

SC Stay Plus Advisory Panel

SC Housing, 300-C Outlet Pointe Blvd., Columbia, SC 29210

The Advisory Panel of the Emergency Rental Assistance Program (SC Stay Plus) convened a virtual meeting on Friday, January 14, at approximately 11:00 a.m., at 300-C Outlet Pointe Boulevard, Columbia, South Carolina.

The following advisory panel members were present at the meeting: Bernie Mazyck, SC Association for Community Economic Development (SCACED); Brian Gaines, Executive Budget Office; David Hudspeth, York County Manager; Amy Marshall, SC Office of Regulatory Staff; Alisa Mosley, Affordable Housing Coalition of South Carolina; and Chris Koon, SC Electric Cooperatives.

The following staff from SC Housing were present at the meeting: Bonita Shropshire, Tracey Easton, Ellen Eudy, Bryan Grady, Kim Spires, Roberta Whitner, Ana Garcia, Larry Huff, Del Collins, Renaye Long and Sarah Shinsky. The following staff from Guidehouse were present at the meeting: Jagadish Prakash, Kajal Patel, Vinod Ramachandran, Malcolm Clark, Rachel Eisman, Colby Eyles, Brian Stern and Liz Hiddeman.

The following guests were in attendance: Natasha Pauling, Jessica McMoore, A'Netra Hardy, Lee Patterson, Martina Tiku, Anne Caywood, Norah Rogers and Brenda Murphy.

Guidehouse staff called the meeting to order.

Guidehouse staff shared an executive summary update of the program activities, giving a brief overview of the document to include: 16,742 completed applications received (this includes pending quality control review, pending payment processing and paid); approximately \$63.5M in funds disbursed; approximately \$74.2M funds approved; \$210.1M funds requested; approximately \$53.8M in provisional denials (this includes application that are missing documents after 14 days and ineligible applications) and an overview of the application status. The report also includes information on the total amounts disbursed to landlords, tenants and utilities.

Guidehouse staff continued the overview of the executive summary report on team process in the past week and upcoming activities with the program.

The next scheduled Advisory Panel Meeting is February 11, 2022, at 11:00 a.m.



