



2026 Management & Leadership Training Conference

Orlando, FL | January 28-30
Hilton Orlando Lake Buena Vista
at Walt Disney World Resort

#MLTC26

From Silos to Systems: Advancing WAP Integration and a Whole Home Approach

**January 29, 2026
NCAP Energy Partnerships**

Speakers



Wayne Metropolitan
Community Action Agency

Louis Piszker, *Chief Executive Officer*
Nadeem Siddiqi, *Chief Administrative Officer*

NCAP Energy Team



Mia Harnos
Director of Energy Partnerships



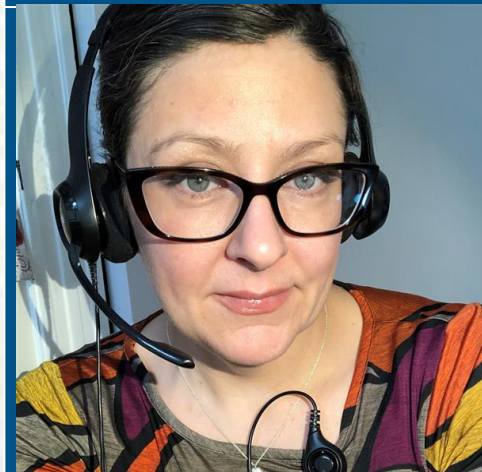
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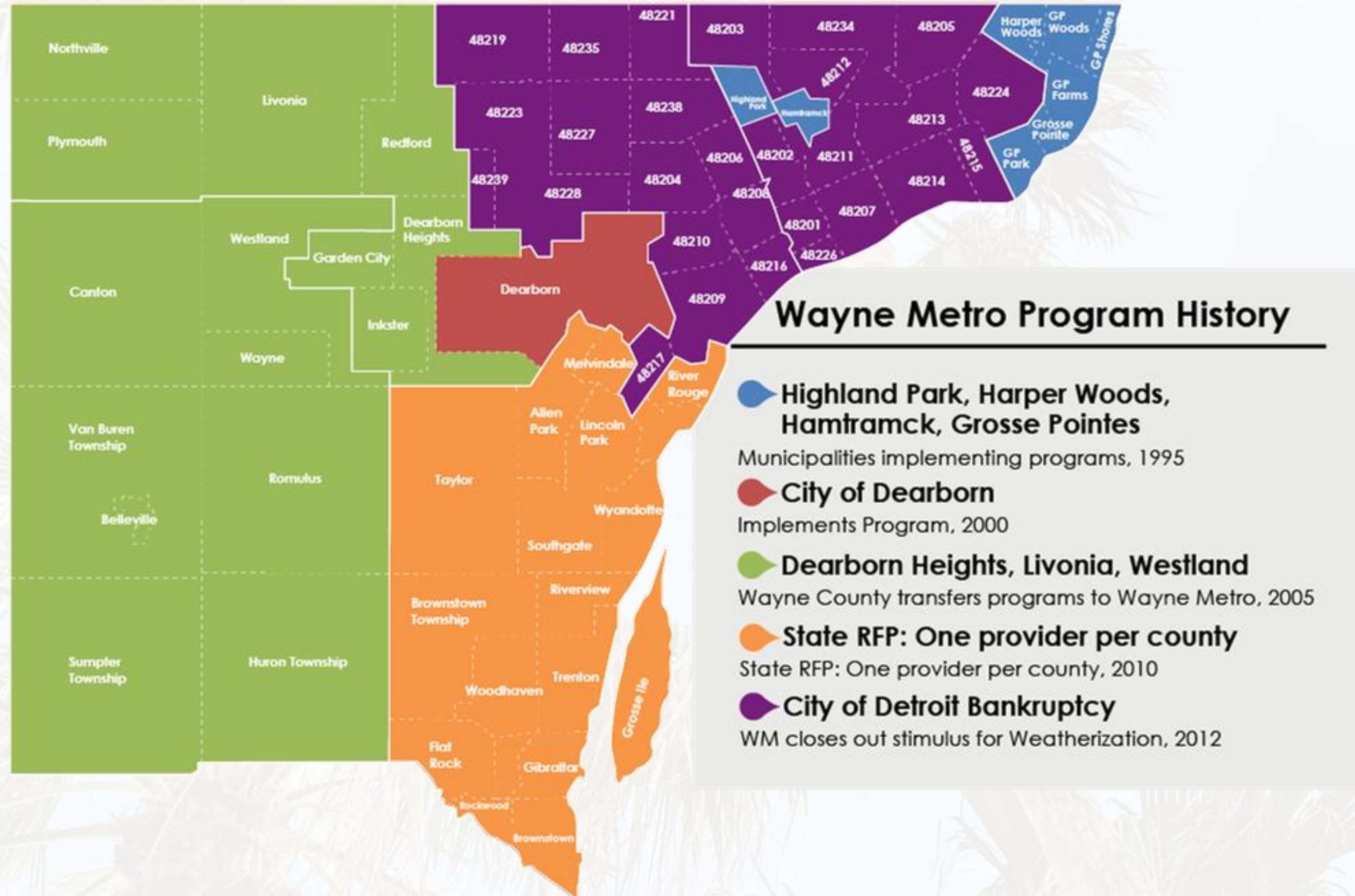
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Objectives:

