

**Water Residential Assistance Program
FY 2023 4th Quarter Report
Including FY 2023 Year-to-Date Activity
and FY 2024 Look Ahead**

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Program Design

Key Take-Aways – Program Design

- 💧 WRAP today is different than it was three years ago
- 💧 New one-time state grants to Service Delivery Partners from 2021 through today optimized use of WRAP – but may give false picture that WRAP is underutilized
- 💧 No “reallocation” from wholesale to other service areas in two years
- 💧 Evolution of WRAP Income Based Plan (IBP)
 - 💧 Frontline case worker input = more effective program
 - 💧 Significant variance in the water bill across service area
 - 💧 Better understanding - need knows no zip code – it is everywhere
 - 💧 Broke down participation barriers for household and community
- 💧 Specific dollars designated for DWSD are one source of funding for the Lifeline program
- 💧 Dedicated website with more info: www.glwater.org/assistance/

Service Delivery Partners



Macomb
Community
Action



United Way
for Southeastern Michigan



Wayne Metropolitan
Community Action Agency
Established 1971

Macomb Community Action Agency

Almont
Bruce Township
Burtchville Township
Center Line
Chesterfield Township
Clinton Township
Eastpointe
Fraser
Harrison Township
Imlay City
Lapeer
Lenox Township
Macomb Township
Mayfield Township
New Haven
Romeo
Roseville
Shelby Township
St. Clair Shores
Sterling Heights Utica
Warren
Washington Township

United Way from Southeastern Michigan

Auburn Hills	Novi
Berkley	Oak Park
Beverly Hills	Orchard Lake
Bingham Farms	Orion Township
Birmingham	Pleasant Ridge
Bloomfield Hills	Pontiac
Bloomfield Township	Rochester
Clawson	Rochester Hills
Commerce Township	Royal Oak Township
Farmington	Royal Oak, City of
Farmington Hills	Southfield Township
Ferndale	Southfield, City of
Hazel Park	Sylvan Lake
Huntington Woods	Troy
Keego Harbor	Walled Lake
Lake Orion	Waterford Township
Lathrup Village	West Bloomfield
Madison Heights	Wixom

Wayne Metropolitan Community Action Agency

Allen Park	Lincoln Park
Ash Township	Livonia
Augusta Township	Melvindale
Belleville	Northville Township
Berlin Township	Northville, City of
Brownstown Township	Pittsfield Township
Canton Township	Plymouth, City of
Dearborn	Redford Township
Dearborn Heights	River Rouge
Detroit	Riverview
Ecorse	Rockwood
Flat Rock	Romulus
Flint	South Rockwood
Garden City	Southgate
Gibraltar	Sumpter Township
Grosse Ile Township	Superior Township
Grosse Point	Taylor
Grosse Point Farms	Trenton
Grosse Point Park	Van Buren Township
Grosse Point Shores	Wayne, City of
Grosse Point Woods	Westland
Hamtramck	Woodhaven
Harper Woods	Ypsilanti Township
Huron Charter Township	Ypsilanti, City of
Inkster	

Funding: Household Rates Vary Across Service Area

- ◆ In 2022, Raftelis conducted a survey of retail rates across GLWA's Member Partner communities
 - ◆ Data secured online or by phone. unable to find data for five communities.
- ◆ Raftelis calculated a standard typical bill in each community, assuming a customer had a 5/8" water meter and used 6 Ccf of water per month.

