



## Financial Services Audit Committee Communication

**Date:** July 26, 2024

**To:** Great Lakes Water Authority Audit Committee

**From:** Haran Stanley, Affordability & Assistance Management Professional

**Re:** Affordability & Assistance Update

### **WRAP Update**

Throughout June, the GLWA Affordability & Assistance team proactively engaged in a series of visits to our WRAP (Water Residential Assistance Program) service delivery partners. Our purpose was to deepen our understanding of the processes and services they provide. The team visited the offices of Macomb Community Action, United Way for Southeastern Michigan, and Wayne Metro Community Action.

*WRAP in Highland Park* - The Affordability & Assistance team, in collaboration with Wayne Metropolitan Community Action Agency (Wayne Metro), is preparing to accept households into WRAP. The Affordability & Assistance team and Wayne Metro are arranging a meeting to engage in discussions regarding marketing strategies and the overall approach. Wayne Metro is also in the planning stages of developing a podcast series with the aim of effectively reaching out to residents and providing them with comprehensive information about the services available.

*BS&A Update* - Through communications with the Macomb Community Action, Eastpointe is now using the BS&A tool to apply monthly bill credits from WRAP to their residents' accounts. Our WRAP Service Delivery Partners continue to work with our GLWA Member Partners to increase awareness of this tool and its benefits.

### **Affordability Update**

Senator Stephanie Chang is hosting an in-person workgroup meeting on July 25, 2024 in Lansing. A specific group of stakeholders will attend this meeting to further strategize on legislative efforts.

On June 27, 2024, Nicolette Bateson, GLWA Chief Financial Officer & Treasurer, presented to the Oakland County Water Resources Commissioner's Water Affordability Coalition. The topic was an overview of WRAP services that have been delivered to households across Oakland County.

### **Key Initiatives**

1. Ongoing – Engage in statewide conversations with stakeholders and leaders related to water affordability matters in Michigan

2. In-Process – Convert legacy monthly statements of expenses from myriad formats to create a “WRAP Database” to support effective program management
3. In-Process – Develop a WRAP commitment forecasting model for Service Delivery Partners
4. Discovery Phase – Develop a grant-seeking proposal package to identify additional sources of funding
5. Discovery Phase – Creation of a comprehensive database populated through electronic data extraction from Service Delivery Partner systems
6. Complete – Updates to the WRAP program manual and Frequently Asked Questions documents which have been shared with SDPs

**Proposed Action:** Receive and file this report.