



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 meeting on Friday, December 10, 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; 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, Mike Ujcich, Ellen Eudy, Bryan Grady, Chris Winston, Kim Spires, Roberta Whitner, Ana Garcia, Larry Huff, Del Collins, Jeff Player and Sarah Shinsky. The following staff from Guidehouse were present at the meeting: Jagadish Prakash, Kajal Patel, Vinod Ramachandran, Malcolm Clark, Rebecca McGregor, Rachel Eisman, Colby Eyler, Brian Stern and Soozie Tucker with Nan McKay was also in attendance.

The following guests were in attendance: Natasha Pauling, Cynthia Slater, Jessica McMoore, Caprice Atterbury, Thomas Trent 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: 12,560 completed applications received (this includes pending quality control review, pending payment processing and paid); approximately \$48.8M in funds disbursed; approximately \$56.9M funds approved; \$177.0M funds requested; approximately \$33.3M 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 January 14, 2022, at 11:00 a.m.

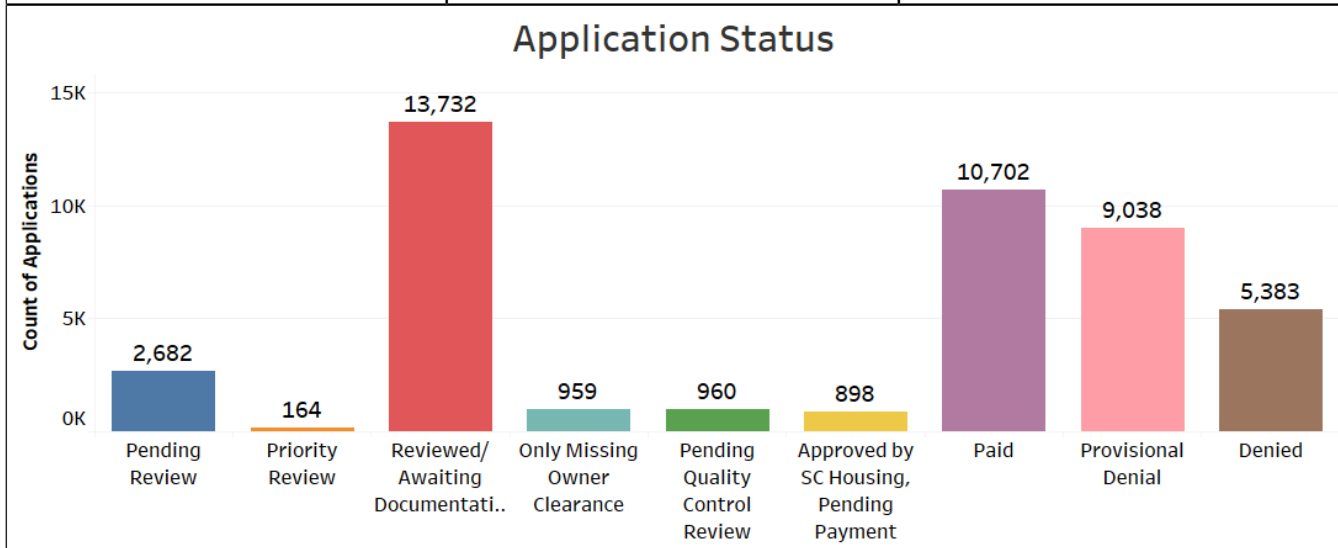
Monthly Advisory Panel Report

Friday, 12/10/2021

Executive Summary

As of December 10th at 8 am ET

<p>Complete Applications</p> <p>12,560</p> <p><i>*Includes Pending Quality Control Review, Pending Payment Processing, and Paid*</i></p>	<p>Applications Received This Week</p> <p>1,491</p> <p><i>*Includes all Eligible Complete and Incomplete Applications*</i></p>	<p>Applications Processed This Week</p> <p>6,351</p> <p><i>*Number of Applications Moved to a New Queue This Week*</i></p>
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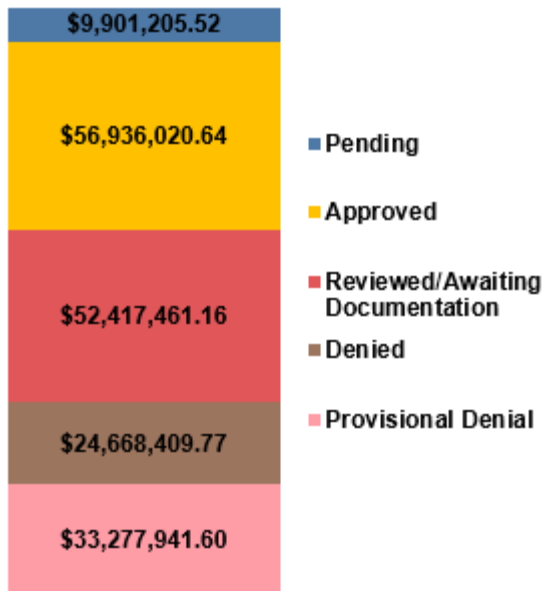


