Wayne Metro’s Empowerment Pathway service delivery model aims to address the unique needs of each individual providing guidance, tools, and supports to help clients **CONNECT** by identifying and addressing need, **ENGAGE** in resources and support linkages, **BUILD** by developing skills and assets, and **THRIVE** by attaining goals.

We work collaboratively to deliver sustainable solutions that alleviate the causes and conditions of poverty in Wayne County.
Wayne Metro’s Basic Needs Programs responds to emergency and crisis poverty situations through coordinated interventions that manage homelessness, utility shut offs, and access to food and health care:

- Collaborative Rehousing Services
- Eviction Diversion
- Foreclosure Prevention
- Energy and Water Utility Assistance
- Food Access
- Wellness Programs
- Healthcare and Benefit Enrollment
- Workforce training and skill building

Wayne Metro’s Youth & Families Services enhance educational skill and opportunities for low-income adults and children through high-quality and comprehensive services including:

- Early Education Services (Birth - 5)
- Family Literacy Initiatives
- After School/Summer Programs
- Homeless Youth Resource Coordination
- Supportive Services for Infants and Pregnant Mothers
- Digital Literacy

Wayne Metro’s Community & Economic Development Programs work to develop and implement sustainable, impactful solutions that move people out of poverty putting them on a path to long-term stability. These strategies are designed to put an end to situational and generational cycles of poverty for individuals, families, and communities through:

- Financial Coaching and Capabilities
- Matched Savings Accounts
- Vehicle Loan Program Partnership
- Community Development Impact Projects
- Neighborhood Reinvestment
- Neighborhood Blight Elimination
- Home Rehab
- Weatherization and Home Rehabilitation
- Homebuyer Education
- Homebuyer Down Payment
Dear Friends of Wayne Metro,

During my tenure as Board Chair, the Agency has taken on some of the most problematic and persistent issues facing Wayne County’s poorest neighborhoods and vulnerable citizens. This year we did it again taking on water accessibility, energy optimization, and services to women and children.

Perhaps what I like most about my work with Wayne Metro is when I drive through neighborhoods and see an abandoned structure transformed into new, affordable housing, I feel happiness. When I attend an event and listen to a once homeless child talk about finishing high school and going on to college, I feel joy. When I meet once homeless parents who now own a home of their own, I feel pride. And, when I can see blighted properties being demolished in the same community where gardens are being planted to feed the hungry and children in our after school programs are engineering a competition robot, I am inspired.

To achieve this level of orchestration, leadership must be strong at every level from the Governing Board to front line staff. We must all function at a high level, share a high degree of trust, have all of the necessary tools, and most importantly we have to live out the mission in everything we do. This is the foundation from which we will continue to build and grow.

Sincerely,

Jodi Adamovich  
Board Chairperson
Dear Wayne Metro Stakeholders,

2016 marks a significant year of growth at Wayne Metro both in terms of new funding and expansion of service offerings. This growth has been driven largely by three multi-year grants including a regional water assistance program funded by the Great Lakes Water Authority, increased home Weatherization services to include all of Wayne County, and the expansion of Head Start to include services for pregnant mothers and infants/toddlers.

Each one of these as a standalone program represents a sizeable increase in workforce, investments in infrastructure and technology, and opportunities for organizational growth. By bringing these programs under one provider, solutions aimed at addressing critical issues such as water, energy, and early childhood education within low income communities can be delivered more strategically to maximize impact and ensure sustainability for the future.

More than ever before, Wayne Metro has an opportunity to be a leader to advance, support, and drive collaboration within human service delivery systems across Southeastern Michigan, and Wayne Metro’s Empowerment Pathway has been designed to achieve this. By adopting more holistic approaches to poverty and working together we can eliminate redundancies while managing information and leveraging data to program more effectively.

I believe an integrated system of providers is the right path forward, where we all contribute from our areas of expertise and work together with our children, families, and communities at the center of our work.

The connection to the people and communities we serve is the source of our greatest strength. Engaging, Connecting, Building and Thriving serve as both our service delivery model, as well as our organizational philosophy. We live the Promise of Community Action each and every day. This Promise to care, make our communities better places to live, and to embody the spirit of hope are what keeps this organization grounded and focused on what matters most – service to others and each other.