Description	Annual Cost - 6 Ccf per month			Monthly Cost
	Water	Sewer	Total	
Minimum	\$ 306.00	\$ 216.00	\$ 522.00	\$ 43.50
Average	361.62	498.84	860.46	71.70
Maximum	702.54	948.78	1,651.32	137.61
Detroit	\$ 285.84	\$ 714.67	\$1,000.51	\$ 83.38

320% Difference from Min (\$44) to Max (\$138) – a key driver for Income Based Plan design

Note: Analysis conducted before DWSD implemented Lifeline Program

Program Funding

Key Take-Aways – Funding

- ◆ Influx of state and federal assistance in COVID era met increased needs for past due balances; preserved WRAP for ongoing needs
- ◆ New one-time state grants from 2021 through today optimized use of WRAP – but may give false picture that WRAP is underutilized
- ◆ Success achieved in enrolling eligible Oakland and Macomb - funds getting fully **committed**
- ◆ WRAP funds **spent-to-date (expended)** only tells a part of the story
 - ◆ Enrollments today are a funding commitment for up to 24 months
 - ◆ Example: WRAP IBP payment = \$50 this month but is a commitment to pay \$1,150 in next 23 months
- ◆ The WRAP Trust Fund Cash Balances are resources available data points and do not reflect commitments made for future services
- ◆ No “reallocation” from wholesale to other service areas in two years
- ◆ Detroit WRAP funds are one of the funding sources for Lifeline program

No Funding Sunset / Annual Index

- ◆ GLWA: Budgeted at 0.5 percent (eg one-half of one percent) of Board adopted budget for GLWA budgeted regional operating (charges) water and sewer system revenues
- ◆ The DWSD local system began budgeting 1% revenues to the WRAP program as of July 1, 2020 based on BOWC adopted budget
 - ◆ In addition to the allocation from the GLWA system (0.5 percent)
- ◆ Allocations to service areas are based on pro-rata allocation of revenue requirement for that geographic service area
 - ◆ Amount of funding increases in total each year at the same pace of overall GLWA charge revenue increase – hence, indexed annually
 - ◆ However, changes in water / sewer wholesale charge methodology or periodic community level share updates will impact WRAP resources available

COVID Era – Expands Water Assistance Funds

March 11, 2020
GLWA Board Adopts FY
2021 Budget & Charges

September 23, 2020
GLWA Defers Charges
Increase to 1/1/2021 –
Member Partner
Collection Concerns -
COVID

June 2, 2023
Michigan Department of
Health and Human
Services (MDHHS)
seeks proposals for
\$25M Grant

March 28, 2020
Water Shutoff
Moratorium - COVID
Cases Increasing

June 2021
Low Income Household
Water Assistance
Program (LIHWAP)
Launched

August 4, 2023
MDHHS Grant Awards*
Wayne Metro \$10M
Macomb \$1M
OLHSA \$1.5M
Must use LIHWAP First

April 1, 2020
Governor Declares State
of Emergency - COVID

September 30, 2023
Final Report - \$36M in
LIHWAP Funding
Utilized (Full Allocation)

November 16, 2023
GLWA Board Adopts
Resolution 2023-408
Supporting Water
Affordability Legislation

June 24, 2020
GLWA Defers Charges
Increase to 10/1/2020 –
Member Partner
Collection Concerns -
COVID

June 2, 2023
Michigan Department of
Health and Human
Services (MDHHS)
seeks proposals - \$25M
Grant

January 10, 2024
Michigan Department of
Health and Human
Services (MDHHS)
seeks proposals for
\$35M Grant

*Approx \$15 of \$25M awarded

Trust Fund Cash Balances

- 💧 Overall, cash balances decreased significantly (\$6.5 million) during FY 2023 due to increased program utilization
 - 💧 In this case, decreasing cash balances are a good thing!
 - 💧 However, this signals a new and pivotal era of better understanding the need for assistance and conservation funding in our service area
- 💧 Ending cash balances decreased in Areas 1, 2, and 3
 - 💧 Areas 4 and 5 will utilize the ending cash balances in FY 2024
- 💧 Remember – cash balances do not reflect “commitment” to clients

