



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, December 2, 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: Amy Marshall, Office of Regulatory Staff; and Bernie Mazyck, South Carolina Association for Community Economic Development.

The following staff from SC Housing were present at the meeting: Lee Ann Watson, Ellen Eudy, Ana Garcia, Bonita Shropshire and Amanda Colbert. The following staff from Guidehouse were present at the meeting: Vinod Ramachandran, Mike Tosh, and Nathan Paufve.

The following guests were in attendance: None.

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: 69,315 completed applications received (this includes pending quality control review, pending payment processing and paid); approximately \$278.7M in funds disbursed; approximately \$280.5M funds approved; \$709.2M funds requested; approximately \$52.9M 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 Friday, January 13, 2023, at 11:00 a.m.

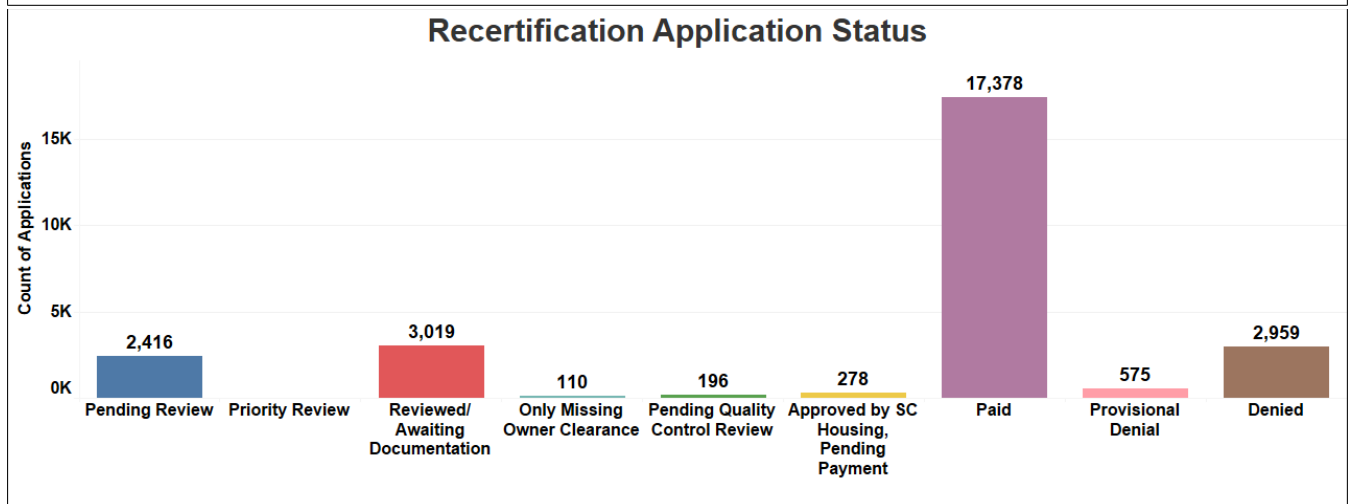
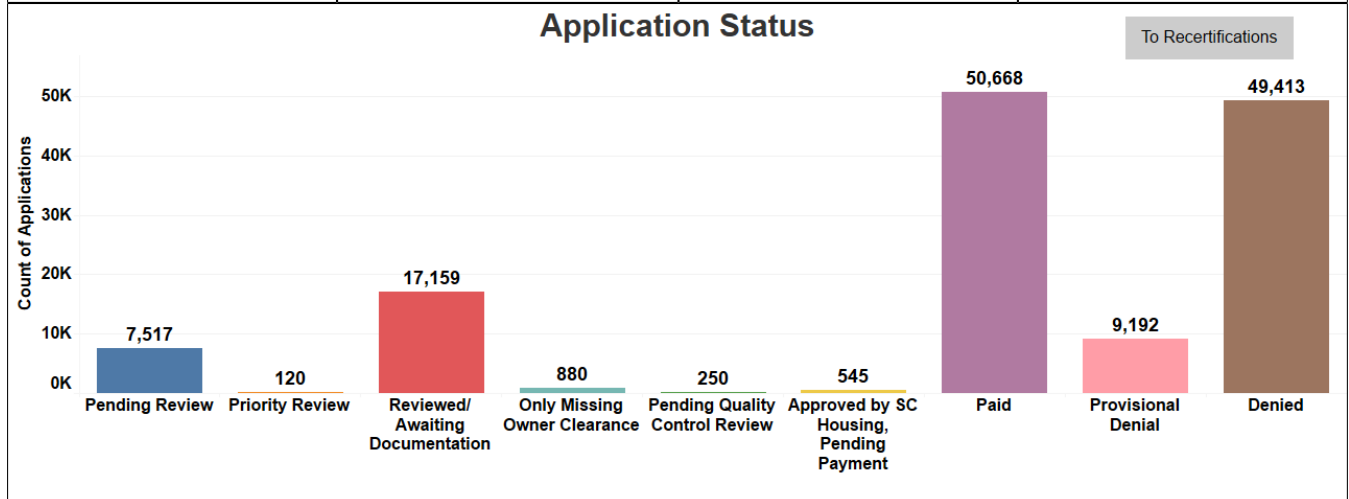
Weekly Advisory Panel Report

