



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, July 8, 2022, 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, South Carolina Association for Community Economic Development; Brian Gaines, Executive Budget Office; David Hudspeth, York County Manager; Amy Marshall, Office of Regulatory Staff; and Chris Koon, SC Electric Cooperatives.

The following staff from SC Housing were present at the meeting: Bonita Shropshire, Ana Garcia, Renaye Long, Chris Winston, Tracey Easton, Del Collins, Larry Huff, and Amanda Colbert. The following staff from Guidehouse were present at the meeting: Vinod Ramachandran, Jagadish Prakash, Kajal Patel, Rachel Eisman, Malcolm Clark, Colby Eyler, Nathan Paufve, Mike Tosh, Timothy Bland, and Soozie Tucker.

The following guests were in attendance Beza Yoseph and Caprice Atterbury.

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: 44,001 completed applications received (this includes pending quality control review, pending payment processing and paid); approximately \$177.5M in funds disbursed; approximately \$178.1M funds approved; \$471.7M funds requested; approximately \$92.1M 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 August 12, 2022, at 11:00 a.m.

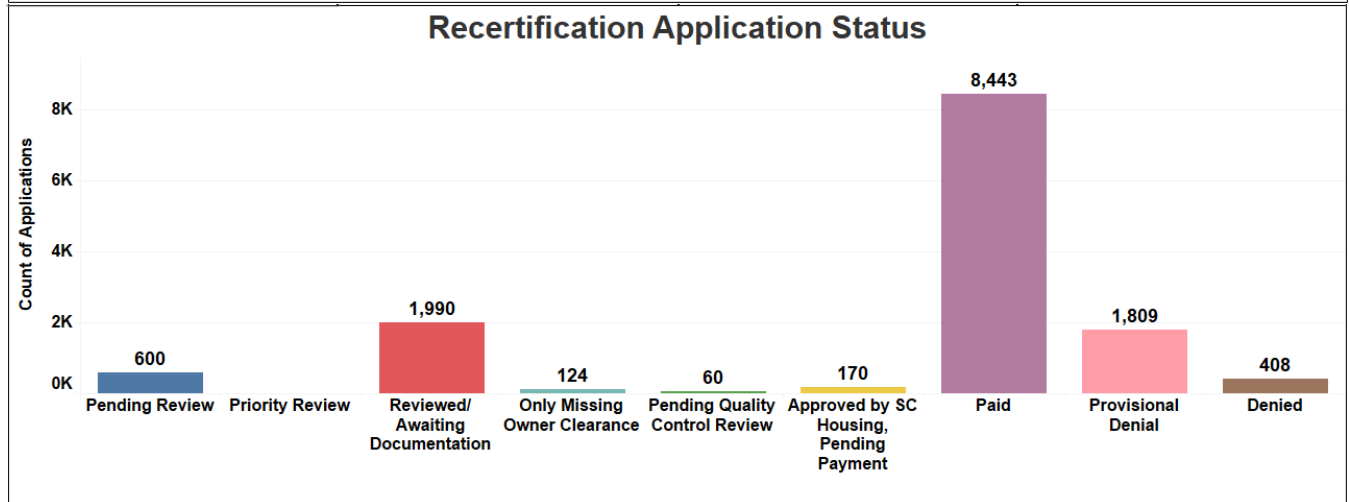
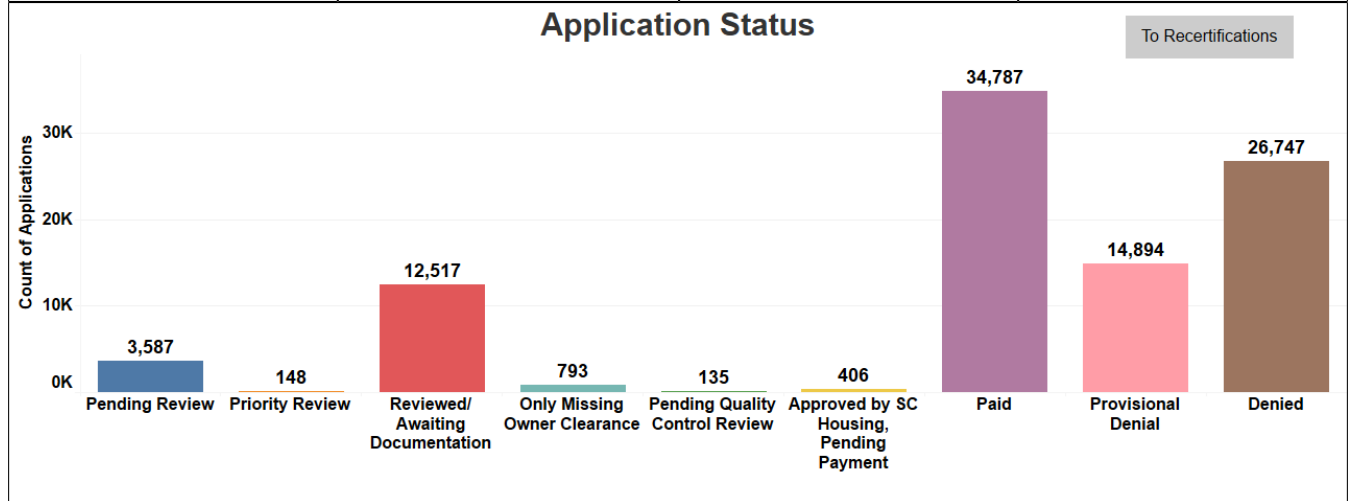
Weekly Advisory Panel Report

