



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, February 11, 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: Ellen Eudy, Mike Ujcich, Roberta Whitner, Ana Garcia, Larry Huff, Del Collins, Renaye Long, Jeff Player, Chris Winston and Sarah Shinsky. The following staff from Guidehouse were present at the meeting: Mike Tosh, Jagadish Prakash, Kajal Patel, Vinod Ramachandran, Malcolm Clark, Rachel Eisman, Colby Eyster, Brian Stern, Nathan Paufve, Rebecca McGregor and Soozie Tucker.

The following guests were in attendance: Lee Patterson, Norah Rogers and Nancy Lee.

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: 21,752 completed applications received (this includes pending quality control review, pending payment processing and paid); approximately \$83.5M in funds disbursed; approximately \$93.8M funds approved; \$234M funds requested; approximately \$58.8M 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 March 11, 2022, at 11:00 a.m.

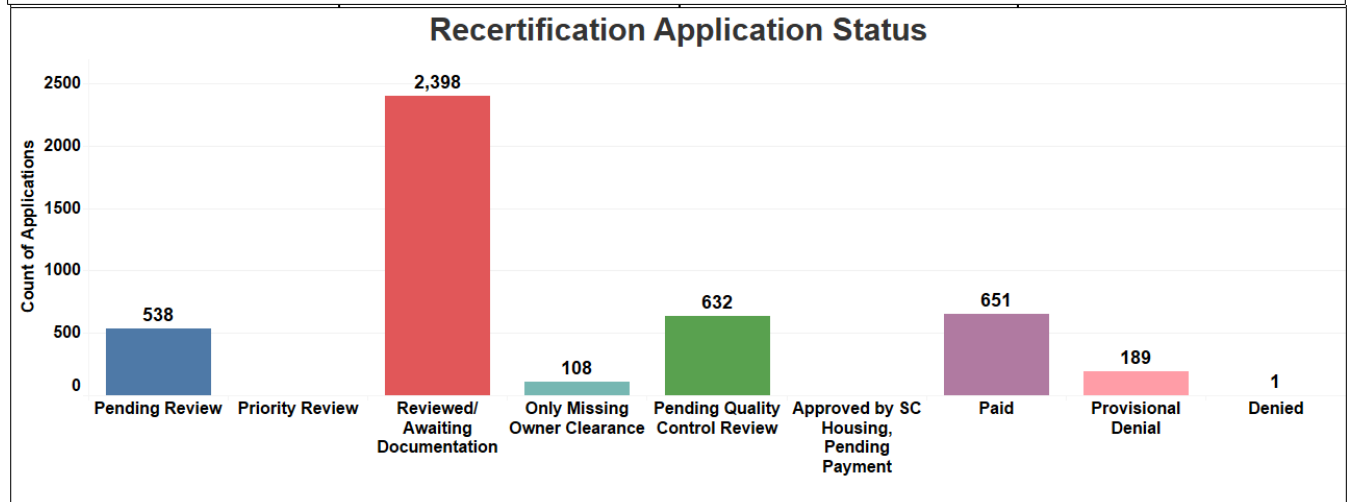
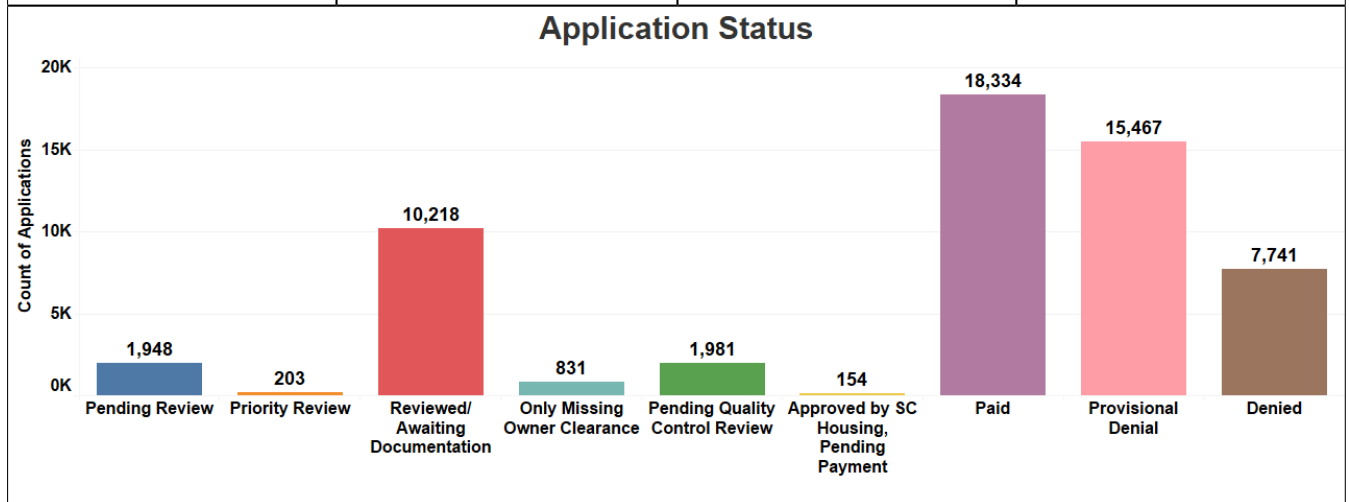
Weekly Advisory Panel Report