Sincerely,

Louis D. Piszker
Chief Executive Officer
i am empowered because of what i have been through
“I am empowered because after what I have been through, I have learned to never give up and through my faith to always be strong.”

Benny Tompkins’ story is not an unfamiliar one. A few poor choices this week, a couple of bad decisions the next week, and suddenly life is a battle. Benny, a former accountant and auditor, knows how dark life can be when you go down the wrong path.

Benny’s battle with substance abuse took many things from his life. It took away his ability to work and earn a good living. It took away his home and vehicle. It took away his ability to build and maintain healthy relationships with family and friends. It took away his hopes and dreams for a once bright future. Eventually, Benny says he realized he was in a bad place, “I just got tired of being sick and tired.”

In late 2015 Benny made a really good decision. He decided that months of living in his car alone was more than enough. Benny sought help at ChristNet Services – a rotating shelter made up of churches whose mission is serving the homeless. The staff at ChristNet brought Benny to Wayne Metro’s Employment and Training Program and the good choices just kept coming.

Benny began attending Wayne Metro’s Coffee Clutch employment support group weekly, and worked with Wayne Metro staff to learn interviewing skills, how to find job resources, and receive help writing his resume. Benny received transportation to interviews and access to a phone, technology, and printing services to prepare for interviews. Benny worked hard, and through the program, learned that good choices lead to good outcomes.

Today Benny holds a position working 18 hours a week with Volunteers of America as a participant in AARP’s Senior Employment Program. Three days a week Benny walks two blocks from his Wayne Metro subsidized housing development on Visger Road to his workplace. Benny is a proud resident of the City of River Rouge, the neighborhood he grew up in. Benny has had quite a journey and now has people in his life, a home, and many new hopes for the future.

“I saw an opportunity to make a change. It’s a helpful program to people like me getting back on track.”

132,570
Annual calls to the WM CONNECT™ call center

$3,175,666
Water assistance provided

643
Homeless families assisted through case management
i am empowered to be a loving parent
Mignon Lott is an accomplished professional, a proud mother of four, and an advocate for her community. She holds an undergraduate degree from Michigan State University and is currently enrolled on a full scholarship to the Wayne State University School of Law. Even with all of this success, Mignon, like many Wayne County residents, called on Wayne Metro when tragedy and loss entered her life.

Mignon says she faced the hardest of times with the untimely passing of her husband in the summer of 2015. Soon after, she was laid off from her job at the Health Department and it seemed all was lost. Instead of turning into the sadness she turned to her children and their education, enrolling them in Wayne Metro’s Highland Park Head Start. She also turned to continuing her husband’s work as an advocate in the community. Mignon began spending more time in Head Start with her children and with other Head Start parents.

Mignon poured her heart into her work, joined the Head Start Parent Committee and volunteered regularly. As she became more involved, her responsibilities and contributions increased. She was elected Co-Chair of the Wayne County Head Start Policy Council which opened a whole new world of opportunity and experiences. While attending the Michigan Head Start Conference, she was appointed as the Region V Parent Liaison representing Wayne Metro on the Michigan Head Start Association Regional Board of Directors.

Mignon remarks that the reason Head Start is essential is because “you get involved in your children’s lives, but you also have opportunities to improve your life and gain new skills. Parent involvement is the key to early learning.”

Mignon Lott is an example of the impact Head Start can have on moving a family in crisis on a path toward stability. She is also an empowered individual who is working to build and strengthen others in her community. As Wayne Metro continues our work to revitalize the City of Highland Park and renovations of the Cortland Community Impact Center, Mignon Lott will be a continued source of inspiration.

"Because of Wayne Metro I feel like I’m a better parent and am able to move forward.”

1,076
Head Start children & families served

7,950
Homeless students served

220
Children enrolled in after school programs
I am empowered because of my daughter.
“I am empowered because of my daughter. I don’t want her to ever struggle like I have.”

Christa Hughbanks is a hardworking single mother, and like many, she struggled to carry the burden of a high cost of living with a low wage earning job. As a child living in poverty, she moved from house to house, back and forth between her mother and her grandparents, and spent months in homeless shelters and transitional housing. Now as a mother, Christa’s number one goal is to make sure her daughter never struggles and always has a stable place to call home.