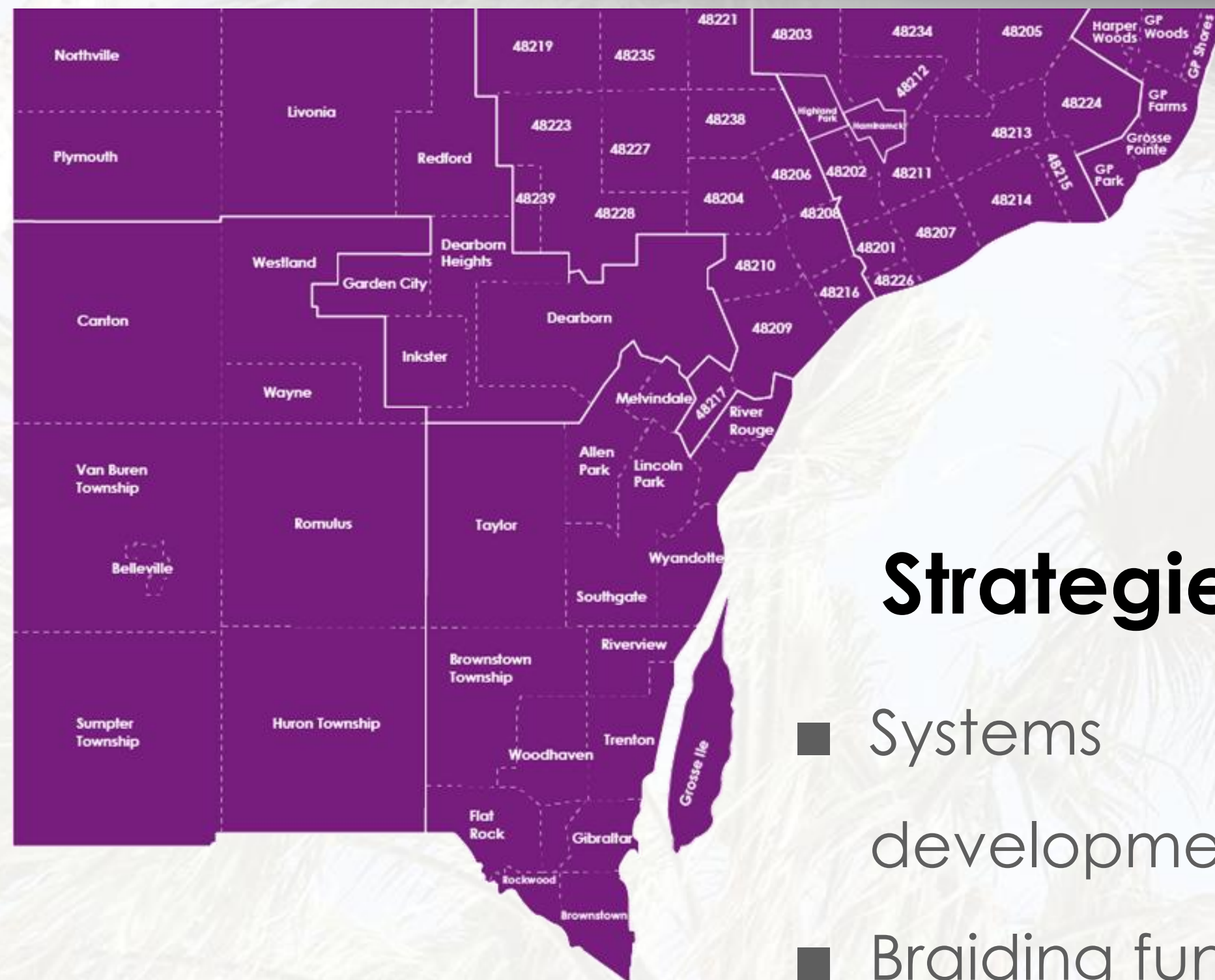
Share the history & lessons learned from Wayne Metro's transformation of its Weatherization Program – from systems development, to braiding funds, to workforce development and new areas of implementation.



