

Participant Work Flow



All participants enter through the Wayne Metro CONNECT™ Call Center 313.386.WRAP or via an online service request form



Appts. will be scheduled during initial call. Meetings will take place at one of 29 locations throughout the GLWA service area



Time and resources will be maximized. Walk-ins and long wait times will be eliminated.



Quality customer service will be managed by trained, compassionate service representatives and program staff.



Step #1: CONNECT Center

- Clients seeking WRAP assistance call:
313-386-WRAP (9727)
- The CONNECT Center conducts pre-eligibility screening
- If eligible, client is informed of the required documentation, and an appointment is made at appropriate service area location accessible to client

Program Eligibility

- 150% FPL or below
- Bill must be in client/"tenant" name
- If renter, lease must indicate tenant responsible for water
- Account holder must attend appointment
- Shut off notice is not required
- Bill does not have to be Past Due
- Arrearages are not required
- For bill plan assistance, client participation in other education/trainings is not mandatory
- Subsidized housing participants are eligible for assistance

Step #2: Appointment Confirmation

Staff confirms the client appointment within 24-48 hours.

Step #3: Appointment Day

- Staff verifies required documentation and assesses eligibility.
- Water usage assessed: clients at or above 120% of average water usage are referred for home water audit
- WRAP contract is completed by client
- Client application is processed
- Voluntary water conservation workshop is scheduled
- Client receives water conservation education materials

Step #4: Water Conservation Audit

- Home water audit conducted within 7 days of intake
- Water audit assistance measures determined
- Audit recommendation(s) performed
- If minor plumbing repair needed, licensed contractors are engaged
- Audit assistance processed payment to approved providers
- Post-audit client follow up and bill analysis

Step #5: Award Made & WRAP-Around Services Begin

Step #6: Accounting & Bill Payment

- Monthly reporting of enrolled households will be provided to participating municipalities via secure web portal
- Municipality will report on enrolled WRAP households that did/did not make scheduled payment.
- Municipality sends report and batched invoice to agency for current enrollees (\$25 per household)
- **Missed payment time #1** Alliance contacts client to assess issue and provide case management. Client must pay total bill past due in order to remain in program
- **Missed payment time #2** official letter is sent to client informing of exit from program. Municipality will also be notified.
- Client can re-apply 12 mos. from initial date of enrollment

Step #7: If There Are Arrearages

At 6 months from date of intake- client has remained consistent on bill payment:

- CAA staff processes 6 month voucher (first 50% of arrearage). Client report is batched by Alliance Agency and purchase requisition is sent to accounting.
- Accounting pays requisition to municipality.

At 12 months from date of intake- client has remained consistent on bill payment:

- CAA staff processes 12 month voucher (second 50% of arrearage). Client report is batched by Alliance Agency and purchase requisition is sent to accounting.
- Accounting pays requisition to municipality.
- Monthly client database and accounting reconciliation performed.

Step #8: Ongoing Case Management & WRAP-Around Services

- Household self-sufficiency assessment completed
- Referrals to Alliance and external provider services made and follow up and progress tracked
- Clients successfully completing first year of WRAP can re-enroll in second year.
- New program intake completed

SAMPLE Wraparound Cycle #1

Referral to energy assistance, food, clothing

SAMPLE Wraparound Cycle #2

Referral to Financial Coaching, Free Tax Preparation, Healthcare Enrollment, Education

SAMPLE Wraparound Cycle #3

Budgeting, Saving, Longer-Term Goal Setting

WRAP Scenario – City of Detroit

- Wilson family of four, living in Detroit, with a household income at or below 150% federal poverty level (\$36,450). Water is billed monthly. Monthly bill is \$125.00.
- The family has an arrearage of \$1,500 upon date of intake.
- The family makes an appointment in March 2016 with Wayne Metro Community Action Agency.
- WRAP Assistance schedule after the family is income-qualified:



WRAP Assistance	Monthly Bill	Arrearage Total= \$1500
March 2016 - \$25.00 credit upon enrollment	Family qualifies for \$300 annual assistance upon successfully staying in plan	Family qualifies for \$700 annual assistance upon successfully staying in plan Arrearages are frozen.
April- Family current on previous month bill \$25.00 credit applied	\$125- \$25 (March credit)=\$100	
May-Family current on previous month bill \$25.00 credit applied	\$125- \$25 (April credit)=\$100	
June-Family current on previous month bill \$25.00 credit applied	\$125- \$25 (May credit)=\$100	
July-Family current on previous month bill \$25.00 credit applied	\$150- \$25 (June credit)=\$125	
August-Family current on previous month bill \$25.00 credit applied	\$150- \$25 (July credit)=\$125	50% of arrearage total (\$700) is paid= \$350
September-Family current on previous month bill. \$25.00 credit applied	\$125- \$25 (August credit)=\$100	
October-Family current on previous month bill \$25.00 credit applied	\$125- \$25 (September credit)=\$100	
November-Family current on previous month bill \$25.00 credit applied	\$125- \$25 (October credit)=\$100	
December-Family current on previous month bill \$25.00 credit applied	\$125- \$25 (November credit)=\$100	
January-Family current on previous month bill \$25.00 credit applied	\$125- \$25 (December credit)=\$100	
February-Family current on previous month bill \$25.00 credit applied	\$125- \$25 (January credit)=\$100	
March 2017-Family current on previous month bill \$25.00 credit applied	\$125- \$25 (February credit)=\$100 Family eligible to re-enroll in WRAP	Second 50% of arrearage total (\$700) is paid= \$350. Outstanding arrearage is \$800. Family eligible to re-enroll in WRAP

