

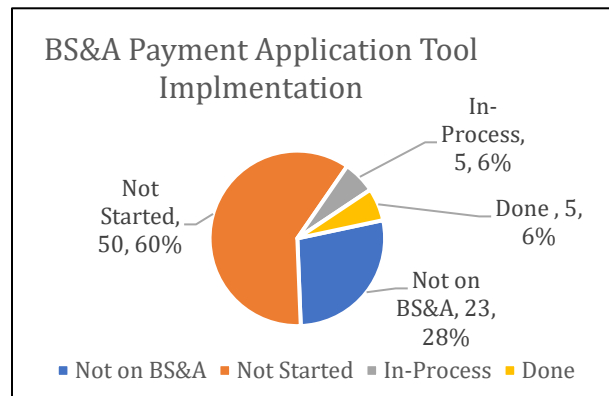
Contact: Haran Stanley, Affordability & Assistance Management Professional

Welcome!

We would like to welcome June White, GLWA’s new Affordability & Assistance Manager. June comes to GLWA with a strong management and accounting background in management as well as experience with and a passion for human services programs. We are pleased to welcome June to the GLWA Financial Services Area.

Dashboard - Implementation of BS&A Payment Application WRAP Outreach

Water Residential Assistance Program (WRAP) Service Delivery Partners (SDPs) have completed the rollout of the new BS&A payment application tool to Member Partners. Along with our SDPs, we will continue to encourage Member Partners to take advantage of this time-saving opportunity. Most recently, GLWA Member Partners received a reminder of this tool with final charges letters mailed in early March.



WRAP Update

CFO & Treasurer Nicolette Bateson and Affordability & Assistance Management Professional Haran Stanley recently shared the WRAP FY 2023 4th Quarter Report with a FY2023 Year-to-Date Activity and FY 2024 Look Ahead with Senator Stephanie Chang’s Water Affordability Workgroup, GLWA’s Communication and Education workgroup, and other stakeholders.

Key Initiatives

1. In-process – Convert legacy monthly statements of expenses from myriad formats to create a “WRAP Database” to support effective program management
2. In-process – WRAP commitment forecasting model for Service Delivery Partners
3. In-process – Engage in statewide conversations with stakeholders and leaders related to water affordability matters in Michigan
4. Discovery Phase – Develop a grant-seeking proposal package to identify additional sources of funding
5. Discovery Phase – Electronic data extraction from Service Delivery Partner systems to create a comprehensive database
6. Final Stage – WRAP program manual and Frequently Asked Questions documents
7. Complete – WRAP toll-free phone number for residents to contact their Service Delivery Partner