Program History



Weatherization Today: *Setting the Stage*



- One of the largest producers in the US
- Challenges:
 - Housing stock, deferral rate & funding gaps

Strategies:

- Systems development
- Braiding funding
- Assessment efficiency
- Client education
- Multi-family
- Workforce development
- Stories of impact

The Growth Path

Data Aware



Manually compile non-standardized reports from different systems

Goal: Standardized reporting

Data Proficient



Standardized reporting on an organization wide reporting platform

Goal: Track org KPIs using BI platform

Data Savvy



Use data to make critical business decisions

Goal: Data based decisions for key initiatives

Data Driven



Embed data into all business processes. No data -> no decision





Goal: Add scale and take out cost



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Established 1971

Start Where You're At: WM Universal Application 1.0

- **Quick development:** focused on ease of client completion
- **5 minutes** to complete application
- **Flexible staffing:** 1 team => 5 teams processing
- **Continuous** tech development
- **Data driven:** using dashboard to help guide changes and improvement
- **Simple tools** for implementation: Google Forms and Google Sheets

 <p>Food & Income Support Distributing food, formula, diapers, wipes & Personal Protection Equipment.</p>	 <p>Water & En Assistan Providing residents w assistance towards en utilities.</p>
 <p>Property Tax Assistance Offering Property Tax Assistance, which can help reduce property taxes.</p>	 <p>Emergency Plumbing Repair Provide plumbing repairs that will resolve the immediate emergency with access to water services.</p>

Wayne Metro CARES ACT Assistance Application

Through this new initiative, residents within Wayne County may qualify for assistance in various areas including: Food & Income Support, Water & Energy Assistance, Emergency Home Repair, Rent & Mortgage Assistance and Funeral Support.

Please note that funding varies by city, and is limited. If funding is no longer available for your area, we will contact you if and when it becomes available. Our goal is to help as many people as possible in every area of service.

#WMCARES #CARES #CityofDetroit #WayneCounty #Michigan #TeamWayneMetro

The name and photo associated with your Google account will be recorded when you upload files and submit this form. Not nsiddiqi@waynemetrol.org? [Switch account](#)

* Required

Email address *

Your email

200% Federal Poverty Level Chart

Number of Household Members	200% Federal Poverty Level Chart									
	1	2	3	4	5	6	7	8	9	10
Income Limit	25,520	34,480	43,440	52,400	61,360	70,320	79,280	88,240	96,600	100,980

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CARES Dashboard

- **Food, Utility and Rent** support are top needs
- **Water and Diapers/Formula** next two
- **Over 4,000 applications** in first week (compared to **2,000 applications** annually for MEAP)
- In 3 months, received over 43,000 requests, **5x average volume** (average 35,000 a year)

Daily Submissions Count	
4/27/2020	610
4/28/2020	1,263
4/29/2020	805
4/30/2020	739
5/1/2020	640
5/2/2020	183
5/3/2020	133
5/4/2020	369
5/5/2020	382
5/6/2020	500
5/7/2020	401
5/8/2020	413
5/9/2020	181
5/10/2020	60
5/11/2020	324
5/12/2020	330
5/13/2020	288
5/14/2020	272
5/15/2020	238
5/16/2020	84
5/17/2020	86