FY 2023 WRAP Trust Fund Cash Balance	Area 1 Detroit	Area 2 Flint	Area 3 Wayne, Washtenaw & Monroe	Area 4 Oakland	Area 5 Macomb, St. Clair, Lapeer	Total
Beginning Balance, July 1, 2022	\$ 6,192,197	\$ 1,947,311	\$ 1,121,385	\$ 839,623	\$ 315,866	\$10,416,380
Plus: Deposits	3,197,333	24,818	1,122,223	1,162,878	778,348	6,285,600
Less: Payments	8,023,367	1,640,780	1,491,768	830,492	772,215	12,758,622
Ending Balance, June 30, 2023	\$ 1,366,163	\$ 331,348	\$ 751,841	\$ 1,172,008	\$ 321,999	\$ 3,943,358
Net Change - Increase / (Decrease)	\$ (4,826,034)	\$ (1,615,962)	\$ (369,545)	\$ 332,386	\$ 6,133	\$ (6,473,022)

Trust Fund Rollforward, 12/31/2023**

Great Lakes Water Authority						
WRAP Balance Rollforward						
as of FY 2023-2024 (Life to Date thru FY 2024 Six Months Ended December 31, 2023)						
	Detroit	Flint	Wayne, Washtenaw & Monroe	Oakland	Macomb, St. Clair, Lapeer	
	Area 1	Area 2	Area 3	Area 4	Area 5	Total
INFLOWS/BUDGET						
FY 2016	\$ 1,732,196	\$ 89,081	\$ 1,101,208	\$ 1,032,849	\$ 548,266	4,503,600
FY 2017	1,788,172	92,340	1,189,370	1,083,681	578,037	4,731,600
FY 2018	1,831,632	40,375	1,260,779	1,165,210	622,208	4,920,204
FY 2019	1,941,435	22,915	1,192,801	1,154,065	620,776	4,931,992
FY 2020	1,968,243	23,663	1,022,068	1,114,023	740,103	4,868,100
FY 2021	3,090,509	24,488	1,057,797	1,149,643	766,064	6,088,501
FY 2022	3,243,669	23,399	1,091,278	1,133,060	753,895	6,245,300
FY 2023	3,197,333	24,818	1,122,223	1,162,878	778,348	6,285,600
FY 2024	1,667,986	12,971	642,740	540,741	408,813	3,273,250
Total Annual Inflows	\$ 20,461,175	\$ 354,050	\$ 9,680,264	\$ 9,536,150	\$ 5,816,510	\$ 45,848,147
REALLOCATIONS						
FY 2016	\$ 1,664,832	\$ 53,643	\$ (758,864)	\$ (591,164)	\$ (368,447)	-
FY 2017	786,981	425,635	(599,000)	(330,198)	(283,418)	-
FY 2018	794,400	392,392	(441,153)	(429,264)	(316,375)	-
FY 2019	1,182,593	493,311	(494,672)	(807,449)	(373,783)	-
FY 2020 & FY 2021	2,815,194	1,515,874	(777,608)	(2,206,602)	(1,346,858)	-
Annual Reallocations	\$ 7,244,000	\$ 2,880,855	\$ (3,071,297)	\$ (4,364,677)	\$ (2,688,881)	\$ -
USES						
Services Provided (includes Admin Costs)						
Thru FY 2019	\$ 6,082,728	\$ 244,506	\$ 1,367,305	\$ 1,548,136	\$ 699,218	\$ 9,941,893
FY 2020	3,013,646	352,790	646,836	320,264	132,474	4,466,009
FY 2021	3,771,245	259,307	756,121	349,446	252,992	5,389,110
FY 2022 - OHLA & MCA				360,108	539,919	900,027
FY 2022 - Wayne Metro	3,780,040	393,203	952,356	50,279		5,175,878
FY 2023	8,023,367	1,640,780	1,491,768	830,492	772,215	12,758,622
FY 2024	2,365,599	335,951	221,772	217,978	214,674	3,355,974
Total Annual Uses	\$ 27,036,625	\$ 3,226,536	\$ 5,436,158	\$ 3,676,702	\$ 2,611,491	\$ 41,987,513
Balance Available 12/31/2023*	\$ 668,550	\$ 8,368	\$ 1,172,809	\$ 1,494,770	\$ 516,138	\$ 3,860,635

