



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, April 8, 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); David Hudspeth, SC Association of Counties; and Chris Koon, SC Electric Cooperatives.

The following staff from SC Housing were present at the meeting: Bonita Shropshire, Tracey Easton, Ellen Eudy, Mike Ujcich, Roberta Whitner, Ana Garcia, Larry Huff, Del Collins, Renaye Long, Jeff Player and Amanda Colbert. The following staff from Guidehouse were present at the meeting: Mike Tosh, Jagadish Prakash, Kajal Patel, Vinod Ramachandran, Malcolm Clark, Rachel Eisman, Colby Eyler, Brian Stern, Nathan Paufve, Rebecca McGregor and Soozie Tucker.

The following guests were in attendance: Caprice Atterbury, Lee Patterson and Samuel Velasquez.

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: 29,825 completed applications received (this includes pending quality control review, pending payment processing and paid); approximately \$122.7M in funds disbursed; approximately \$128.8M funds approved; \$330M funds requested; approximately \$84M in provisional denials (this includes applications 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 progress in the past week and upcoming activities with the program.

The next scheduled Advisory Panel Meeting is May 13, 2022, at 11:00 a.m.



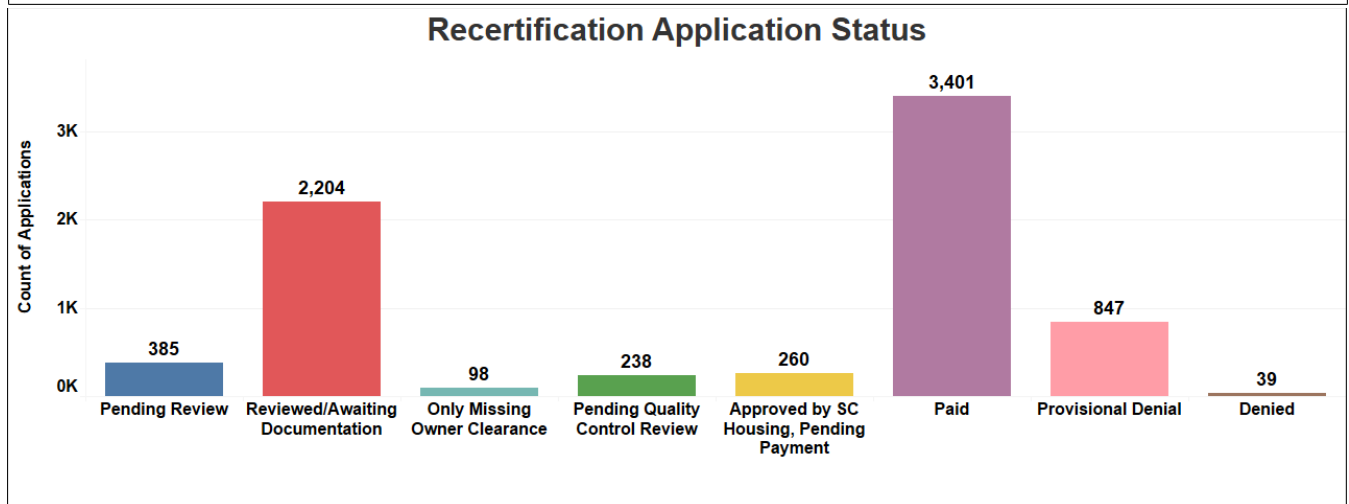
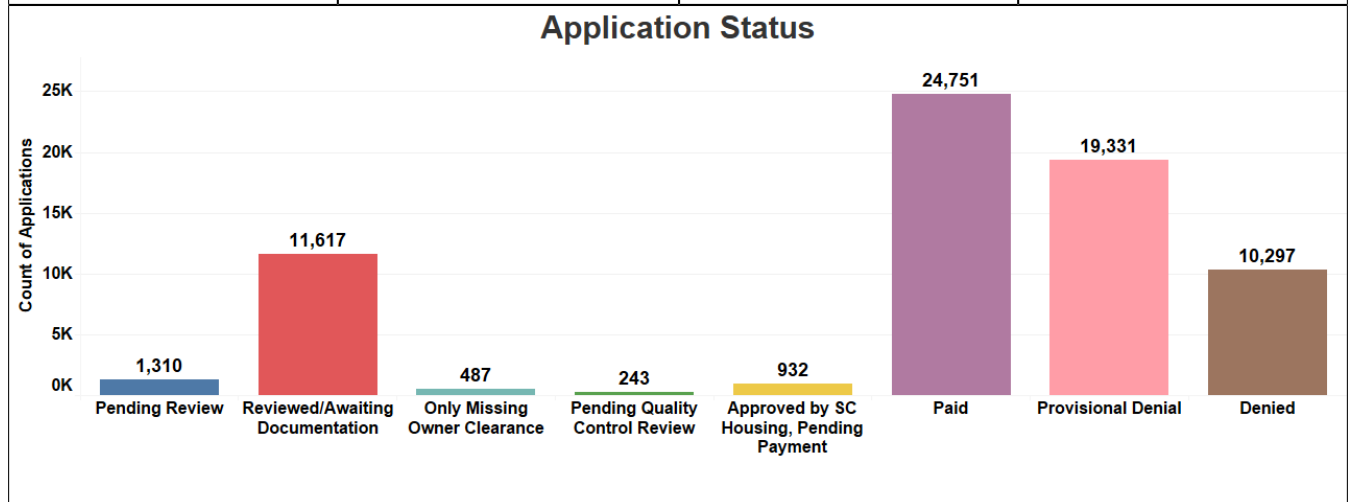
Weekly Advisory Panel Report

