



Good Morning!

Louis D. Piszker, CEO
Wayne Metropolitan Community
Action Agency

My charge this morning...
light your fire.



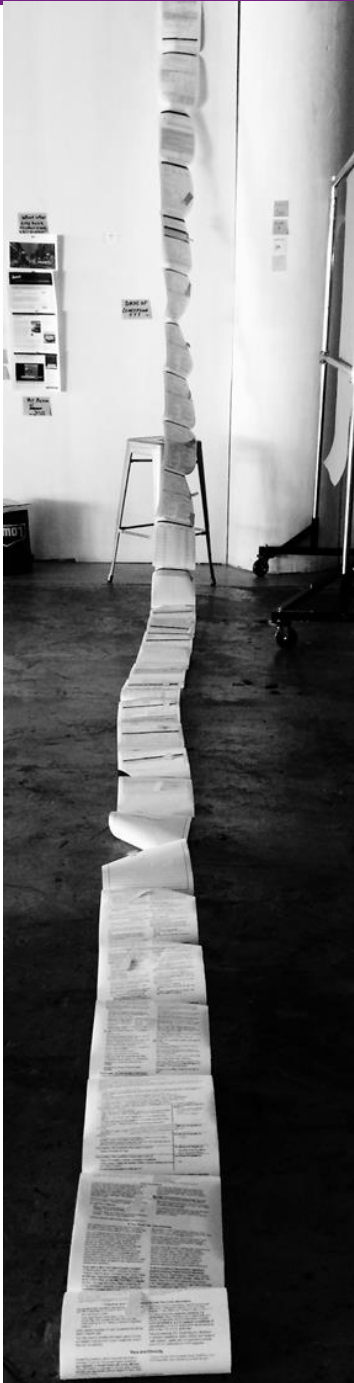
What lights my fire...

view of Detroit from my window.

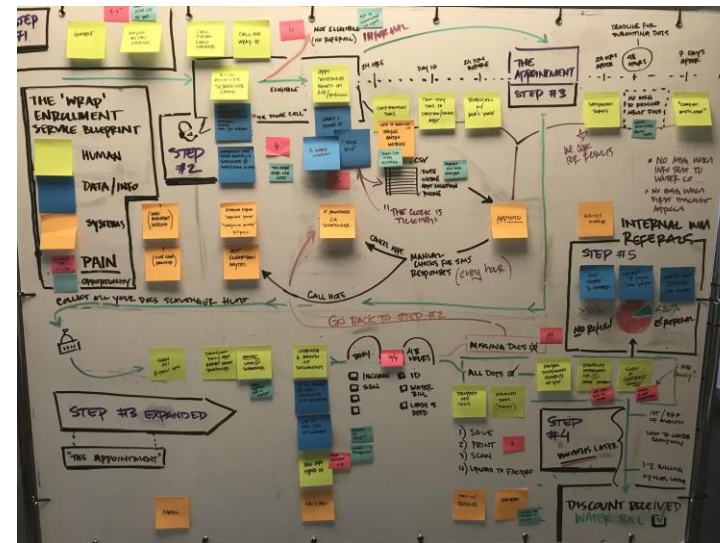


What **really** got me fired up...

State of Michigan benefit application, the nation's longest form at **48 pages**



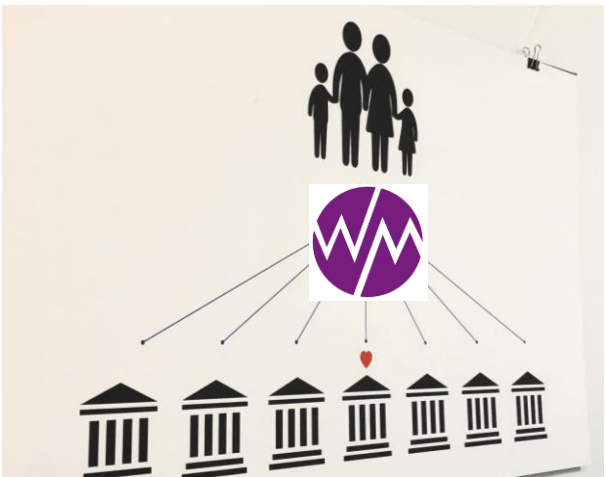
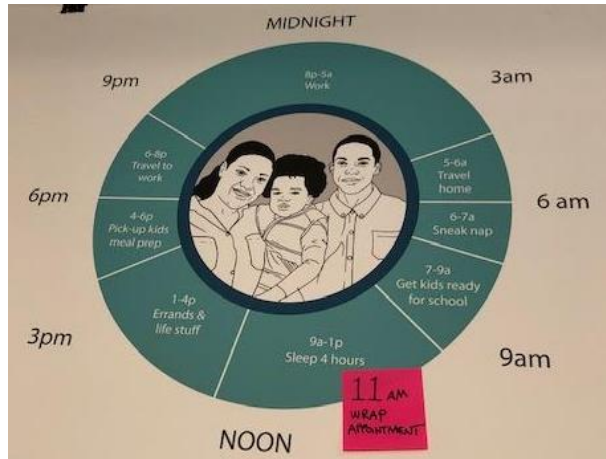
Journey map of client seeking water assistance at **12 weeks**



Our internal process map
x 50+
staff

What **We** did about it...

Shifted our **internal culture** to one that serves **whole families** and **accelerates social economic mobility**.



First, our children & families
Second, our staff
Third, our organization
Last, our funders

Several fires ignited...

- ✓ Engagement
- ✓ Integration
- ✓ Innovation