

INTERDEPARTMENTAL AGREEMENT BETWEEN
HEALTH DEPARTMENT
AND
WATER AND SEWERAGE DEPARTMENT
FOR HUMAN SERVICES CASE MANAGEMENT INTEGRATION PILOT PROJECT

The City of Detroit Water and Sewerage Department (“DWSD”) and the City of Detroit Health Department (“DHD”) enter into this Interdepartmental Agreement (“Agreement”) to express their understanding and agreement regarding the implementation of outreach and case management services for a select group of Detroit residents living in a specified zip code to avoid service interruptions due to DWSD accounts in arrearage.

Recitals

Whereas, the DHD Human Services Integration Strategy includes the implementation of outreach and case management services for Detroit residents at risk of service interruption (the “Program”); and

Whereas, the DWSD has clientele at risk of service interruption who may be in need of health and human services resources through outreach and case management services and cannot afford to or do not qualify to participate in existing payment plans or utility supports such as the Water Residential Assistance Program (WRAP) and the 10-30-50 Payment Plan (the “Pilot Population”); and

Whereas, to address household-level health and human services needs of these at-risk clientele, demonstrate a reduction in arrearages, and reduce service interruption for case-managed households, DWSD proposes to engage with DHD to provide outreach and case management services (the “Project”); and

Therefore, in consideration of the mutual undertakings and benefits to accrue to the parties, it is agreed as follows:

Article 1: Responsibilities of the Parties

1. DWSD shall:
 - a. Secure and verify budgeted funding for the Project cost
 - b. Provide for an Automated Clearing House (ACH) payment to DHD through the inter-agency billing (IAB) process for any costs attributable to the Project
 - c. Provide invoice review and comments to DHD for Project work within 5 calendar days of receipt of invoice
 - d. Generate and share client data for the purposes of selecting a Pilot Population and monitoring benefits of the Project to the Pilot Population; Specifically:

- i. Provide excel spreadsheets with historical data on service interruption for the past 5 years
 1. Excel spreadsheet will include the following columns: Customer Number, Work Order Number, Work Order Create Date, Work Order Complete Date, Work Order Description, Work Order Type, Sales Class, Service Address Street Number, Service Address Street Name, ZIP Code,
- ii. Provide an excel spreadsheet of all accounts with arrearages of \$150 or more, to be generated within 48 hours of the start date of the Program
 1. Excel spreadsheet will include the following columns: Water Account Number, Occupant Name, Parcel Number, Service Address Number, Service Address Street, ZIP Code, Water Balance, Sewer Balance, Total Balance
- iii. Within 48 hours of completion of the 120 day case management period, provide a list of all accounts, which DHD will use to generate evaluation metrics
 1. Excel spreadsheet will include the following columns: Water Account Number, Occupant Name, Parcel Number, Service Address Number, Service Address Street, ZIP Code, Water Balance, Sewer Balance, Total Balance
- e. Provide office space for a case management and outreach hub within the Project zip code
- f. Implement the following Human Services policies throughout the Project period and beyond the Project period contingent upon evaluation results:
 1. Allow all DHD-case managed households to engage in a customized payment option mirroring the Wayne Metro / 10-30-50 agreements reserved for those who reach out for assistance. This consists of:
 1. The expectation to pay for monthly usage only, while moving arrearages to the end of the case management period (or zero payments), per DHD discretion
 2. Halting arrearage collection, service interruption notice delivery and service interruption during the case management period
 2. Generate and send a notification (a “leak letter”) to any private residence using >10 units of water during off-peak hours, in order to notify the resident of a possible system leak
 1. DWSD will forward “leak letter” addresses to DHD so that residences within the pilot zone may be case managed accordingly
- g. Write-off of up to twenty-five thousand dollars (\$25,000) of utility bill arrearages, total, for DHD clientele participating in the case management Project:

- i. Eligibility- Arrearage forgiveness will be contingent upon the successful completion of the DHD Human Services Eligibility Matrix. This includes active, timely and documented participation in the DHD Human Services case management process, including, but not limited to, a financial assessment, an infrastructure assessment, a holistic needs assessment and enrollment in beneficial, referred services
- ii. Circumstance and Amount- Arrearage forgiveness per client will be allotted:
 - 1. In order to facilitate entry into a payment plan (a down payment) where needed, based on affordability, and only after all utility assistance programs within the Project have been applied for and/or exhausted. The sum of assistance will be calculated by determining affordability based upon household income and expenses.
 - 2. As a lump sum comprised of a down payment and/or an arrearage amount calculated by DHD Human Services, which results in an affordable monthly payment amount based on individual need per a financial assessment
- iii. Affordability- DHD Human Services will calculate affordability as a percentage of household income specifically allocated to utility expenses. This also accounts for family size and associated usage on a per-household basis
- iv. Effect- DHD Human Services will determine the effectiveness of arrearage reduction by gathering data to determine how and if arrearage reduction results in relatively more revenue for DWSD by enabling the client to enter and maintain a payment plan

2. DHD shall:

- a. With assistance from DWSD, develop selection criteria for clientele who will be eligible for the DHD provided outreach and case management services, which will be based on the following:
 - i. Geography – Zip code will be selected based on volumes of DWSD clientele at risk of service interruption, location of service center, and socio-demographic indicators of vulnerability.
 - ii. Duration and Amount of Arrearages – Accounts that are greater than \$150 in arrearage and accounts with an arrearage and a 7-10 day service interruption notice.
 - iii. Qualification and Ability to Pay – Clientele who cannot afford to or do not qualify to participate in existing payment plans or utility supports such as the Water Residential Assistance Program (WRAP) and the 10-30-50 Payment Plan
- b. Be responsible for the hiring, on-boarding, training, and management of Project staff