Friday, 04/08/2022

Executive Summary

As of April 7th at 7 am ET

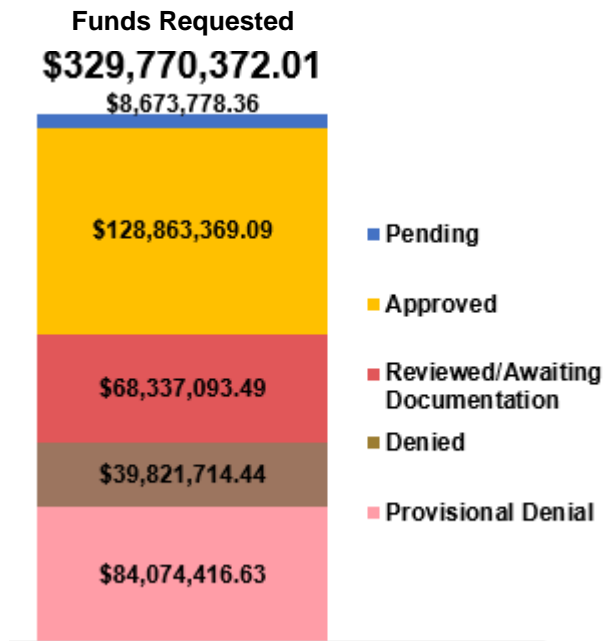
Complete Applications <h1>29,825</h1> <p><i>*Includes Pending Quality Control Review, Pending Payment Processing, and Paid*</i></p>	First-Time Applications Received Last Week <h1>1,863</h1> <p>Week of 3/27-4/2 <i>*Includes all Eligible Complete and Incomplete Applications*</i></p>	Recertifications Received Last Week <h1>424</h1> <p>Week of 3/27-4/2 <i>*Includes all Eligible Complete and Incomplete Applications*</i></p>	Applications Processed This Week <h1>4,545</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
- 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: 14,099 applications from excluded counties or duplicates
- 90,539 total applications received



Does not include requests over \$60,000

Funds Approved
\$128,863,369.09
Rental: \$107,219,350.09
Utilities: \$15,536,743.60
Other: \$6,229,431.00
Inclusive of Funds Disbursed

Funds Disbursed
\$122,741,696.04
Rental: \$102,394,317.08
Utilities: \$14,498,426.55
Other: \$5,848,952.41

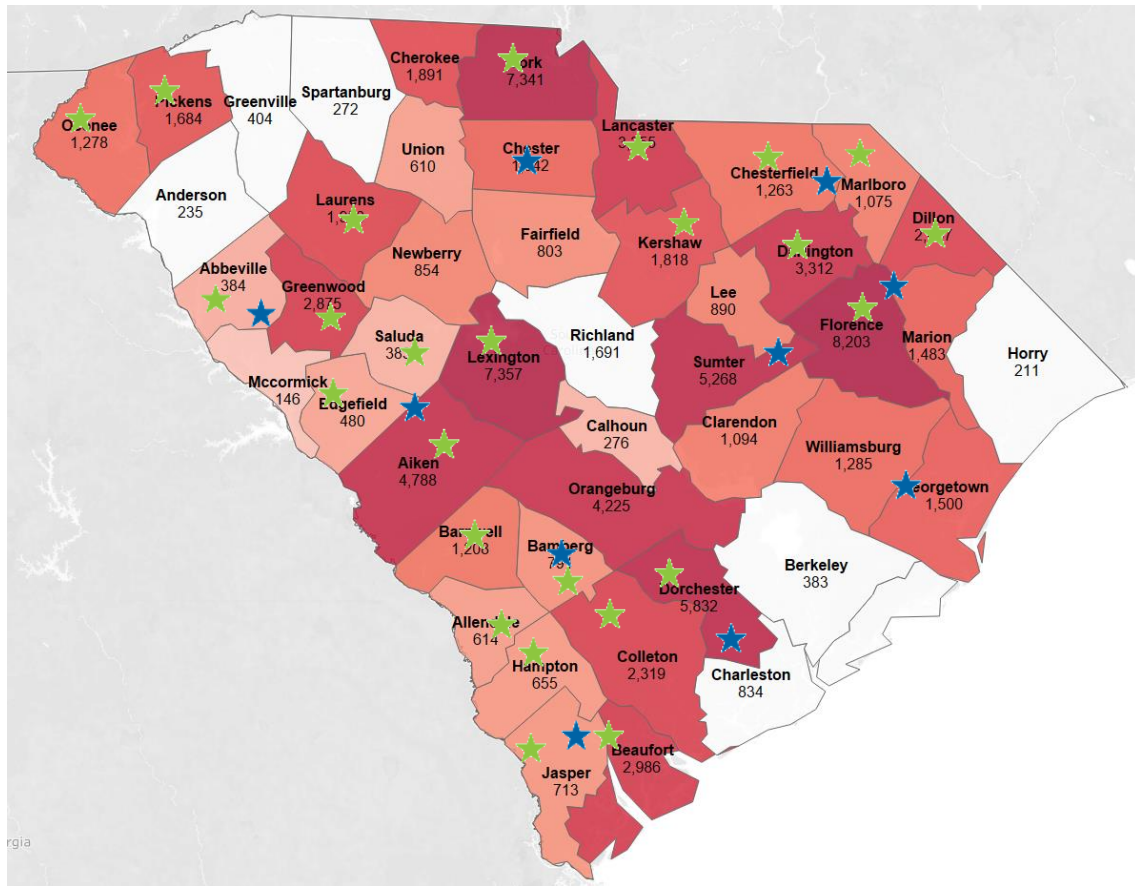
Disbursed Bulk Utility Payments
\$61,707,474
Duke: \$26,297,561
Dominion: \$23,698,374
Electric Coops: \$11,711,539

