

WRAP Program Update & Request for Reallocation

February 26, 2020



Wayne Metropolitan
Community Action Agency
Established 1971



LHSA
A Community Action Agency



GLWA
Great Lakes Water Authority

Mission & Vision

WRAP's mission is to administer the distribution of WRAP funding to eligible, low-income households in the GLWA service areas with a vision to create a **transformative** water utility assistance program focusing on the **core values of self-sustainability, social responsibility and affordability.**



Enrollments & Participation

- **19,000 enrolled. 12,000+ are Detroiters**
- **Achieved 74% community participation rate**
 - 76 of 104 eligible municipalities are opted in.
 - ✓ 10 opted out
 - ✓ 3 Pending
- **\$ 18.7M total funding has been committed**
 - \$14.2M GLWA Funding
 - \$4.5M Supplemental Funding



Program Updates



WRAP Program Design Change Updates

Direct Assistance

- 300 Seniors and/or disabled households received extended bill credit assistance.
- Total arrearages have been reduced by an average of 50% for program participants at the first month of enrollment.



WRAP Program Design Change Updates

Program Supplies

- 1800+ households received
 - ✓ LiveSmart workshops & Conservation Supplies

Outreach

- Community Engagement and Outreach team(s)
 - ✓ 310 events throughout the GLWA service area
- Promotional Materials dispersed
 - ✓ DHHS Offices & Municipalities
- Monthly strategy meetings with CAA partners



WRAP Program Overview

WRAP Program Overview

- **Direct Assistance**

- Residency & Income
 - Have income at or below 150% of poverty threshold
 - Provide proof of residency, water bill payment responsibility & income
- Remain current on monthly bill payment