When Christa was first introduced to Wayne Metro’s Family Self-Sufficiency (FSS) program in August of 2015, her job paid very little and she had no savings. FSS helps families receiving housing subsidies to obtain and maintain stable employment and reduce dependence on public assistance. Christa embraced the program, and within ninety days, obtained a full-time job ending all dependence on public assistance programs.

Christa did not stop there. She enrolled in Wayne Metro’s Financial Empowerment Center and turned her energy toward budgeting, homeownership education, and improving her financial well-being. Christa notes, “Wayne Metro literally meets you where you are, helping with anything you may need.”

Christa was able to pay off bills that had gone into collections and wipe out significant credit card debts. At the same time, she built thousands of dollars in savings.

After completing several courses and saving vigorously, Christa closed on her first home, a three bedroom ranch purchased through Habitat for Humanity in August 2016. Today, Christa is completely self-sufficient and says the best thing about buying her first home is the happiness she sees in her daughter when she is able to invite friends over and have her own space. She says that without Wayne Metro she would not be where she is today.

Christa attributes much of her continued success to her very supportive job environment in a public housing property management office. In her role, she is able to use her experience to advocate for low income residents who are struggling by sharing some of the real life challenges she faced on her own pathway to empowerment.

“Without Wayne Metro, I would not be here today – they gave me the tools to do things better and make a better life for my daughter.”

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<th>32</th>
<th>27,963</th>
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<td>Clients closed on a home</td>
<td>Meals served through summer feeding program</td>
<td>Federal tax refunds for clients</td>
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For Michael Craig, Horticultural Program Director at the Detroit Public Schools Charles Drew Transition Center, every day is a grind, one that he says he couldn’t love more. His labors extend far beyond the school day into the evening and cross over to time spent with family and friends. Frequent “weekend adventures with Dad” to the local lawn and garden store and early morning produce deliveries are just part of the work that has to get done. A Master Gardener and teacher by trade, Mr. Craig has become a master in the art of energizing people and organizing efforts that teach students how to help themselves while serving others.

As a key contributor to one of the country’s largest urban farms, Mr. Craig works with 500 special need students to plant, grow, and harvest vegetables in gardens, hoop houses, and hydroponic systems on the school grounds. Ranging in ages from 18-26, students at the Center are moderately to severely impaired, and have a range of cognitive, physical, and visual challenges. Last year their collective work helped save the District more than $220,000 providing 18,000 pounds of produce for the school lunch program at 32 Detroit Public Schools.

On weekends produce is also packaged and sold at Detroit’s Eastern Market with proceeds going to support the program. Local restaurateurs line up every Saturday in anticipation of Mr. Craig’s arrival with the Center’s tomatoes, greens, potatoes, hot peppers, and popular spring strawberries. “Serving food that is locally grown is a big deal today. I can’t get it off of truck fast enough,” he notes. He also admits that while getting up on Saturday at six in the morning to make his delivery is not the greatest, sustaining the program is a pretty good reason to get out of bed.

Mr. Craig believes the program has not yet reached its full potential. In addition to expanding hydroponics and selling plants that are seeded at the Center to local gardeners, he has a few business models floating around in his head that could bring additional revenue to the program. One model would use local greenhouses to cultivate and sell high-priced tropical plants.

Last spring Mr. Craig applied for and was awarded a Wayne Metro Seeding Wayne County grant to purchase specialized equipment that give students more hands on learning and real life experiences which is what Mr. Craig says is the ultimate goal.

The ultimate goal is for students to develop and embrace new skills that will eventually lead to employment and full inclusion in the community.
Wayne Metro’s mission to empower low-income people and strengthen communities is carried out through our custom designed Empowerment Pathway service delivery model. The ability for a person to find a successful path up and out of poverty is made possible by a network of helpers and allies in a community with support systems and safeguards in place. It takes concerned citizens from every sector including business, religious, public, and nonprofit working together and coordinating efforts.

Wayne Metro Community Corps volunteer initiative is a people-powered program working to improve and impact areas of need throughout Wayne County. With the launch of Community Corps, Wayne Metro has already served a record number of individuals throughout Wayne County with focused efforts in the Cities of Highland Park and Detroit.