Friday, 07/08/2022

Executive Summary,

As of July 8 at 7 am ET

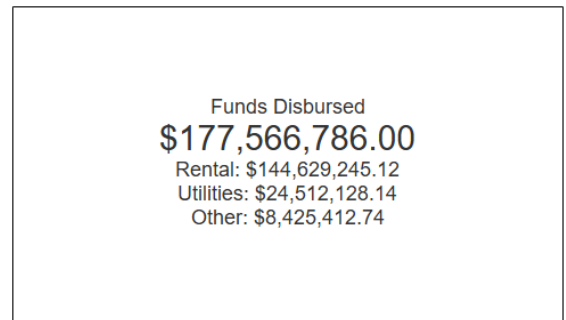
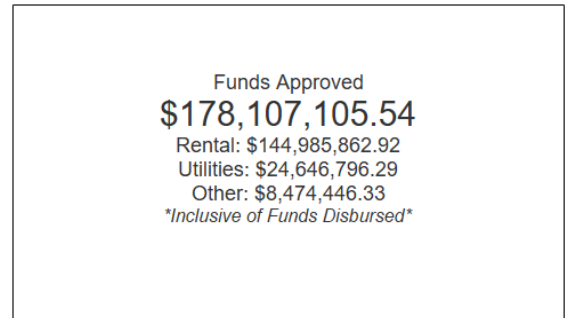
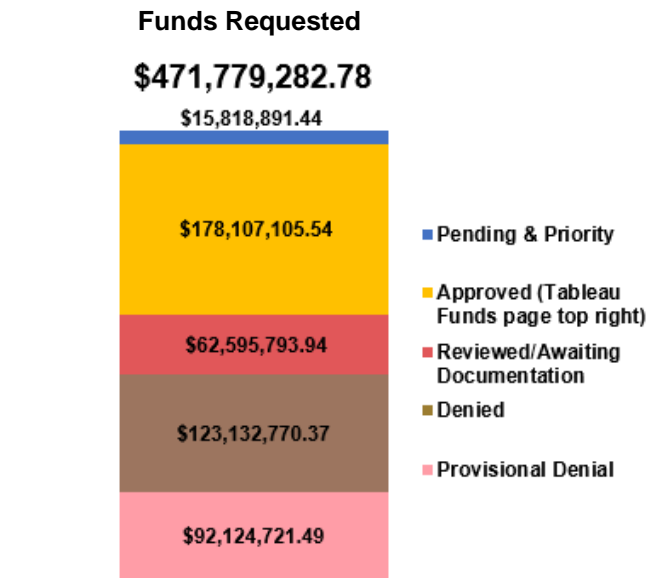
Complete Applications <h1>44,001</h1> <p><i>*Includes Pending Quality Control Review, Pending Payment Processing, and Paid*</i></p>	First-Time Applications Received Last Week <h1>1,380</h1> <p>Week of 6/26-7/2 <i>*Includes all Eligible Complete and Incomplete Applications*</i></p>	Recertifications Received Last Week <h1>383</h1> <p>Week of 6/26-7/2 <i>*Includes all Eligible Complete and Incomplete Applications*</i></p>	Applications Processed This Week <h1>4,137</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: 18,945 applications from excluded counties or duplicates
- 126,563 total applications received