- A. This table reflects the cash fund balance in the WRAP Trust Account as of 12/31/2023
- B. This table does **NOT**:
 - Reflect offsets for **commitments** to clients enrolled who will receive services in future months
 - Service Delivery Partner "Statement of Expense" may lag one month
- C. Complementary state programs for arrearage assistance have provided temporary burden relief for WRAP
- D. Last WRAP Reallocation recommended and approved by Board was thru FY 2021 on 6/8/2022

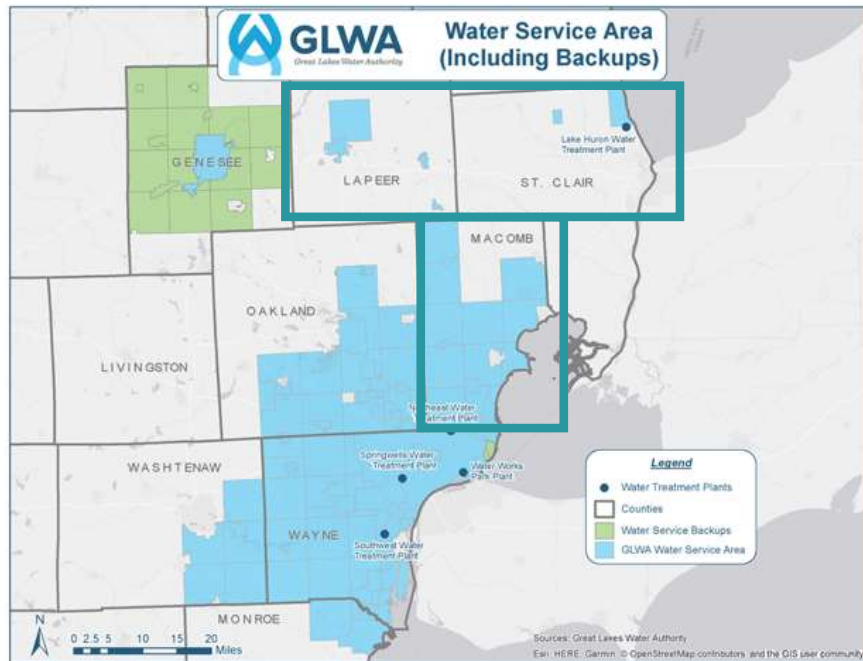
*cash balance in trust account

** pending reconciliations in process and final closeout reports for FY 2023 post-audit underway

The image features four tall, clear glass tumblers arranged in a row. Water is being poured into each glass from above, creating dynamic splashes and bubbles. The scene is set against a light blue background. A semi-transparent blue horizontal band is overlaid across the middle of the glasses. Centered within this band is the text 'FY 2023 WRAP Activity' in a white, bold, sans-serif font. The glasses and the water being poured are reflected on a dark surface at the bottom of the frame.

FY 2023 WRAP Activity

Macomb Community Action



- Area 5 – Macomb County and portions of St. Clair, & Lapeer Counties
- MCA is a department of the Macomb County Government
- To learn more about MCA – See [FY 2023 Annual Report](#)

Area 5 – Macomb County

Macomb				
Fiscal Year	2022		2023	
<i>Clients Enrolled</i>	701		729	
Annual Allocation	\$	753,895	\$	778,348
Assistance Dollars Committed (Annual)	\$	469,597	\$	532,573
Program Expenses				
Assistance Awards Paid Out	\$	348,418	65%	\$ 499,820 65%
Conservation Awards Paid Out		104,321	19%	188,165 24%
Administrative Expense		86,970	16%	84,330 11%
Total Fiscal Year Expenses	<u>\$</u>	<u>539,709</u>	<u>100%</u>	<u>\$ 772,315 100%</u>
Trust Fund Cash Balance, 6/30/2023				<u>\$ 321,999</u>

Note: Service area includes Macomb County and portions of St. Clair, & Lapeer Counties