Friday, 12/02/2022

Executive Summary,

As of December 1st, at 7 am ET

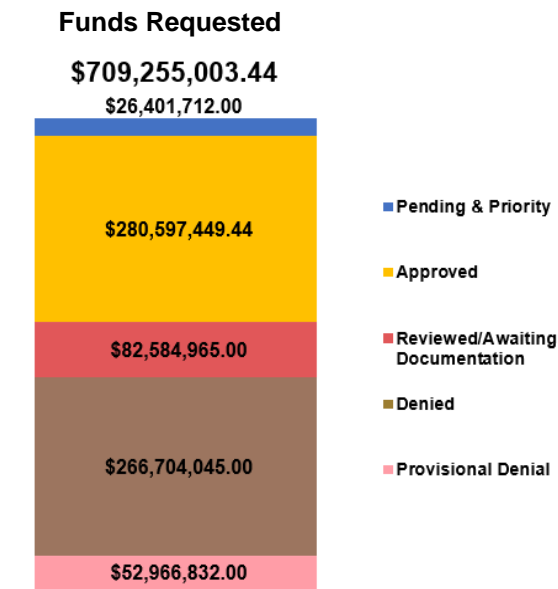
Complete Applications <h1>69,315</h1> <p><i>*Includes Pending Quality Control Review, Pending Payment Processing, and Paid*</i></p>	First-Time Applications Received Last Week <h1>1,027</h1> <p>Week of 11/20-11/26 <i>*Includes all Eligible Complete and Incomplete Applications*</i></p>	Recertifications Received Last Week <h1>270</h1> <p>Week of 11/20-11/26 <i>*Includes all Eligible Complete and Incomplete Applications*</i></p>	Applications Processed This Week <h1>4,491</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: 31,416 applications from excluded counties or duplicates
- 194,091 total applications received



Does not include requests over \$60,000

Funds Approved	
\$280,597,449.44	
Rental:	\$217,130,562.59
Utilities:	\$41,661,933.22
Other:	\$12,705,860.15
Bulk Utility:	\$9,099,093.48
<i>*Inclusive of Funds Disbursed*</i>	

Funds Disbursed	
\$278,717,112.72	
Rental:	\$215,398,179.77
Utilities:	\$41,560,579.40
Other:	\$12,659,260.07
Bulk Utility:	\$9,099,093.48

