- WRAP Assistance schedule after the family is income-qualified:



WRAP Assistance	Quarterly Bill
<p>Family presents with quarter bill for Jan-March.            Family pays total bill.            April 2016 - \$25.00 credit toward next bill upon enrollment</p>	<p>Family qualifies for \$300 annual assistance upon successfully staying in plan</p>
<p>July- Family current on previous quarter bill            \$50.00 credit applied toward next bill            (\$25 x 2 May &amp; June)</p>	<p>\$150- \$25 (April credit)=\$125</p>
<p>October-Family current on previous quarter bill            \$75.00 credit applied toward next bill            (\$25 x 3)</p>	<p>\$150-\$50 (May &amp; June credit)- \$100</p>
<p>January-Family current on previous quarter bill            \$75.00 credit applied toward next bill            (\$25 x 3)</p>	<p>\$150- \$75 (July, Aug., &amp; Sept. credit)=\$75</p>
<p>April 2017 -Family current on previous quarter bill            \$75.00 credit applied toward next bill            (\$25 x 3)</p>	<p>\$150- \$75 (Oct., Nov., &amp; Dec. credit)=\$75            Family eligible to re-enroll in WRAP</p>

# WRAP Scenario – Macomb County Suburb

- Mrs. Smith, a senior living alone in Warren, with a household income at or below 150% federal poverty level ( \$17,805). Water is billed monthly. Monthly bill is \$75.00.
- Mrs. Smith has an arrearage of \$150 upon date of intake.
- She makes an appointment in March 2016 with Macomb Community Action Agency.
- Mrs. Smith is above 120% average water usage. Referral made for home water audit after intake.
- WRAP Assistance schedule after Mrs. Smith is income-qualified:



WRAP Assistance	Monthly Bill	Arrearage Total= \$150
March 2016 - \$25.00 credit upon enrollment	Family qualifies for \$300 annual assistance upon successfully staying in plan	Family qualifies for \$100 annual assistance upon successfully staying in plan Arrearages are frozen. Home Water Audit conducted and measures installed. \$1000
April- Family current on previous month bill \$25.00 credit applied	\$75- \$25 (March credit)=\$50	
May-Family current on previous month bill \$25.00 credit applied	\$70- \$25 (April credit)=\$45	
June-Family current on previous month bill \$25.00 credit applied	\$70- \$25 (May credit)=\$45	
July-Family current on previous month bill \$25.00 credit applied	\$70- \$25 (June credit)=\$45	
August-Family current on previous month bill \$25.00 credit applied	\$70- \$25 (July credit)=\$45	50% of arrearage total (\$150) is paid= \$75
September-Family current on previous month bill. \$25.00 credit applied	\$70- \$25 (August credit)=\$45	
October-Family current on previous month bill \$25.00 credit applied	\$70- \$25 (September credit)=\$45	
November-Family current on previous month bill \$25.00 credit applied	\$70- \$25 (October credit)=\$45	
December-Family current on previous month bill \$25.00 credit applied	\$70- \$25 (November credit)=\$45	
January-Family current on previous month bill \$25.00 credit applied	\$70- \$25 (December credit)=\$45	
February-Family current on previous month bill \$25.00 credit applied	\$70- \$25 (January credit)=\$45	
March 2017-Family current on previous month bill \$25.00 credit applied	\$70- \$25 (February credit)=\$45 Family eligible to re-enroll in WRAP	Second 50% of arrearage total (\$150) is paid= \$75. Outstanding arrearage is paid.

# Communications

Wholesale Customers	Residential Customers	Media & General Public
Letter to Elected Officials	Press Release & Media Coverage	Press Release & Media Coverage
Web Meeting	Program Flyer Distribution	Program Distribution Flyer
Participation Survey	Website Links from Wholesale Website	CA Alliance Website
Face-to-Face Meetings	Website Links from GLWA Website	Media Packet
Secure Web Portal	Alliance Service Provider Networks	FAQs & First Year Report
Website	CA Alliance Website	Client Testimonials
Video Library	Video Library	Video Library
Email wrapwholesale@waynemetro.org	Email wrapcustomerservice@waynemetro.org	Email wrapinfo@waynemetro.org



# Next Steps to March 1st:

- Municipality completes participation survey
  - Designates single point of contact and agrees to support program administration
  - Listed as participant on WRAP website
  - Places WRAP webpage link on community website and/or bill payment portal
  - Provides program information to residential customers

# How to contact us...

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**Questions?**