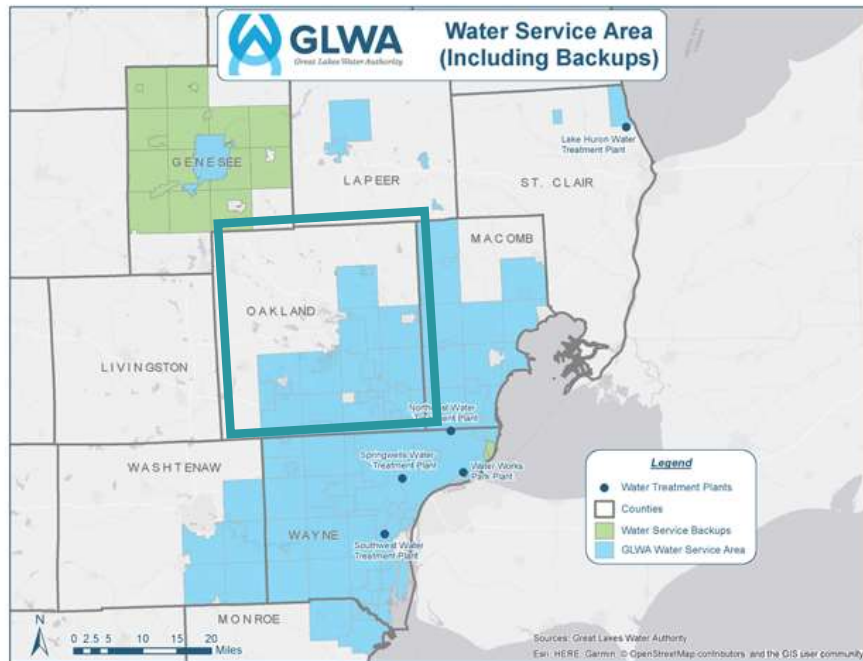
Area 5 – Look Ahead

	Direct Assistance		Conservation		Administration	Total
FY 2024 Allocation	\$ 536,363.00		\$ 134,091.00		\$ 147,173.00	\$ 817,627.00
	Households Newly Enrolled in Direct Assistance	Total Direct Assistance Paid	Households Newly Enrolled in Conservation	Total Conservation Paid	Total Administration Costs	Total Due
July 2023	95	\$ 49,542.04	5	\$ 800.00	\$ 5,477.96	\$ 55,820.00
August 2023	127	70,741.11	19	9,156.74	3,693.34	83,591.19
September 2023	71	120,806.60	16	13,116.86	6,113.77	140,037.23
October 2023	59	44,473.92	8	7,691.52	23,097.56	75,263.00
November 2023	98	97,376.05	9	10,799.41	33,476.52	141,651.98
December 2023	90	155,616.84	6	16,145.88	42,284.96	214,047.68
January 2024		-		-		-
February 2024		-		-		-
March 2024		-		-		-
April 2024		-		-		-
May 2024		-		-		-
June 2024		-		-		-
Total:	540	\$ 538,556.56	63	\$ 57,710.41	\$ 114,144.11	\$ 710,411.08
Total Remaining:		\$ (2,193.56)		\$ 76,380.59	\$ 33,028.89	\$ 107,215.92

FY 2024 spending has increased from prior years. Arrearage assistance award from State of Michigan to Macomb will relieve some pressure in the latter half of FY 2024.

United Way of Southeast Michigan

- 💧 Area 4 – Oakland County
- 💧 Registered 501(c)(3) nonprofit organization
- 💧 See United Way [website](#) to learn more
- 💧 United Way began servicing WRAP clients in February 2023
- 💧 Oakland Livingston Human Service Agency (OLHSA), a Community Action Agency, was prior primary service delivery partner; coordinates with United Way