WRAP Scenario – Wayne County Suburb

- Mendez family of two, living in Dearborn Heights, with a household income at or below 150% federal poverty level (\$24,030). Water is billed bi-monthly. Bi-monthly bill is \$150.00.
- The family has an arrearage of \$800 upon date of intake.
- The family makes an appointment in March 2016 with Wayne Metro Community Action Agency.
- WRAP Assistance schedule after the family is income-qualified:



WRAP Assistance	Bi-monthly Bill	Arrearage Total= \$800
March 2016 - \$25.00 credit upon enrollment	Family qualifies for \$300 annual assistance upon successfully staying in plan	Family qualifies for \$700 annual assistance upon successfully staying in plan Arrearages are frozen.
May-Family current on previous bill \$50.00 credit applied toward next bill (\$25 x 2)	\$150- \$25 (March credit)=\$125	
July-Family current on previous bill \$50.00 credit applied toward next bill (\$25 x 2)	\$150-\$50 (May credit)- \$100	
September-Family current on previous bill \$50.00 credit applied toward next bill (\$25 x 2)	\$150- \$50 (July credit)=\$100	50% of arrearage total (\$700) is paid= \$350. Outstanding arrearage is \$800. Family eligible to re-enroll in WRAP
November-Family current on previous month bill \$50.00 credit applied toward next bill (\$25 x 2)	\$150- \$50 (September credit)=\$100	
January-Family current on previous month bill \$50.00 credit applied toward next bill (\$25 x 2)	\$150- \$50 (November credit)=\$100	
March 2017-Family current on previous month bill \$50.00 credit applied toward next bill (\$25 x 2)	\$150- \$50 (January credit)=\$100 Family eligible to re-enroll in WRAP	Second 50% of arrearage total (\$700) is paid= \$350. Outstanding arrearage is \$100. Family eligible to re-enroll in WRAP

WRAP Scenario – Oakland County Suburb

- Tran family of three, living in Farmington, with a household income at or below 150% federal poverty level (\$30,240). Water is billed quarterly. Quarterly bill is \$150.00.
- The family has no arrearage upon date of intake.
- The family makes an appointment in April 2016 with Oakland Livingston Human Service Agency.
- WRAP Assistance schedule after the family is income-qualified:



WRAP Assistance	Quarterly Bill
<p>Family presents with quarter bill for Jan-March. Family pays total bill. April 2016 - \$25.00 credit toward next bill upon enrollment</p>	<p>Family qualifies for \$300 annual assistance upon successfully staying in plan</p>
<p>July- Family current on previous quarter bill \$50.00 credit applied toward next bill (\$25 x 2 May & June)</p>	<p>\$150- \$25 (April credit)=\$125</p>
<p>October-Family current on previous quarter bill \$75.00 credit applied toward next bill (\$25 x 3)</p>	<p>\$150-\$50 (May & June credit)- \$100</p>
<p>January-Family current on previous quarter bill \$75.00 credit applied toward next bill (\$25 x 3)</p>	<p>\$150- \$75 (July, Aug., & Sept. credit)=\$75</p>
<p>April 2017 -Family current on previous quarter bill \$75.00 credit applied toward next bill (\$25 x 3)</p>	<p>\$150- \$75 (Oct., Nov., & Dec. credit)=\$75 Family eligible to re-enroll in WRAP</p>

WRAP Scenario – Macomb County Suburb

- Mrs. Smith, a senior living alone in Warren, with a household income at or below 150% federal poverty level (\$17,805). Water is billed monthly. Monthly bill is \$75.00.
- Mrs. Smith has an arrearage of \$150 upon date of intake.
- She makes an appointment in March 2016 with Macomb Community Action Agency.
- Mrs. Smith is above 120% average water usage. Referral made for home water audit after intake.
- WRAP Assistance schedule after Mrs. Smith is income-qualified:



WRAP Assistance	Monthly Bill	Arrearage Total= \$150
March 2016 - \$25.00 credit upon enrollment	Family qualifies for \$300 annual assistance upon successfully staying in plan	Family qualifies for \$100 annual assistance upon successfully staying in plan Arrearages are frozen. Home Water Audit conducted and measures installed. \$1000
April- Family current on previous month bill \$25.00 credit applied	\$75- \$25 (March credit)=\$50	
May-Family current on previous month bill \$25.00 credit applied	\$70- \$25 (April credit)=\$45	
June-Family current on previous month bill \$25.00 credit applied	\$70- \$25 (May credit)=\$45	
July-Family current on previous month bill \$25.00 credit applied	\$70- \$25 (June credit)=\$45	
August-Family current on previous month bill \$25.00 credit applied	\$70- \$25 (July credit)=\$45	50% of arrearage total (\$150) is paid= \$75
September-Family current on previous month bill. \$25.00 credit applied	\$70- \$25 (August credit)=\$45	
October-Family current on previous month bill \$25.00 credit applied	\$70- \$25 (September credit)=\$45	
November-Family current on previous month bill \$25.00 credit applied	\$70- \$25 (October credit)=\$45	
December-Family current on previous month bill \$25.00 credit applied	\$70- \$25 (November credit)=\$45	
January-Family current on previous month bill \$25.00 credit applied	\$70- \$25 (December credit)=\$45	
February-Family current on previous month bill \$25.00 credit applied	\$70- \$25 (January credit)=\$45	
March 2017-Family current on previous month bill \$25.00 credit applied	\$70- \$25 (February credit)=\$45 Family eligible to re-enroll in WRAP	Second 50% of arrearage total (\$150) is paid= \$75. Outstanding arrearage is paid.