Using a web-based recruitment and tracking software, Wayne Metro is able to match volunteers with projects and opportunities that align with their individual passions and personal purpose – facilitating ongoing relationships with all who participate to maximize impact.

Along with a strong base of Wayne Metro employees and stakeholders, the Community Corps has welcomed individuals, groups, and corporations this year including Hard Rock Cafe, Team GM Cares, Home Depot, FCA Motor Citizens and the United States Navy.

A signature volunteer project is ongoing cleanup efforts on the campus and neighborhoods surrounding the Wayne Metro Cortland Community Impact Center. Over the course of five cleanup projects, 139 volunteers came together and boarded up two vacant apartment buildings, removed over 300 overgrown trees and shrubs, cleared over 70 yards of debris, and planted three new gardens.

Additional 2016 Community Corps Highlights:
• 2,000+ volunteer readers, teacher assistants, and classroom organizers in Head Start
• 500+ volunteers dedicated 10,000 hours to Wayne Metro’s Community Gardens located throughout Wayne County
$100,000 in mini grants awarded to 48 organizations selected by Wayne Metro’s Regional Advisory Councils

Mini grants ranging from $500-$2,000 are awarded to grassroots community organizations to support programs and services in the areas of Youth and Adult Education, Nutrition, Health, Employment, and Neighborhood Improvements.

Winning organizations are selected by community advocates and neighborhood leaders who have sound insight into the unique conditions and needs of low-income residents and the homeless. Grant entries are judged individually on the applying organization’s project goals, design, and budget.

2016 Featured Awarded

Detroit Horse Power
5 happy horses. 91 young urban riders.
Detroit Horse Power aims to build connections between at risk youth and horses. Inner city kids are given a rare chance to ride and care for horses while learning important lessons about themselves.

Michigan Urban Farming Initiative
2,000 volunteer farmers. 250 varieties of produce.
Michigan Urban Farming Initiative plants, grows, and harvests 20,000 lbs. of organic crops and served 1,000 North End Detroiters. Items are packaged and weighed. Customers pay based on their income.

Redford Interfaith Relief:
Respect. Integrity. Restoration.

Redford Interfaith Relief
2969 Households and 7529 individuals clothed and fed.
Redford Interfaith Relief sustains hundreds of families, children, and seniors each day with food, liquid nutrition supplements, and clothing. 100 volunteers log more than 15,000 volunteer hours annually.

Soulardarity
6 solar-powered street lights installed. 47 solar-powered alley and home security lights.
Soulardarity is bringing light back to the City of Highland Park with community-owned solar streetlights. Soulardarity educates the community on energy savings, reading utility bills and clean energy.
Wayne Metro conducts a triennial Community Needs Assessment (CNA) to assess needs, gain insight on the experiences of community members, and identify gaps in current service offerings. The findings of the assessment help guide strategic planning and programmatic design.

Data and information for the 2016 assessment was gathered through a variety of methods and sources including public community data sources, community forums, client focus groups, student surveys, and interviews with community stakeholders.

Population
Since 2000, Wayne County lost 13.2% of its total population, but is home to nearly 1.8 million residents.

Housing
Over the past 15 years, Wayne County had an extreme drop in “adequate, affordable, and available housing units” from roughly 48,000 to 24,500 units.

Economics
In Wayne County, 11.7% of residents are unbanked, and another 22.3% are underbanked.

Education
Wayne County has the highest percentage of schools identified as persistently low achieving, or “priority” schools in the state.

Health
Approximately 17% of Wayne County adults and 4% of youth lack health insurance.

Five critical areas of need were identified based on where qualitative and quantitative data about the community’s needs overlap with Wayne Metro services or strengths.

In the spirit of collaboration Wayne Metro has made the entirety of the Community Needs Assessment available publicly sharing all documents, key findings and vital information. We encourage human service organizations, local governments, community groups, and nonprofits, to read it, study it, and leverage our work to empower individuals and strengthen communities.