Friday, 02/11/2022

Executive Summary

As of February 9th at 6 am ET

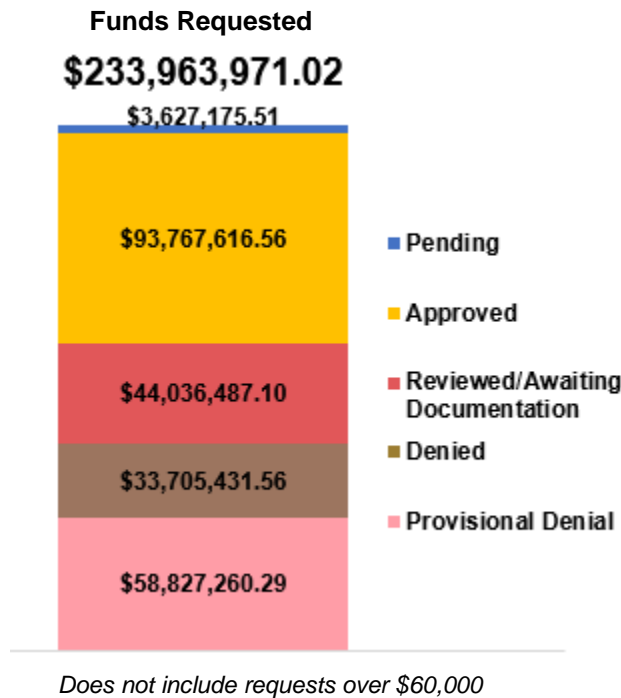
Complete Applications <h1>21,752</h1> <p><i>*Includes Pending Quality Control Review, Pending Payment Processing, and Paid*</i></p>	First-Time Applications Received This Week <h1>805</h1> <p><i>*Includes all Eligible Complete and Incomplete Applications*</i></p>	Recertifications Received This Week <h1>271</h1> <p><i>*Includes all Eligible Complete and Incomplete Applications*</i></p>	Applications Processed This Week <h1>7,675</h1> <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: 11,580 applications from excluded counties or duplicates
- 72,974 total applications received



Funds Approved
\$93,767,616.56
Rental: \$79,486,026.84
Utilities: \$9,610,254.35
Other: \$4,671,335.37
Inclusive of Funds Disbursed

Funds Disbursed
\$83,479,164.22
Rental: \$70,535,360.43
Utilities: \$8,911,836.33
Other: \$4,031,967.46

