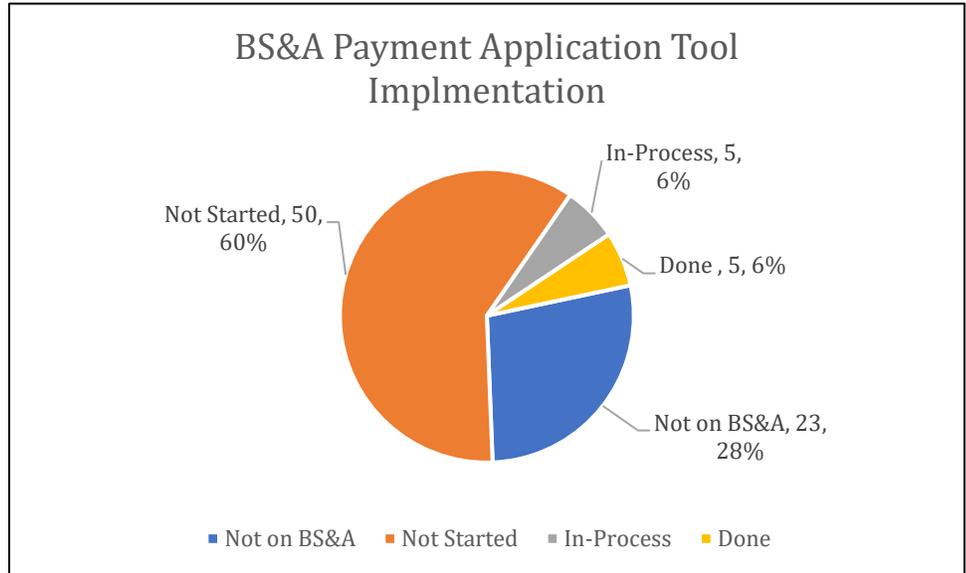


Contact: Haran Stanley, Affordability & Assistance Management Professional

Dashboard – Implementation of BS&A Payment Application WRAP Outreach

Water Residential Assistance Program (WRAP) Service Delivery Partners continue to roll out the new BS&A payment application tool with our Member Partners. The desired outcome of this effort is to streamline the application of WRAP payments to the client’s utility account while reducing the administrative burden on our Member Partners’ staff.



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 – WRAP program manual and Frequently Asked Questions documents
4. In-process – Engage in statewide conversations with stakeholders and leaders related to water affordability matters in Michigan
5. In-process – Recruitment for vacant Affordability & Assistance Manager position
6. Discovery Phase – Develop a grant seeking proposal package to seek additional sources of funding
7. Discovery Phase – Electronic data extraction from Service Delivery Partner systems to create a comprehensive database
8. Final stage – WRAP toll-free phone number for residents to contact their Service Delivery Partner.