Area 4 – Oakland County

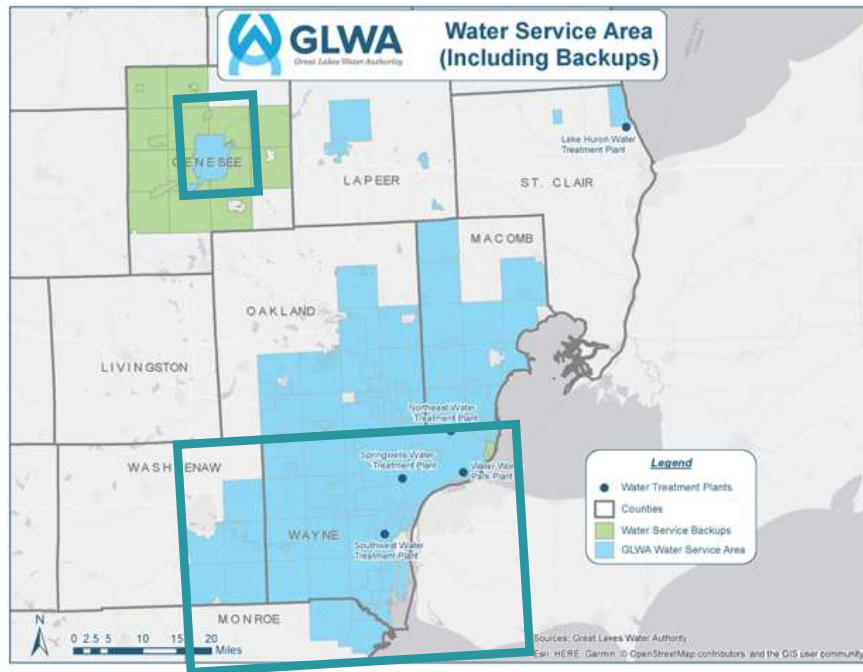
	Oakland			
Fiscal Year	2022		2023	
<i>Clients Enrolled</i>	429		521	
Annual Allocation	\$ 1,133,060		\$ 1,162,878	
Assistance Dollars Committed (Annual)	\$ 368,248		\$ 392,499	
Program Expenses				
Assistance Awards Paid Out	\$ 282,370	65%	\$ 550,494	65%
Conservation Awards Paid Out	70,586	19%	166,195	24%
Administrative Expense	57,430	16%	113,804	11%
Total Fiscal Year Expenses	<u>\$ 410,386</u>	<u>100%</u>	<u>\$ 830,492</u>	<u>100%</u>
Trust Fund Cash Balance, 6/30/2023			<u>\$ 1,172,008</u>	

Area 4 – Look Ahead

	Direct Assistance		Conservation		Administration	Total
FY 2024 Allocation	\$ 735,407.00		\$ 183,852.00		\$ 162,222.00	\$ 1,081,481.00
	Households Newly Enrolled in Direct Assistance	Total Direct Assistance Paid	Households Newly Enrolled in Conservation	Total Conservation Paid	Total Administration Costs	Total Due
July 2023	134	\$ 78,326.76	123	\$ -	\$ 6,784.00	\$ 85,110.76
August 2023	80	97,877.58	64	25,651.00	12,669.00	136,197.58
September 2023	46	78,798.10	23	-	10,180.00	88,978.10
October 2023	46	62,572.92	22	-	10,695.50	73,268.42
November 2023	40	63,706.75	36	-	8,563.00	72,269.75
December 2023	29	54,251.57	14	-	9,826.00	64,077.57
January 2024		-		-	-	-
February 2024		-		-	-	-
March 2024		-		-	-	-
April 2024		-		-	-	-
May 2024		-		-	-	-
June 2024		-		-	-	-
Total:	375	\$ 435,533.68	282	\$ 25,651.00	\$ 58,717.50	\$ 519,902.18
Total Remaining:		\$ 299,873.32		\$ 158,201.00	\$ 103,504.50	\$ 561,578.82

FY 2024 spending has increased from prior years. Service provider arrangements are being addressed for conservation measures. This service delivery partner is nearing one year anniversary.