Total Number of Submissions (inc duplicates)	Total Number of Requests (incl duplicates)	Total Number of Requests Processed	Total Number of Approved Requests	Average Daily Submissions
17,668	43,341	25,212	20,670	176

Total Number on Waiting List post 5/17 (inc duplicates)	Total Number of Waiting Requests (incl duplicates)
9,313	21,962

Last 7 Days Average # of Submissions
69

Location Based Apps	# of Apps	% of Total Apps
Detroit, Highland Park, Hamtramck	12,678	71.76%
Out-County	4,990	28.24%

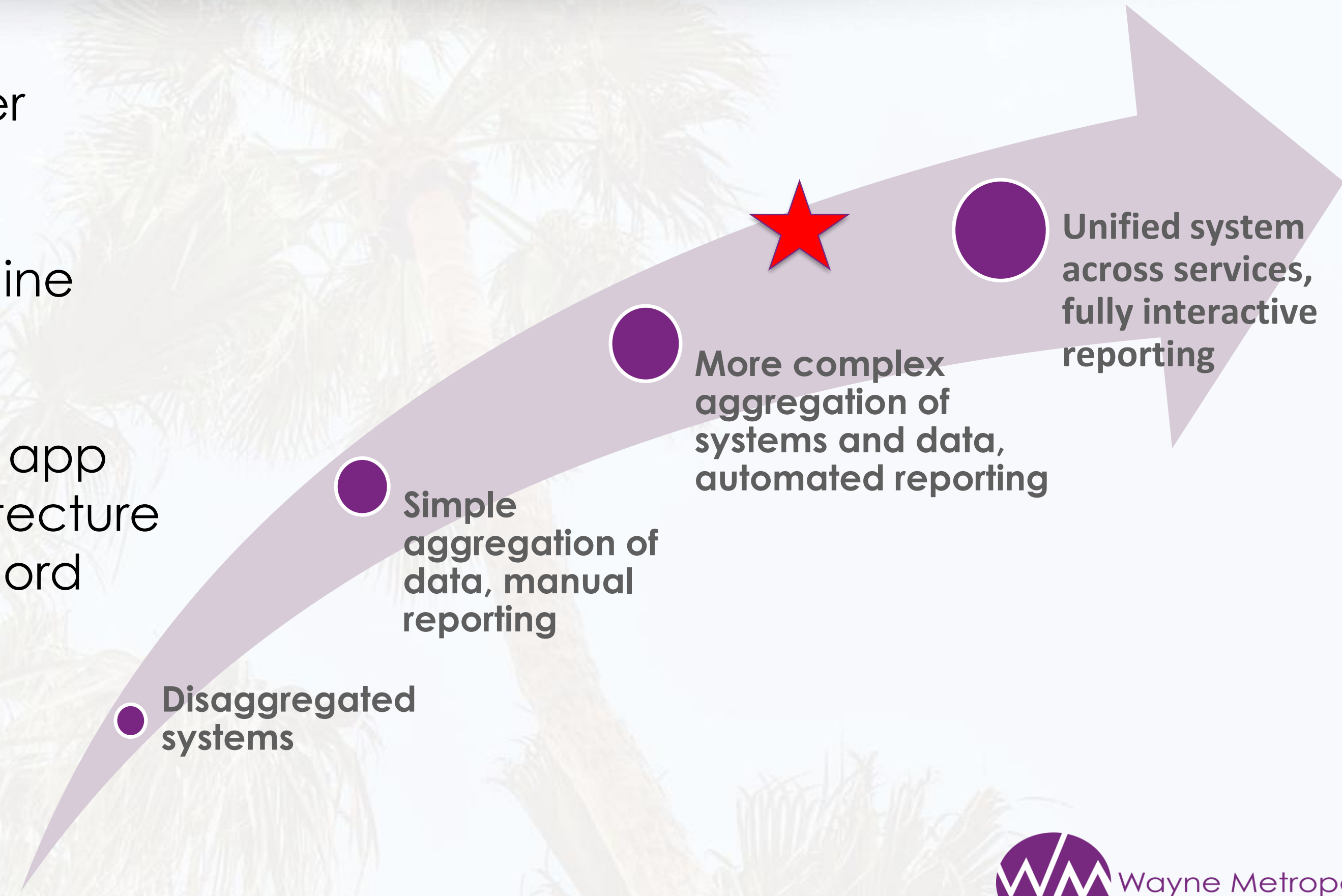
Service Provided	% of Total Requests/Submit	Number of Requests (incl duplicates):	Number of Approved Requests	Number of Requests Processed
Utility	47.16%	8,332	2,757	4,196
Food	56.33%	9,952	9,952	9,952
Rent	52.69%	9,310	532	1,177
Water	32.65%	5,769	1,934	2,558
Diapers and Formula	27.82%	4,915	4,915	4,915
Plumbing Repair	14.50%	2,561	17	691
Property Taxes	7.26%	1,282	246	722
Mortgage	5.36%	947	208	785
Funeral Assistance	1.55%	273	109	216