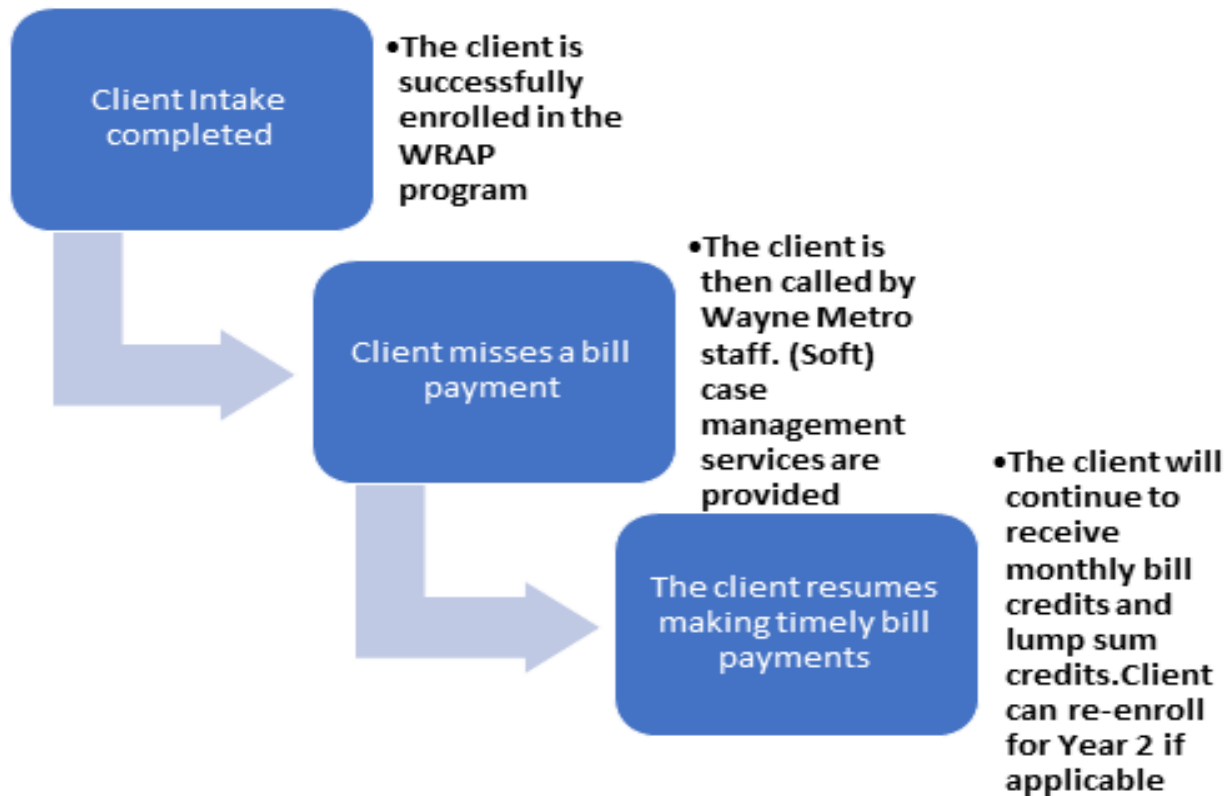
- **Conservation**

- Usage at or above 120%
- Home-owner

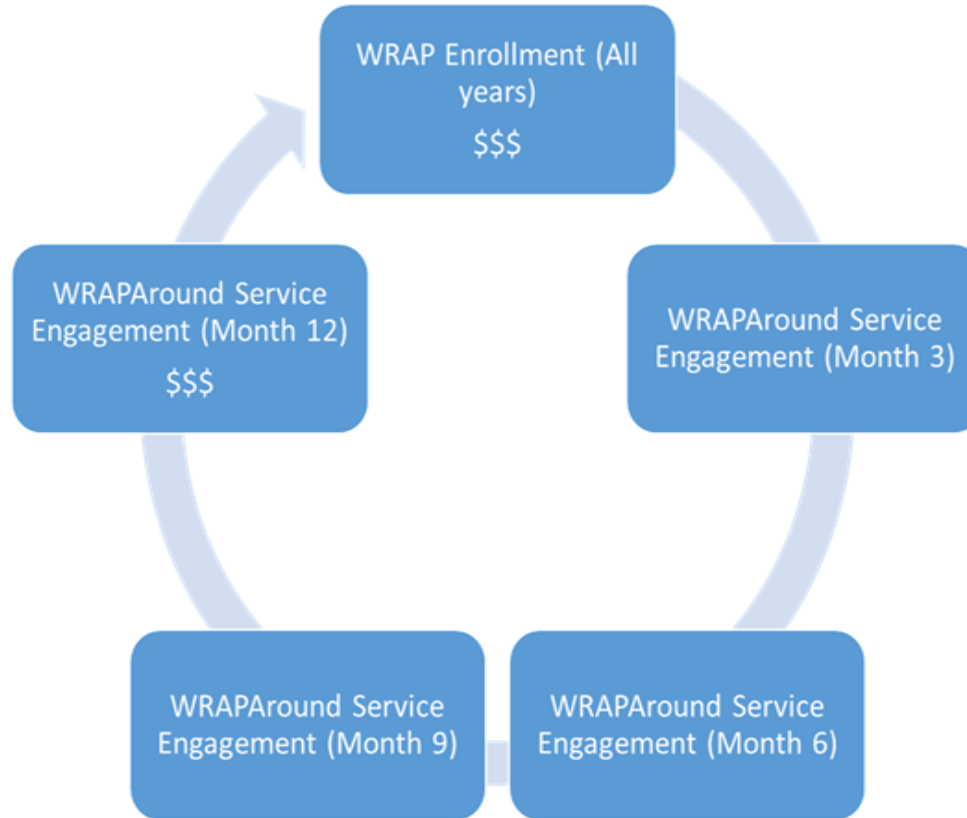
PROGRAM BENEFITS

- Assistance up to **\$300** per household (**\$25 per month x 12 months**)
- Home water audit & minor plumbing repairs **up to \$1,000** for homeowners **above 120%** of average usage
- Water savings kits and consumer training
- Supportive wrap around services

WRAP Participant Workflow



WRAP Touchpoints



WRAP Program Updates

Access to Services

- Soft launch
 - ✓ 194 applications
 - ✓ 142 Enrolled
- Full implementation
 - ✓ February 2020



FY 2019 Reallocation Request



Previously Reallocated Funds

FY 2016 to FY 2018

Reallocated Funds	Detroit	Flint	Total
FY 2016	\$1,664,833	\$117,485	\$1,782,318
FY 2017	786,981	425,635	1,212,616
FY 2018	794,400	427,755	1,222,155
Total Reallocation	\$3,246,214	\$970,875	\$4,217,089



FY 2019 WRAP Commitments

7.01.18 to 6.30.19

County/City	July 1, 2018 - June 30, 2019				
	Allocated Assistance and Conservation	Committed Assistance and Conservation	Reallocated Assistance and Conservation	Committed Reallocated Assistance and	Remaining Balance
Wayne County					
City of Detroit	1,732,962	1,732,962	-	-	-
Out Wayne	1,009,805	489,059	-	-	520,746
Total Wayne County	2,742,767	2,222,021	-	-	520,746
Oakland County	1,068,211	88,434	-	-	979,777
Macomb County	557,340	100,660	-	-	456,680
Genesee County	-	-	-	-	-
City of Flint	21,211	21,211	-	-	-
Washtenaw County	49,054	17,477	-	-	31,577
Lapeer County	13,725	-	-	-	13,725
Monroe County	7,882	-	-	-	7,882
St. Clair County	3,529	-	-	-	3,529
Total	4,463,719	2,449,803	-	-	2,013,916