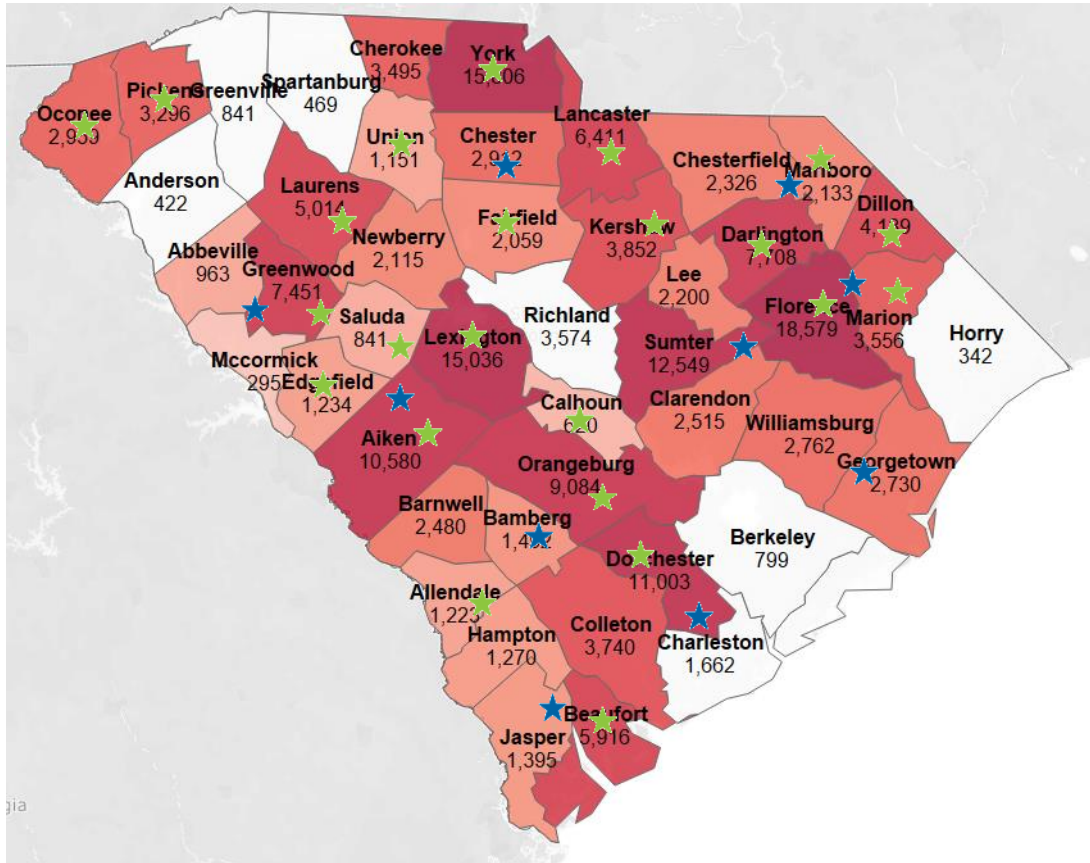
Funds Disbursed by Recipient





State of South Carolina – SC Stay Plus Program

Applications Received by County



★ SCACAP

★ Boots on the Ground*

*Locations where Boots on the Ground support was provided for the week of 11/20-11/26



Team Progress (since 11/27)

- Program Design
 - Based on the current rate of application submissions and the program funds remaining after allocation for eligible activities, the program will stop accepting new applications at 11:59PM on December 16th. A waitlist will be initiated to capture interest beyond December 16th.
 - SC Housing has requested to the US Treasury an additional \$24M of reallocated ERA 2 funds from other states. This request is not yet approved.
 - 29,019 recertification applications received since the start of the Recertification program in January 2022.
- Application Review and Determination
 - Processing of applications continues with evictions and special cases being prioritized. The program continues to receive steady applications with over 44,000 applications in the third quarter, the highest volume quarter-to-date.
 - The team processed 4,491 applications this week.
 - Since last week, we sent payments to 1,399 households for a total of \$4.5M and approved 1,192 applications.
- Communications
 - A press release was created to communicate the application close date and waitlist, which was also distributed to the SC legislature and other key stakeholders. The broader winddown communication plan included updating the website, online portal, and the program call center.
 - The in-person support team continues to provide application support in 20+ locations across the state. The Communications team also attended various Pop-up events including at senior centers, family resource days, and community outreach events.
 - The communications team conducted a deep dive into extremely high call volumes and facilitated messaging adjustments to improve the experience of the caller.
 - These updates facilitated an increase in individuals checking their status online and an increase in submissions of online service requests, which allow for written communication on issues and the opportunity to upload documents.
 - The communications team conducted a review of the online application portal to ensure consistency and set expectations in terms of what will happen next with the review process.
- 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.
 - Data collection and draft reports are ongoing following guidance from USDT to close out ERA 1.
- 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 monitor feedback to ensure the public is current with the critical changes to the SC Stay Plus program.
 - When the application portal closes the team will ensure all communications channels are updated so applicants can find the information they need, and prospective applicants clearly understand the waitlist process.

Upcoming Meeting Schedule

Meeting subject	SC Stakeholders	Meeting Date
Monthly Advisory Panel public meeting	Advisory Panel	January 13 th , 2022