Wayne Metro



- Area 1 – City of Detroit, Area 2 – City of Flint, and Area 3 - Wayne, Washtenaw & Monroe Counties
- Wayne Metro is a registered 501(c)(3) nonprofit organization and designated community action agency
- See United Way [website](#) to learn more

Area 3 - Wayne, Washtenaw & Monroe Counties

Fiscal Year	Wayne			
	2022		2023	
<i>Clients Enrolled</i>	1141		2135	
Annual Allocation	\$ 1,091,278		\$ 1,122,223	
Assistance Dollars Committed (Annual)	\$ 728,465		\$ 1,679,248	
Program Expenses				
Assistance Awards Paid Out	\$ 539,044	65%	\$ 1,072,916	65%
Conservation Awards Paid Out	296,032	19%	242,176	24%
Administrative Expense	117,280	16%	185,800	11%
Total Fiscal Year Expenses	<u>\$ 952,356</u>	<u>100%</u>	<u>\$ 1,500,892</u>	<u>100%</u>
Trust Fund Cash Balance, 6/30/2023			<u>\$ 751,841</u>	

Note: Service area includes Wayne, Washtenaw & Monroe Counties (City of Detroit is Area 1)

Area 2 – City of Flint

Fiscal Year	Flint	
	2022	2023
<i>Clients Enrolled</i>	293	1227
Annual Allocation	\$ 23,399	\$ 24,818
Assistance Dollars Committed (Annual)	\$ 354,282	\$ 1,879,027
Program Expenses		
Assistance Awards Paid Out	\$ 255,838 65%	\$ 1,057,966 65%
Conservation Awards Paid Out	103,625 19%	357,878 24%
Administrative Expense	33,740 16%	124,360 11%
Total Fiscal Year Expenses	<u>\$ 393,203 100%</u>	<u>\$ 1,540,204 100%</u>
Trust Fund Cash Balance, 6/30/2023		<u>\$ 331,348</u>

Area 2 – Look Ahead

- 💧 City of Flint needs far exceed the annual budget allotment of approximately \$25,000
- 💧 New enrollments were paused in August 2023
- 💧 Engagement with other nonprofit entities began last year
- 💧 Grant has recently been applied for by Genesee County Community Action Resource Department (GCCARD) to provide payment assistance
- 💧 Additional reconciliation process is underway to evaluate outstanding payment assistance and conservation / plumbing repairs commitments

Area 1 – City of Detroit

Fiscal Year	Detroit		2023	
	2022			
<i>Payment Assistance Clients Enrolled</i>	4,303		<i>Lifeline</i>	
<i>Conservation Clients Enrolled</i>	1,018		884	
Annual Allocation				
Regional	\$ 1,062,169		\$ 1,076,433	
Local	2,181,500		2,110,100	
WRAP Resources Available	<u>\$ 3,243,669</u>		<u>\$ 3,186,533</u>	
Program Expenses				
Assistance Awards Paid Out	\$ 2,021,669	53%	\$ -	-
Lifeline Funding	-	-	6,170,780	77%
Conservation Awards Paid Out	1,311,832	35%	1,852,587	23%
Administrative Expense	446,040	12%	-	-
Total Fiscal Year Expenses	<u>\$ 3,779,540</u>	100%	<u>\$ 8,023,367</u>	100%
Trust Fund Cash Balance, 6/30/2023			<u>\$ 1,366,163</u>	

Area 1 – Look Ahead

- 💧 City of Detroit reports on Lifeline Plan; WRAP is one of several programs that fund Lifeline
- 💧 For FY 2024, WRAP Fund Resources are
 - 💧 Regional \$1,144,172
 - 💧 Local \$2,191,900
- 💧 Through December 2023 (first half of FY 2024)
 - 💧 Conservation clients enrolled = 451
 - 💧 Conservation & Plumbing Repairs = \$695,000
 - 💧 Remainder of funds are distributed monthly for Lifeline gap payments



Next Steps

Next Steps

- ◆ Expanded forecasting model with Service Delivery Partners to prevent overcommitment
- ◆ New monthly dashboard will be rolled out next month
- ◆ Database continues to be built in-house for more timely reporting, enhanced analytics, and program auditing
- ◆ Pursuing additional funding resources in conjunction with Service Delivery Partners and others