The Community Needs Assessment is available at www.waynemetro.org
**Revenue**

Michigan Department of Human Services $10,681,616  
Wayne County Head Start 6,026,480  
Michigan Community Action Agency Association 3,726,468  
U.S. Department of Housing and Urban Development 1,912,328  
Michigan Department of Education 1,614,351  
Other Revenue 883,064  
United Way of Michigan 762,581  
U.S. Department of Veteran Affairs 693,971  
Michigan State Housing Development Authority 452,456  
DTE Energy 340,008  
Wayne County Community Mental Health 220,679  
Excellent Construction 186,952  
Rental Income 184,931  
JP Morgan Chase 90,098  
Paczki Properties 70,884  
Walmart Foundation 50,000  
Michigan Muslim Community Council 50,000  
Barbara Bush Foundation 44,627  
U.S. Department of Treasury 44,063  
Plymouth Housing Commission 43,590  
Kellog Foundation 40,850  
Fifth Third Bank 26,225  
U.S. Department of Health and Human Services 12,011  

**Total Revenue** $28,158,233

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**Expenditures**

CONNECT - Crisis and Emergency Intervention 5,594,667  
ENGAGE - Stabilizing Supports 10,638,335  
BUILD - Resource and Skill Building 8,811,429  
THRIVE - Self-Driven Planning and Goal Attainment 1,125,242  
Agency Support Costs 1,683,350  

**Total Expenditures** $27,853,023

---

**Increase to Net Assets** $305,210
Champions

Fiscal Year 2015 - 2016
Thank you for your support!*

Felicia Able
George Abraham
Sandra Abraham
Absopure
Abier Abusbeih
Shannon Ackron
Jodi Adamovich
Advanced Care Management
Aetna Health
Absopure
Abier Abusbeih
Shannon Ackron
Jodi Adamovich
Advanced Care Management
Aetna Health
Muzammil Ahmed
Tamela Aikens
Mitchel Alexander
Mamoun AlHasson
Wisam Alithawi
Chelsea Allen
Tiana Alls
Donna Almond
Alpha Kappa Alpha Sorority, Inc.
Robert Alter
Wanda A. Alvarado
Nadira Anderson
Nicole Ante
Michelle Armstrong
Joseph Arnet
Accacia Asher
Escuela Avancemos
Robin Badder
Peggy Baker
Edward Baker
Anthony Balavitch
Melvin Ball
Eric Barcenas
Andrew Barker
Amanda Barnard
Diane Barr
Stephanie Baylock
Carolee Bazzi
Alicia Bazzi
Talia Bazzi
Bd’s Mongolian Grill, Dearborn
Kara Beal
Anne Beatty
Matthew Beatty
Susan Beatty
Beaumont Health
Tea Beba
Brian Beeler
Starr Bell
Alona Bellii
Daniel Benedict
Pamela Benedict
Jeff and Andrea Benedict
Trakia Bennett
Michelle Bentley
Nora Berenstein
Lucille Berkowski
Tashyanna Berry
Better Made Snacks, Inc.
Kalyani Bhatt
Lakesha Biggs
Danniele Bills
Michelle Bissonette
Darnell Blackburn
Cindy Blacklock
Janice Blansett
David Blocker
Shannon Bonesteele
Michael Bowdler
Scott Bradley
Jill Bravole
Barbara Branch
Ericka Branch
Branch Line School
Ryan Bridges
Shelby Briggs
Joan Brophy
Rev. Barbara Brown
Doug K. Brown
Randal Brown
Barbara Brown
Yvonne Brown
Doug Brown
Lori Brown-Platts
Dawn Bruley
Meghan Bryant
Kristopher Bryant
Rosemary Brys
Building Bridges Therapy Center
Tracy Burgen
Renee Burkell
Marcus Burrell
Lakisha Burrell
William Buyers
Kiwanna Byrd
Alexander Cabildo
Nicolle L Call
Maria Calleja
Rodney Cameron
Maia Campbell
Diamond Campos
James Canning
Canton Charter Township
India Carney
Andrew Carr
Scherrie Carrington
Autumn Carroll
Rosemary Carroll
DeQuanda L. Carson
Pamela Carter
Theresa Carter
Betina Carter
David Cartwright
Anthony Cartwright
Tara Cason
Lynda Ceballos
Century 21 A-1 Realty
Susan Cervantes
Carol Cervin
Jacqueline Chace
Charter County of Wayne
Andrea Chavers
Adjwoa Chike
Carla Chinavare
Walter Chism
Sharon Chouinard
Ed Chrostowski
Vicki Chrzanowski
City of Livonia
Lashawn Clark
Theresa Clark
Lola Clark
Stacey Clark
Jill Clark
Clare Clark
Latanya Clemons-Parks
Jessica Click
Camilla Clinton
Linda Clinton
DeQuana Coats
Brittney Cody
Natalie Cofield
Leokitia Cokley
Shenetta Coleman
Linda Coles
Denise Collins
Community Choice Credit Union
Community Economic Development
Association of Michigan Community Foundation for Southeast Michigan
William Connaughton
Consumer Federation of America
Consumer Financial Protection Bureau (CFPB)
Consumers Energy
Sharon Copciac
Corporation for Enterprise Development (CFED)
James Corsi
Suzanne Cortez
Frank Costanza
Costco Wholesale Corporation
Jennifer Coulter
Robert Cousineau
Amoreena Crawford
David Croft
Samuel Crosby
Russ Cross
Mia Cupp
Deanne Curran
Glenda Curry
Darline Curtis
Todd Curtis
D&D Cycles & Hockey
Catrina Daniel
Chalyse Daniels
Rebecca Daniels
Julie Davis
Lysa Davis
Diana Davis
Marjorie Davis
Colleen Davis
Debra Davis
Rita Davis
Shawny DeBerry
LeAnn Decker
Nicolet Degeaaf
Janice DeLaruelle
Rachel DeLisi
Department of Veterans Affairs
Owen Derry
Robin M. DeSloover
Detroit Chamber Music Society
Detroit Free Press Charities
Detroit Home Mortgage
Detroit Land Bank Authority
Detroit LISC
Detroit Water & Sewage Department
Detroit Zoological Society
Melinda DeVore
Diamond Jack River Tours, Inc.
Alicia Diaz
Erica Dickerson
Juliano DiGiuseppe
David DiPaolo
Michael DiRamio
Marvin Ditsch
Martise Dixon
Lashawn Dixon
Downriver Association of Realtors
DTE Energy Foundation
Candace Ducharme
Suzanne Duffy
Dan Dugan
Kelly Dumas
Tanya Dumas
Jason Dunlap
Lori Durkee
Laura Duzey
Corrina Dye-Hale
Taisir Eadeh
Landia Eadeh