Wayne Metro Systems Journey

- **Pre-Covid:**
 - Disaggregated systems, paper applications
- **Covid:**
 - Immediate jump to simple online universal application
- **Post-Covid:**
 - Multiple iterations of universal app
 - moving towards unified architecture with underlying systems of record

Perspectives

- Client
- Staff
- Outcomes



The Work



System

- System and data landscape
- Data flow across systems
- Synchronization rules
- Data cleansing



Content

- Data identification
- Data definition
- Data quality routines & validation
- Data translation



People & Process

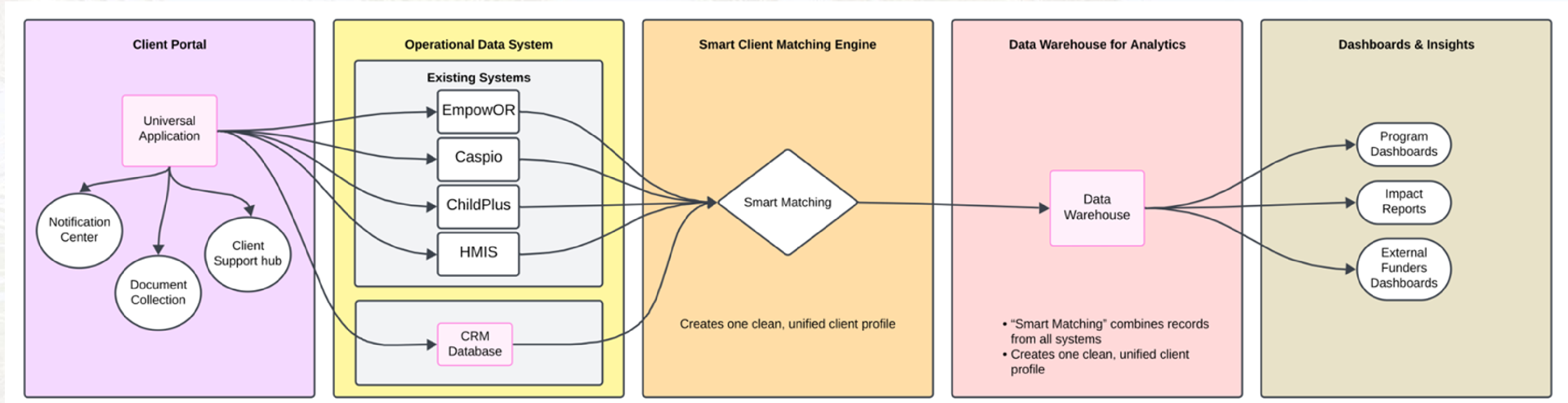
- Process descriptions
- Role descriptions
- Common tools
- Organizational embedding
- Use of data



Governance

- Strategy
- Policies
- Definitions
- Ownership

Future Direction



Feeding the System



- **Clients come for WX, MEAP, Rent etc. support**
- **We internally refer to other available services**
- **Braid funding**
 - Multiple Funding Sources = Deeper Investments
 - Deferral dollars
 - CSBG
 - Rebates
 - Foundation & Bank funds

Feeding the System (2)

- **Innovation Lab**
 - Workforce Development
- **WX Department**
 - Water Conservation and Weatherization assessments happen simultaneously
 - WX and Water Conservation under one department
- **Universal Process**
 - Application
 - Connect Center
 - Walk-Ins
 - Intake - centralized processing