Funds Disbursed by Recipient





Applications Received by County



★ SCACAP

★ Boots on the Ground*

*Locations where Boots on the Ground support was provided for the week of 4/3-4/9



Team Progress (since 4/1)

- Program Design
 - 7,433 eligible recertification applications received so far
 - Continued processing Duke, Dominion, and Edisto Electric Cooperative customer surveys
 - Credited over 2,800 customers for a total of \$2.7M
 - Continued receiving data from all Electric Cooperatives to make outbound calls to those customers next week
- Application Review and Determination
 - Review team continues to process applications in the Pending Quality Control and Pending Review queues.
 - Continued to process Recertification applications along with existing applications and those requiring priority reviews such as evictions and special cases
 - 4,545 applications processed this week
 - Since we last met, sent payments to 4,485 households for a total of \$19.8 and approved 4,139 applications
- Communications
 - The team has identified new potential opportunities for in-person support services as well as grassroots awareness in several communities across the state. The opportunities include local festivals, events, and farmers markets. The objective is to share information at these community events to increase visibility for the program while also encouraging residents to spread the word to their neighbors.
 - The communications workstream has recently completed an assessment of the current environment of promotional materials. In response, the team has developed a new primary flier for public distribution. It will be added Community Outreach toolkit soon.
 - The in-person support team has aided in various community organizations over the past several weeks. For example, these efforts have recently included engagement with:
 - Libraries in Bamberg, Barnwell, Beaufort, Matheson, Darlington, Dorchester, Florence, Greenwood, Hampton, Jasper
 - Civic organizations such as the Salvation Army Shelter, Goodwill Works Center, Empower Development Center, United Way Resource Connection Center, Community Resource Center, SC Works, Family Promise, places of worship, and other social service agencies.
 - The team also supports pop-up clinics and volunteer/community resource events upon request. This included events with Duke Energy.
 - Launch of next phase of paid media campaign promoting the program
 - Texting: The first round of text messages to low-income renters in 39 counties is planned for next week.
 - Digital video ads: The video, targeting renters in 39 counties, has been developed and will launch the week of April 18.
 - Latino Newspaper (newspaper ads): The ad is ready and will launch the week of April 25.
 - Latino Radio (radio spots): The ad is ready and will launch the week of April 25.
 - Designed joint SC Stay Plus and SC Homeowner Rescue post card for utility company combined outreach to their customer base of renters and homeowners.
- 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
 - Continuing gathering actionable phone numbers for bulk utility-eligible customers from the Dominion and the Electric Cooperatives
 - Duke Energy will continue sending emails and follow-up in the coming weeks to customers in the eligible zip codes.
 - Notifications to apply for the recertification module will continue to go out to applicants who already received funding
 - Finalize and begin execution of partnership with United Way
 - Submit required Quarter 1 ERA 1 and ERA 2 Treasury Reports by April 15th
- Application Review and Determination
 - Training on the Program and Podio continue to be provided to staff as needed.
 - Continue prioritizing any applicants at risk of eviction
 - Ongoing development of process for escalating priority non-eviction cases
 - Identify strategies allowed by Treasury guidelines to convert obligated applications into expended applications
- Communications
 - The team has identified potential new outreach / engagement opportunities to further the grassroots outreach efforts. This will include attempts to connect with chambers of commerce, community centers, and other types of civic organizations to make sure program information is available and visible in more places across the state.
 - Recommending / developing updates to the check status portal so applicants can check that to learn more about where they are in the review process.
 - Developing an approach to create a landlord-specific testimonial which can be used to provide an overview of the process and associated impact from the perspective of that audience.
 - SC Stay Plus team will be doing a Facebook Live with PASOs, a statewide nonprofit that connects Latinos to resources.

Upcoming Meeting Schedule

Meeting subject	SC Stakeholders	Meeting Date
Monthly Advisory Panel public meeting	Advisory Panel and members of the public	Friday, May 13 th