Does not include requests over \$60,000

Funds Disbursed by Recipient





Team Progress (since 7/1)

- Program Design
 - 14,483 recertification applications received since the start of the Recertification program in January 2022.
 - The program has disbursed \$75M of ERA 2 funds, allowing us to submit the request for ERA 2 Tranche 3 funding.
 - This will bring total ERA 2 program value to \$231M.
 - Conducted "close-out" reconciliation of bulk utility payments to all utilities. Based on final surveys received and amounts authorized, certain utilities received a final payment to cover eligible utilities credits.
- Application Review and Determination
 - Processing of applications continues with evictions and special cases being prioritized. The program continues to receive a higher number of new applications, with over 12,000 applications in June.
 - 4,137 applications were processed this week.
 - Since we last met, we sent payments to 5,064 households for a total of \$17.3M and approved 5,030 applications.
 - The Fraud Module has been enhanced in Podio and is being utilized to track potentially fraudulent cases.
 - Continued additional scrutiny of applications—especially to verify ownership—is being conducted to flag potentially fraudulent cases.
- Communications
 - In-person support team continues to provide technical assistance to applicants in different communities across the state. Recurring locations include libraries, community centers, social service organizations, places of worship, and more. Applicants typically utilize the in-person support sites when they have a question about their application or need some type of specific assistance.
 - The SC Housing Communications team has done outreach at various events across the state in partnership with local community action agencies, Duke Energy, and a church. At these events, the team provided information about the program and supported the in-person support team. The SC Housing Communications team has also connected with community stakeholders to organize future outreach opportunities.
 - The program has started to implement several updates to the “check the status of my application” portal. This included adding statuses, publishing definitions, and providing contextual information to documents uploaded to the online portal.
 - Team developed and delivered a quick reference guide for call center representatives to support them with responding to common questions concisely. This document included supporting information for common program processes like required documents, eligibility considerations, payments, etc.
- Monitoring and Compliance
 - Conducting ongoing periodic updates of the 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 continues biweekly payment cadence.

Upcoming Activities

- Program Design
 - Notifications to apply for assistance will continue to go out to applicants who previously received funding.



- Finalize second quarter Treasury Reports ahead of the July 15th deadline.
- Application Review and Determination
 - Training on the program and Podio will continue to be provided to staff as needed.
 - Continue prioritizing any applicants at risk of eviction.
- Communications
 - The team will continue to review applicant-facing communications assets such as programmatic emails and will provide recommendations if necessary. The goal is to ensure messaging meets the team’s expectations.
 - The team’s community outreach effort is opening the doors for more in-person support to applicants, as evidenced by local communities specifically requesting this support at their planned events. The team is currently assessing, and realigning current in-person applicant support resources to better leverage these new opportunities to connect with applicants, process applications, and answer questions.

Upcoming Meeting Schedule

Meeting subject	SC Stakeholders	Meeting Date
Monthly Advisory Panel public meeting	Advisory Panel	Friday, August 12 th