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No Kid Hungry Share
Our Strength
Kordilla Noble
Alicia Noble
Sarah North
Northville High School
Sharon Nothnagel
Daniel Nynas
Oakland Livingston Human Services Agency
Kelly O’Brien
Kathleen Odom
Marilyn Oliver
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Karen Oliverio
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Tricia Onesian
Charles Onesian
Marie Onesian
Wanda Oputa
Genevieve Pajulio
McKenzie Palchak
Genevieve Pajulio
Wanda Oputa
Alicia Noble
Our Strength
No Kid Hungry Share
*Thank you for supporting Wayne Metro’s mission to empower people and strengthen communities. Accuracy and completeness of this list has been done to the best of our ability.
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William Wright
Cory Wright
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Louis D. Piszker
Chief Executive Officer

Mia Cupp
Chief Development & Communications Officer

Yvonne Herman
Chief Human Resources Officer

Katy Kibbey
Chief Programs Officer

William Lane
Chief Accounting Officer

LEADERSHIP TEAM

Jeremy Biddle
Director of Information Management

Joan Brophy
Director of Development

John Carmody
Director of Construction Projects

Carla Chinavare
Director of Youth & Family Services

Jerome Drain
Director of Outreach & Community Services

Teresa Harrington
Director of Early Childhood Services

Kevin Kucera
Director of IT & Facilities

Miryam Lulion
Director of Financial Empowerment Services

Laura Mann
Administration Manager

Jane Scarlett
Director of Supportive Housing & Homeless Services

Anne Zobel
Director of Community & Economic Development
The mission of Wayne Metropolitan Community Action Agency is to empower low-income people and strengthen communities.

Grounded in our guiding principles, we are committed to being a national leader in diminishing the causes and conditions of poverty.