- Pending Review – Applications that have been received and are awaiting review
- Priority Review – Applications are determined Priority Review and fast-tracked through the application process if the applicant is very low income (<50% AMI), has been on unemployment for longer than 90 days, or has attached 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: 8,820 applications from excluded counties or duplicates
- 53,338 total applications received



Funds Requested
\$177,201,038.69



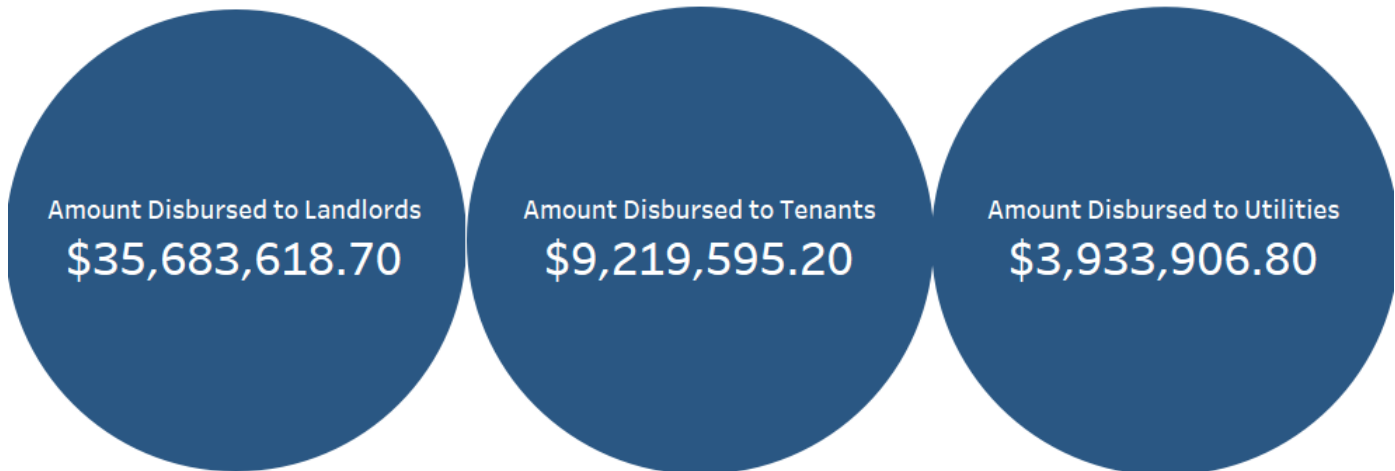
Does not include requests over \$60,000

Funds Approved
\$56,936,020.64
Rental: \$48,982,349.35
Utilities: \$5,042,864.37
Other: \$2,910,806.92
Inclusive of Funds Disbursed

Funds Disbursed
\$48,837,120.70
Rental: \$42,138,151.20
Utilities: \$4,205,682.03
Other: \$2,493,487.47

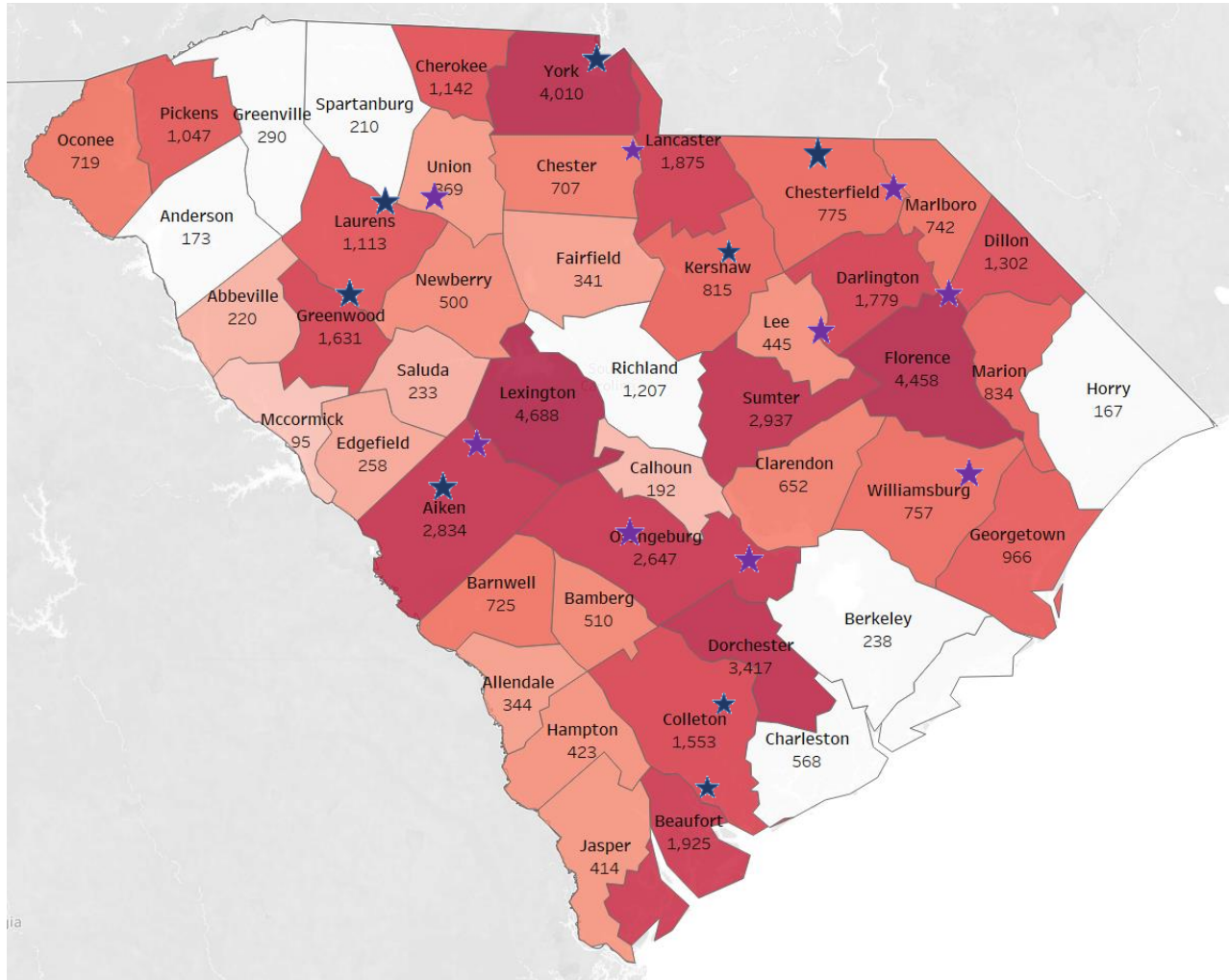
Approved Bulk Utility Payments
\$61,707,474
Duke: \$26,297,561
Dominion: \$23,698,374
Electric Coops: \$11,711,539