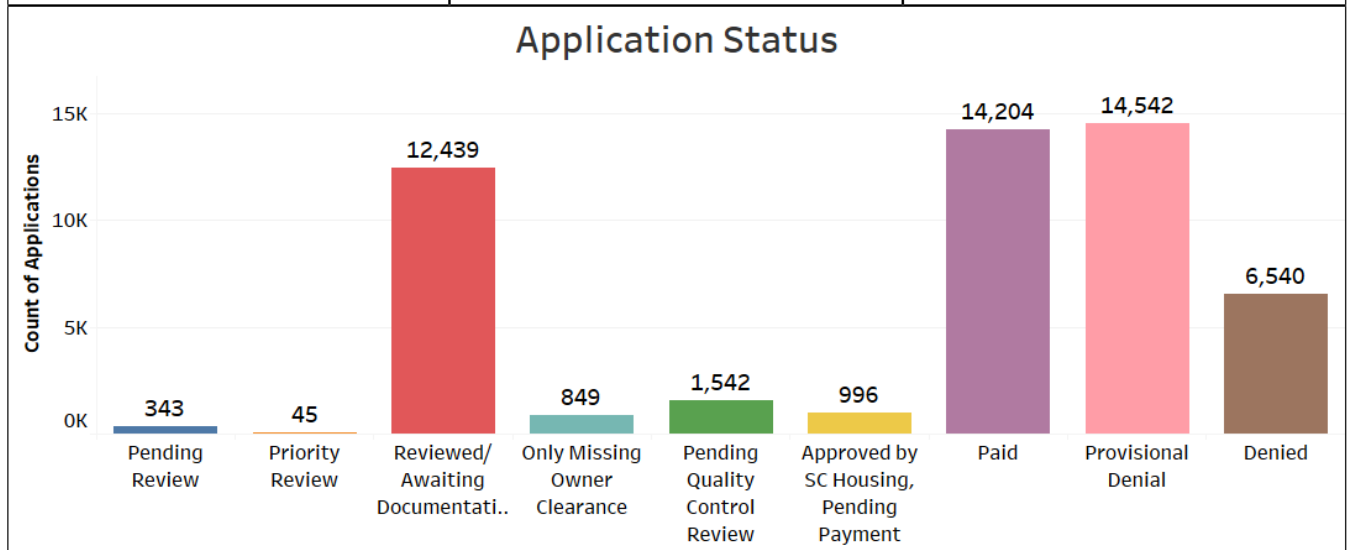
Weekly Advisory Panel Report

Friday, 01/14/2022

Executive Summary

As of January 14th at 6 am ET

<p>Complete Applications</p> <p>16,742</p> <p><i>*Includes Pending Quality Control Review, Pending Payment Processing, and Paid*</i></p>	<p>Applications Received This Week</p> <p>1,639</p> <p><i>*Includes all Eligible Complete and Incomplete Applications*</i></p>	<p>Applications Processed This Week</p> <p>7,293</p> <p><i>*Number of Applications Moved to a New Queue This Week*</i></p>
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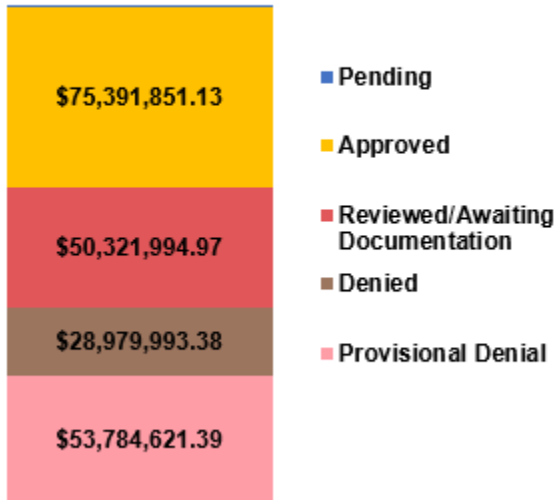


- Pending Review – Applications that have been received and are awaiting review
- Priority Review – Applications are determined Priority Review and fast-tracked through the application process if the applicant is very low income (<50% AMI), has been on unemployment for longer than 90 days, or has attached a Writ of Ejectment from a Magistrate Court
- Reviewed/Awaiting Documentation – Applications that have completed the review process but have been missing applicant documentation <14 days
- Only Missing Owner Clearance – Applications that have completed the review process and have all necessary applicant documentation, but are missing landlord/owner documentation
- Pending Quality Control Review – Applications that have all documentation and are awaiting a final round of Quality Control review
- Approved by SC Housing, Pending Payment – Applications that have been approved and are ready to be paid
- Paid – Applications that have been paid
- Provisional Denial – Applications that have been missing documentation for over 14 days; applicants have an additional 30 days to provide documentation before denial is completed
- Denied – Applications that are over-income, homeowners, have not submitted applications in over 44 days, or were otherwise determined ineligible

- Not presented here: 10,471 applications from excluded counties or duplicates
- 61,971 total applications received



Funds Requested
\$210,132,627.87
\$1,654,167.00



Funds Approved
\$75,391,851.13
Rental: \$64,049,359.66
Utilities: \$7,464,529.57
Other: \$3,877,961.90
Inclusive of Funds Disbursed

Funds Disbursed
\$63,474,288.92
Rental: \$54,051,360.87
Utilities: \$6,263,759.16
Other: \$3,159,168.89

Disbursed Bulk Utility Payments
\$61,707,474
Duke: \$26,297,561
Dominion: \$23,698,374
Electric Coops: \$11,711,539

Does not include requests over \$60,000

Funds Requested Total may not match number presented on [public dashboards](#) due to approving more than is requested