- c. Develop and implement outreach and case management protocols, which will include the following:
 - i. Duration of outreach (up to 4 weeks)
 - ii. Duration of case management (up to 120 days)
 - iii. Period(s) of intake for case management services
 - iv. Productivity expectations for case manager (up to 60 residents being case managed at one time)
- d. Manage and build relationships with health and human service organizations and programs, and refer and track outcomes accordingly, with organizations included but not limited to:
 - i. MDHHS (*Michigan Rehabilitation Services, Michigan Career and Technical Institute, Adult Protective Services, SNAP*), Detroit Health Department (*Children's Special Health Care Services, Vision and Hearing, Women, Infants & Children, Housing Assistance Payment Initiative, Immunizations, iDecide, SisterFriends Detroit, Lead Safe Detroit, Detroit ID, Emergency Solutions Homeless Outreach Program*), Detroit Water and Sewerage Department, Detroit Department of Transportation, The Buildings, Safety, Engineering and Environmental Department, Detroit at Work, Workforce Development, The Detroit Land Bank, Gleaners Food Bank, Assurance Wireless, Wayne Metro Community Action Agency, The Human Utility, Detroit Wayne Mental Health Association, Wayne State Street Medicine, United Community Housing Coalition, Southwest Solutions, and Detroit Area Agency on Aging.
- e. In partnership with DWSD, developing interim and final reporting requirements and schedule
 - i. DHD will be responsible for drafting the completed reports and submitting to DWSD
- f. Conduct a full evaluation of the Project in partnership with the University of Michigan Poverty Solutions – an established evaluation partner of the City of Detroit. Evaluation will include the following:
 - i. Develop metrics aligning with program objectives and expected outcomes
 - ii. Develop data collection methods, including baseline data collection tools
 - iii. Calculate and provide a report of DWSD revenue generated per dollar of arrearage forgiveness
- g. Ensure integrity and confidentiality of DWSD's data in working with an outside evaluation partner by:
 - i. Partnering with the University of Michigan Poverty Solutions on all analyses and information products produced

- ii. Sharing only redacted data with the University of Michigan Poverty Solutions
- h. Be responsible for payments for Project cost using funds provided by DWSD through the IAB process; and
- i. Submit invoices to DWSD in accordance with Article 4 below.

Article 2: Project Budget

1. DHD shall include all applicable Project costs inclusive of salary, fringe, mileage, and supplies for the Program staff, and any and all costs associated with the successful completion of the Project. The budgeted amount for the Project shall not be exceeded.
2. The Project budget is Not-to-Exceed One Hundred Fifty Thousand and 00/100 Dollars (\$150,000.00) unless the agreed upon project scope is revised by DWSD, not including cost of forgiven utility bill arrearages for clients participating in the Project, and cost of working space in DWSD service centers for the Case Manager and Street Outreach Worker.
3. In the event a change order becomes necessary that will exceed the Project budget, the cost shall be borne solely by DHD, unless the required change order is the result of DWSD revising the scope of work or updating standards or requirements.

Article 3: Term

1. The term of this Agreement shall begin on August 1, 2019 and shall expire on the completion of the Project work, unless sooner terminated by mutual agreement of the parties. DHD and DWSD agree to conduct an effectiveness evaluation of the first 120 days of the Project to inform adjustments to methods for the second six months. If the Agreement is terminated by a party before completion of the Project, the terminating party shall be responsible and reimburse the non-terminating party for any and all costs incurred for the Project work including any claims from the contractor for lost wages until the date of termination.

Article 4: Payments

1. Invoices for services relating to the Project work shall be invoiced to DWSD but shall be reviewed monthly, forwarded by DHD to DWSD within 5 calendar days after receipt. DWSD shall review the invoice and advise DHD of any concerns within 5 calendar days of receipt. If DWSD notifies DHD of any concerns with the invoice, DHD shall respond to said concerns within 5 calendar days of receipt. Thereafter, the parties shall endeavor to resolve all invoice concerns and questions in a timely manner. Once the invoice has been agreed upon by the parties, DWSD shall pay the invoice via ACH payment to DHD as billed through the IAB process within 10 calendar days.

2. Prior to forwarding each invoice, DHD shall review the invoice for accuracy. For each invoice, DHD will certify that the Project work was completed in accordance within the Project scope of services. Invoices shall reflect the price quoted for each Project line item. Each invoice shall certify the cost of all work for the subject billing period and the total cost of the work rendered to date. Each invoice shall itemize the date the work was performed, a brief description of the work, and each charge for which reimbursement is sought. Any deviations from the quoted cost shall be approved by DWSD in advance. Deviations not receiving prior approval by DWSD will not be reimbursed.

Article 5: Miscellaneous

1. The parties agree that this Agreement shall not be assigned throughout its term.
2. DHD, and any person or entity receiving "payments" under Article 4 is subject to a compliance audit by DWSD's Internal Audit function.

In Witness Whereof, DWSD and DHD, by and through their authorized officers and representatives, have executed this Agreement.

**City of Detroit
Health Department:**

By: _____
Jean Ingersoll, Interim Director

Dated: _____

**City of Detroit
Water and Sewerage Department:**

By: _____
Gary Brown, Director

Dated: 8-9-19

Approved as to Form By:

DWSD General Counsel

Dated: 8-9-19