Assessment Efficiency

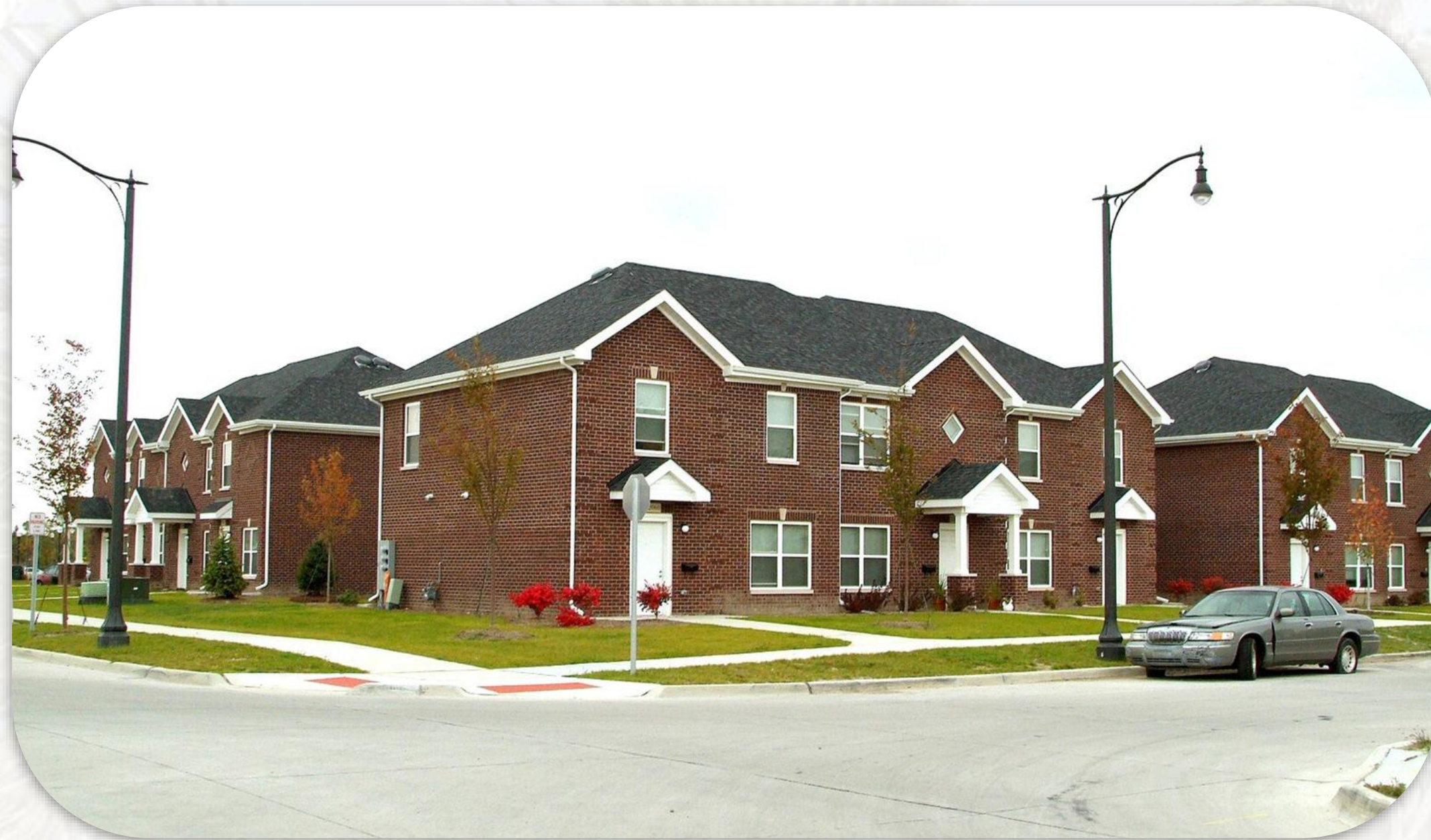


- **Home Assessment Process**
 - 2 levels - street level or in-depth
- **Pipeline of Weatherization**
- Ready Homes**