Funds Disbursed by Recipient

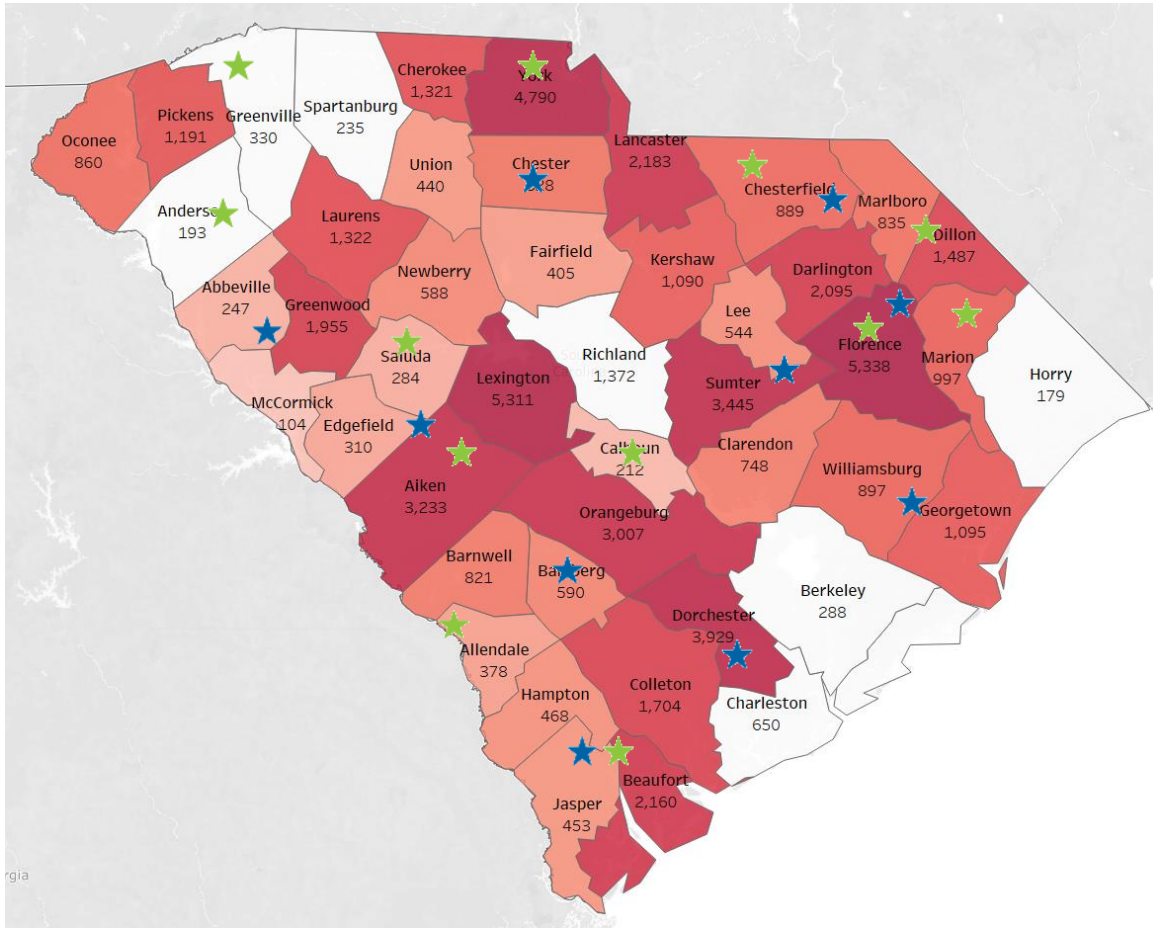
Amount Disbursed to Landlords
\$47,804,237.81

Amount Disbursed to Tenants
\$9,754,354.64

Amount Disbursed to Utilities
\$5,915,696.47



Applications Received by County



★ SCACAP

★ Boots on the Ground

Please note many of the centers serve counties surrounding the counties in which they are located



Team Progress (since 1/7)

- Program Design
 - Recertification module finalized and ready to be shared with all applicants who already received funding
 - Survey for Utility partner customers (for application of bulk utility payments) has been finalized and is ready to send out
- Application Review and Determination:
 - 7,293 applications processed this week
 - Continuing to process applications and priority cases
 - Since last meeting, sent payments to 1,832 households for a total of \$14.6M and approved 3,921 applications
 - Analysis of applications within the Reviewed/Awaiting Documentation queue to identify opportunities/updates to policies to make decisions
 - Provided recommendations for treatment of applications missing one or more of the following documents: lease, ledger, and owner information
 - Escalation module is now functional and being used to track special cases.
- Communications
 - Expanding the boots on the ground team (BOTG) for enhancing applicant support capacity. The goal is supporting the program’s efforts on engaging with applicants who are missing documents required to complete their application(s).
 - Finalized draft communication materials for outreach to County Administrators in counties with lower than anticipated application submissions. This includes draft language for:
 - Email outreach
 - Sample email/website copy
 - Offer of additional support from the team
 - Continued collaboration with SCACAP
 - Ongoing support/outreach with faith-based organizations to spread word about the program
 - Developed a short video to provide a summary of the SC Stay Plus program and the application process for Magistrate Courts and clerks. The goal is to encourage courts to direct applicants to the rent and utility assistance program before moving on a non-payment eviction case.
 - Published a public-facing dashboard of program statistics
- Monitoring and Compliance
 - Ongoing periodic updates of review checklist to align with program design updates
 - Continued review of payments to verify no duplicate checks are being issued for rental, utilities, and other payments.
- Payment:
 - Program continued biweekly payment cadence

Upcoming Activities

- Program Design
 - Recertification module will be sent out early next week
 - Submission of Quarter 4 Treasury Report on 2/1
 - Send out survey to Utility partner customers and receive responses for application of bulk utility payments
- Application Review and Determination
 - Upgrades and views will be built in Podio to enable staff at all levels track cases and incoming documentation.



- All Escalation cases will continue to be tracked in Podio going forward.
- **Communications:**
 - Continuing to design an application user guide to help set program expectations with applicants and other stakeholders.
 - We are conducting an ongoing review of the applicant experience pathways to continue to improve service for the community. This includes a review of Treasury’s recently released website guidelines to ensure we are using accessible language.
 - Share video with Magistrate Courts and clerks

Upcoming Meeting Schedule

Meeting subject	SC Stakeholders	Meeting Date
Monthly Advisory Panel public meeting	Advisory Panel and members of the public	Friday, February 11 th