



Financial Services Audit Committee Communication

Date: August 23, 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.

In July, we began to prepare the closing of the fiscal year 2024 financial activities for WRAP.

WRAP in Highland Park - The Affordability & Assistance team, in collaboration with Wayne Metropolitan Community Action Agency (Wayne Metro), is now accepting households into WRAP. There are ongoing conversations to coordinate enrollment strategies. Wayne Metro currently sees approximately 70 households applying for water assistance a month. There is a concerted effort to effectively reach out to residents and provide them with comprehensive information about the services available.

BS&A Update - Through communications with the Macomb Community Action, East Pointe 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 ensure they are aware of this benefit and its beneficial application.

Affordability Update

Senator Stephanie Chang hosted an in-person workgroup meeting in Lansing, MI, on July 25, 2024 and will host another meeting on August 25, 2024. A specific group of stakeholders will attend this meeting to strategize their legislative efforts further.

Key Initiatives

1. On Going – 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 – WRAP commitment forecasting model for Service Delivery Partners

4. In-process – Compiling customer testimonials to help tell the story of WRAP and how it has impacted the community.
5. Discovery Phase – Develop a grant-seeking proposal package to identify additional sources of funding
6. Complete– the WRAP program manual and Frequently Asked Questions documents have been shared with SDPs

Proposed Action: Receive and file this report.