FY 2020 WRAP Commitments

As of 10.31.19

County/City	FY20 Funds Committed through 10.31.19					
	Budgeted Direct Assistance	Committed Direct Assistance	Balance Remaining	Budgeted Conservation	Committed Conservation	Balance Remaining
Wayne County						
City of Detroit	1,405,874	542,134	863,740	351,469	168,126	183,343
Out Wayne	685,847	119,660	566,187	171,462	600	170,862
Total Wayne County	2,091,721	661,794	1,429,927	522,931	168,726	354,205
Oakland County	825,138	99,947	725,191	206,285	-	206,285
Macomb County	533,093	90,691	442,402	133,273	658	132,615
Genesee County	-	-	-	-	-	-
City of Flint	17,528	17,528	-	4,382	-	4,382
Washtenaw County	39,556	3,383	36,173	9,889	475	9,414
Lapeer County	12,225	-	12,225	3,056	-	3,056
Monroe County	6,262	-	6,262	1,565	-	1,565
St. Clair County	2,897	-	2,897	724	-	724
Total	3,528,420	873,343	2,655,077	882,105	169,859	712,246

Reallocation Request

Approve a WRAP funding reallocation of uncommitted FY 2019 Funds to assist GLWA residential customers with the greatest need, lowest income, and highest utility burden.

Direct Assistance	-	\$1,061,662
Conservation	-	\$ 592,493
Out-Reach	-	\$ 359,761

TOTAL: \$2,013,916



FY 2019 WRAP

Reallocation Request

County/City	PROPOSED FY19 Reallocation			
	Direct Assistance	Conservation	Outreach	Total Reallocation
Wayne County				
City of Detroit	690,100	492,493		1,182,593
Out Wayne	-	-	60,961	60,961
Total Wayne County	690,100	492,493	60,961	1,243,554
Oakland County	-	-	172,328	172,328
Macomb County	-	-	98,642	98,642
Genesee County	-	-	-	-
City of Flint	371,562	100,000	21,749	493,311
Washtenaw County	-	-	3,947	3,947
Lapeer County	-	-	1,220	1,220
Monroe County	-	-	625	625
St. Clair County	-	-	289	289
Total	1,061,662	592,493	359,761	2,013,916

Enhanced Out-Reach Strategy

- Imbedded Staff
- Outreach events
- School Engagement/DHHS Offices
- Faith based service provider network
- Social Media & Media pitching



Recommendations for Program Design Changes



Recommended Program Changes

1. Increase funding allocation from 0.5% to 1.0%

- Based on proposed FY 2021 would increase WRAP funding from \$5.1 million to \$10.2 million;

2. Expand the program eligibility criteria to include the following:

- Increase eligibility to 200% or less of federal poverty level;
- Increase conservation and plumbing repairs spending per household from \$1,000 to an average of \$1,500; and
- Allow renters to be eligible for conservation and plumbing repairs to reduce their water consumption, upon landlord executing an agreement not to raise rents for 1 year

Increase Eligibility Requirement from 150% FPL to 200% FPL- Estimated Additional Households Served

County/City	Annual Clients Served at 150% FPL	Est. Annual Clients to Serve at 200% FPL
City of Detroit	4,832	9,732
Out-Wayne County	1,031	2,076
Oakland County	414	739
Macomb County	439	659
Genesee County	0	0
Washtenaw County	29	44
Lapeer County	0	0
Monroe County	0	0
St. Clair County	0	0
City of Flint	568	1,405
Total	7,313	14,655

Increase Conservation spending from \$1,000 to \$1,500- Estimated Additional Clients Served

County/City	Est. Annual Additional Clients to Serve at \$1500
City of Detroit	267
Out-Wayne County	12
Oakland County	4
Macomb County	4
Genesee County	0
Washtenaw County	0
Lapeer County	0
Monroe County	0
St. Clair County	0
City of Flint	39
Total	326

Allow Renters to be Eligible for Conservation and Repairs- Estimated Renters to be Served

County/City	Est. Annual Renters to Serve at 150% FPL	Est. Annual Renters to Serve at 200% FPL
City of Detroit	1,194	2,405
Out-Wayne County	226	455
Oakland County	47	84
Macomb County	52	78
Genesee County	0	0
Washtenaw County	15	23
Lapeer County	0	0
Monroe County	0	0
St. Clair County	0	0
City of Flint	93	230
Total	1,627	3,274

Winning WRAP Team



Temeko Manica
Direct Service Specialist



Taneka Hicks
Community Resource Navigator

Questions?