Client Education



Multi-Family



- Lesser used strategy in MI & new to us
- Hit DOE & BIL simultaneously
- Intentional outreach
- Making the “pitch” to property owners

Workforce Development

Bridging the Opportunity Gap

- **Paid Training**
 - Growing Green
 - Solar Weatherization Impact Free Training [SWIFT]
 - Home Energy Auditor Training [HEAT]
- **Exploring Entrepreneurship Pathways**



Stories of Impact

- **Maximizing Investment Through Stories of Impact**
 - Draws people in
 - Simplifies complex processes
 - Inspires action



Strategic Plan



Integrative Service Delivery Plan

- Joint effort between Programs and Data teams
- Feeds into overall Agency long term strategic plan
- Mindset is key!

Formula for Success

Strategy → **Clear Direction**

Innovation → **New Solutions**

Continuous Improvement → **Get Better Everyday**



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Questions?



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Thank You!

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NCAP Wants to Hear From You

Your Opinion is Very Important to Us!

- Please take a moment to evaluate this workshop using one of the following:
 - QR Code
 - Event App
 - MLTC26 eNews

Subscribe to Weatherization Plus

NCAP Energy Partnerships invites you to subscribe to Weatherization Plus! This biweekly newsletter features tools and resources to assist you on your Weatherization journey.



SCAN TO SUBSCRIBE!



WAP February Webinar Series: Advanced Weatherization Strategies for Lowering Household Energy Costs



Join NCAP Energy Partnerships for a four-part
Weatherization webinar series:

Wednesday, February 11, 2026

Tuesday, February 17, 2026

Thursday, February 26, 2026

Wednesday, March 4, 2026

2:00 ET/ 1:00 CT/ 12:00 MT/ 11:00 PT



REGISTER NOW!

National Community Action Partnership presents:

Weatherization Leadership Professional Development Institute (WAPPro)

WAPPro is...

A learning curriculum designed for emerging leaders who want to turn weatherization expertise into meaningful leadership—bridging technical knowledge with organizational management and leadership skills.

Discover the 3 “E”s:

Empower emerging leaders with the knowledge, skills and confidence to lead
Engage with peers to learn, collaborate and build a strong community of WAP professionals

Equip yourself to lead effective, impactful weatherization programs.

Who should apply:

Anyone looking to take the next step in a WAP career, including frontline staff, intake specialists, and other weatherization team members interested in professional growth.

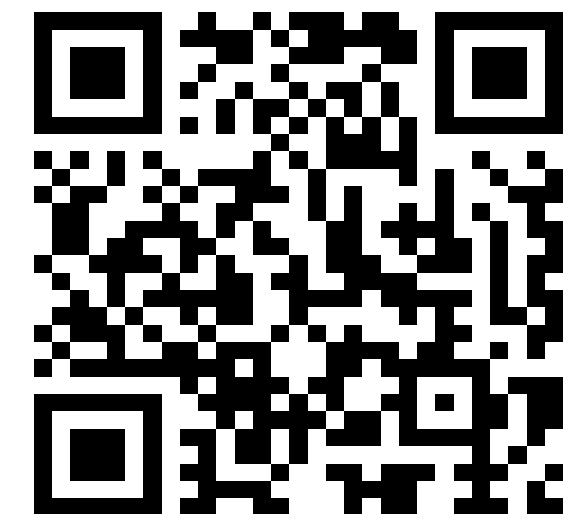
WAPPro 3.0 Schedule:

Sessions will be held monthly from June – November 2026

Apply Here: <https://www.surveymonkey.com/r/RHF8QZP>

Application will on closed April 30, 2026

For more information contact Keesha M. Johnson; Project Director, Weatherization Workforce Development KJohnson@communityactionpartnership.com



New!

ENERGY PARTNERSHIPS WEBSITE

Check out the NCAP Energy Partnerships team's enhanced website.

Discover the latest in weatherization program updates, workforce development, and emergency preparedness.

CEU Information

This session has been approved for 1.15 BPI Continuing Education Credits (CEU's)

CEU's are typically available in your BPI Portal bpi.org within two weeks following the conference.

Thank you!

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