Funds Disbursed by Recipient





Applications Received by County



★ Libraries and Community Resource Centers ★ Community Action Agencies

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



Team Progress (since 12/3)

- Program Design
 - Developed and tested recertification process, so that applicants re-applying for assistance do not have to complete an entirely new application with all the fields
 - User acceptance testing underway, after which functionality will be deployed
 - Drafted survey for utility providers to share with potentially eligible customers
 - Duke, Dominion, and the 17 electric cooperatives will email the survey to renters in low-income districts to request required missing program eligibility information
 - Drafted Rehousing Letter for eligible renters to use as a voucher to cover prospective housing and moving costs
 - Sent a request to Treasury to voluntarily reallocate \$32M to Richland and Charleston counties. Both counties have run out of ERA1 & ERA2 funds, and still have applicants requiring rental assistance.
 - Submission of required Treasury forms (Program Improvement Plan, Quarterly Report, and certification forms)
- Application Review and Determination:
 - Continued to make progress in reviewing applications pending documentation and reducing the number of applications in this queue
 - Additional teams continued to review new applications and prioritize applications with pending eviction notices
 - Since we last met, sent payments to 2,366 applicants for a total of \$10.1M
- Communications
 - Working with SCACAP to support applicants in the awaiting documentation queue by sharing a subset of applicants with them from that queue to complete focused outreach to update missing documentation. We will continue to engage the SCACAP team on these efforts and continued application support.
 - Developed a collection of new artifacts to help applicants better understand the application process.
 - This included a required documentation checklist and an updated online application video tutorial to be published upon review.
 - Reviewing our existing communications resources (including emails, the website, the application FAQ page, etc.) to make sure they are as clear and consistent as possible.
- Monitoring and Compliance
 - 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.

Upcoming Activities

- Program Design
 - Program updates underway to receive recertification applications (towards ERA 2), and to provide a rehousing (housing stability) assistance letter
 - Awaiting Treasury approval for voluntary reallocation
- Application Review and Determination
 - Emphasize processing the applications in the Reviewed/Awaiting Documentation queue
 - Re-assigned teams this week. This will not only reduce the backlog of applications but also increase the number of applications we can process to Pending Payment Processing daily.
 - Following up on bulk payments with utilities, receive detailed list of customers in arrears to determine eligibility, actual payments, and reconciliation.



State of South Carolina – SC Stay Plus Program

- Continued interaction with utility companies to finalize a survey that will be sent to their customers to collect and verify their eligibility
- Based on Treasury FAQ #38, program has up to 6 months to complete these activities, even though we will attempt to complete this earlier
- Communications:
 - Robo-calls to address those in the awaiting documentation queue are ready for distribution in the coming weeks
 - Developing a communications strategy for renters in SC with low application submission rates. Our goal is to send general reminders/updates about the program and to encourage them to apply. The campaign will be coordinated with our in-person support teams and will include engagement with faith-based organizations, CBOs, and other stakeholders.
 - Further increase of call center staff to manage up-tick in call volume over the holidays
 - Outreach to various faith-based organizations in the State ahead of the holidays to spread additional awareness about the SC Stay Plus program.
- Payment:
 - Continue to send out payments on a regular semiweekly cadence

Upcoming Meeting Schedule

Meeting subject	SC Stakeholders	Meeting Date
Monthly Advisory Panel public meeting	Advisory Panel and members of the public	Friday, January 14 th (To be scheduled)