



# Detroit Health Department

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# The 48234 Water Shutoff Prevention Pilot

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## Overview

- A DWSD -funded, DHD Human Services initiative
- Proactive enrollment in utility assistance programs
- Specialized, 6 -month case management for program -ineligible households
- Increases household income and well -being, decreases utility burden
- Provides crucial best practices for expansion of outreach





# Departmental Collaboration

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**The Detroit Water and Sewerage Department (DWSD) has agreed to fully fund a Water Shutoff Prevention Pilot designed by DHD Human Services**





# Overview : DWSD Support and DHD Commitments

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## DWSD:

- **48234** data showing accounts approaching a service interruption threshold
- **\$150,000** toward personnel costs, mileage and supplies and costs associated with project.
- **\$25,000** of arrearage forgiveness funds for the pilot program
- A cubicle at their East Side Service Center for face-to-face case management

## DHD Human Services:

- Designs and manages a restorative human services shutoff prevention pilot, and provides data and outcomes to DWSD
- Uses data analysts to track various metrics
- Hires, trains and manages a community health worker and community outreach worker





# The 48234 Water Shutoff Prevention Pilot: Purpose

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Designed by DHD Human Services to produce best practices that:

- Proactively route eligible individuals to utility assistance programs, before shutoff threshold is reached
- Provide a personalized case management program and targeted resource support for those that do not qualify for available assistance programs
- Increase household financial stability
- Increase utility affordability
- Uncover and addresses barriers to health and well-being
- Reduce overall water shutoffs rates





# Pilot Design Phase I: External Program Enrollment

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DHD will receive DWSD data for all individuals experiencing \$150 or more in water arrearages in the 48234 zip code

DHD will use the pilot case manager and outreach worker to perform door-to-door and telephone outreach, to **qualify and enroll** households in:

- Wayne Metro's WRAP program
- DWSD's 10-30-50 Payment Plan
- State and local utility assistance programs

DHD will provide a usage report to all referred households, and conservation education through the Wayne Metro "LiveSmart" program for non-WRAP enrollees





# Pilot Design Phase II: Internal Program Enrollment

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For **70** individuals who **do not qualify for existing utility assistance programs**, DHD has created an intensive, 6-month human services case management program designed to address the household needs that resulted in the past due water bill. It includes:

**Financial Literacy-** A personalized training designed to analyze household expenses and spending habits, and facilitate household financial success

**Financial Empowerment-** Using specialized referral pipelines with employment agencies, state and local resources and benefits partners to increase household income

**Water Conservation-** DHD is partnering with Wayne Metro Community Action Agency to provide conservation kits, education and up to **\$25,000** of funding to decrease the water bill through the repair or replacement of leaking pipes

**Utility Assistance-** DWSD will allow DHD to forgive up to \$25,000 of water bill debt for the pilot participants who have successfully completed their personalized case management plan





# P i l o t   D e s i g n :   E v a l u a t i o n

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The 6-month Water Shutoff prevention program will be followed by 2 months of program evaluation:

- A complete analysis of account holder household composition, barriers to utility bill payment, financial health, successful outreach methods, best practices and participant outcomes
- Policy recommendations and an evidence-based plan to broaden these efforts across the City will be created by DHD Human Services and provided to DWSD







# Launch Date

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First Quarter, 2020





# Partnering Organizations

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Michigan Department of Health and Human Services; Wayne County Department of Public Health; Detroit Department of Transportation; Office of Sustainability; Buildings, Safety, Engineering and Environmental Department; Detroit at Work; Workforce Development; 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; Detroit Area Agency on Aging; University of Michigan – Poverty Solutions, University of Michigan School for Environment and Sustainability