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

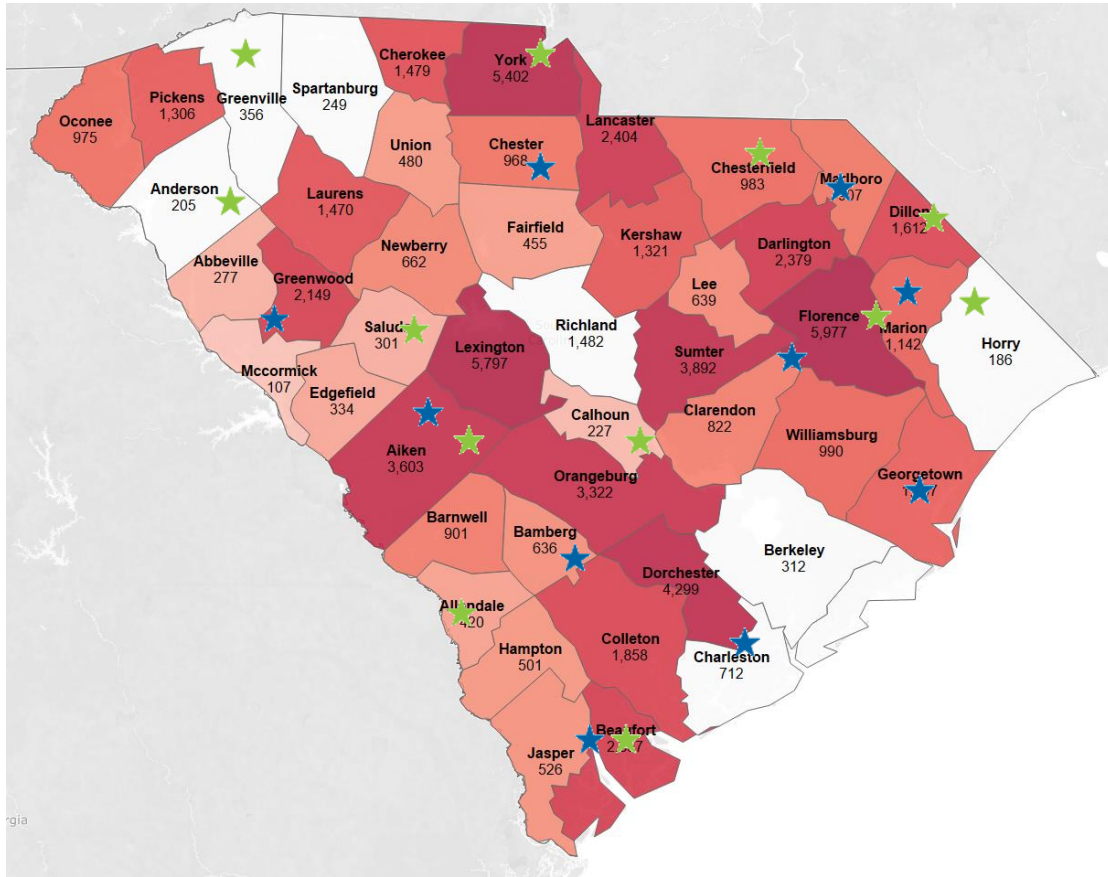
Funds Disbursed by Recipient





State of South Carolina – SC Stay Plus Program

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 2/4)

- Program Design
 - Recertification module finalized and shared with all applicants who were already approved for funding and potentially eligible to receive additional assistance under ERA 2
 - 4,517 applications received so far
 - Utility survey sent to 2,000 identified Duke Energy utility customers
 - Began the process of reviewing and crediting the accounts of 200+ customers who completed the survey
 - Surveys will continue to be sent out in batches to Duke energy customers
 - Developing language for applicants looking for rehousing support
 - Submitted the Q4 Treasury Report
- Application Review and Determination
 - Review team has started reviewing Recertification applications in addition to regular applications.
 - Reviewing any additional applications with confirmed ownership documentation, but missing lease or ledger information and processing them for payment based on the expedited process for this select group of cases.
 - Review team continues to review Priority Cases and Special Cases in addition to this Special Project.
 - 7,675 applications processed this week
 - Since we last met, sent payments to 4,377 households for a total of \$20M and approved 5,010 applications
- Communications
 - Finalized the program overview video for the Magistrate Courts in Spanish and English and shared with the SC Housing Communications Team
 - The team launched an outreach campaign to landlords and property owners through our call center and in-person support partners.
 - These teams are acting as an additional touchpoint to applicants who need assistance with completing their application
 - Created a communications plan for the month of February focused on supporting incomplete applications. This includes:
 - An email to landlords emphasizing the importance of the landlord-tenant certification form,
 - Revised language for automated emails and the check status portal to clarify expectations for applicants
 - For example, automated emails now include an expected response time and a link to the online check status portal
 - Revisions to the User Guide (creating a series of one page “tip-sheets” in addition to the comprehensive guide)
- 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



State of South Carolina – SC Stay Plus Program

- Notifications to apply for the recertification module will continue to go out to applicants who already received funding
- Duke Energy will continue sending the bulk payment survey by email to approximately 10,000-15,000 customers.
 - Additionally, the Electric Cooperatives of SC and Dominion will send out their survey to customers in the 201 zip codes
- Integrate additional options for rehousing support on the application
- Application Review and Determination
 - Modifications to certain workflows in the Recertification module to expedite reviews
 - This will ensure reviews are conducted faster and will help increase the overall number of reviews performed.
 - Continue prioritizing any applicants at risk of eviction
- Communications
 - Continue to coordinate with the in-person support teams and provide strategic guidance on grassroots efforts, applicant outreach, and in-person support. Team is currently assessing the landscape of in-person support to develop an approach to cover more ground.
 - Launch an outreach campaign to landlords through both the call center and some in-person support partners.
 - Continue to collect feedback on February’s communications plan and execute on items as they are completed and approved.
 - Revise some public-facing materials to simplify the messaging regarding documentation and the overall application / review process.
 - Develop new outreach strategies to specifically target counties with high volume of applications missing documents

Upcoming Meeting Schedule

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