



## **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, March 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; 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, Chris Winston, Amanda Colbert, Kim Spires 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 Eyler, Brian Stern, Nathan Paufve, Rebecca McGregor and Soozie Tucker.

The following guests were in attendance: Caprice Atterbury and Rebekah Horne.

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: 25,686 completed applications received (this includes pending quality control review, pending payment processing and paid); approximately \$102.9M in funds disbursed; approximately \$111.5M funds approved; \$277M funds requested; approximately \$66.5M 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 progress in the past week and upcoming activities with the program.

The next scheduled Advisory Panel Meeting is April 8, 2022, at 11:00 a.m.

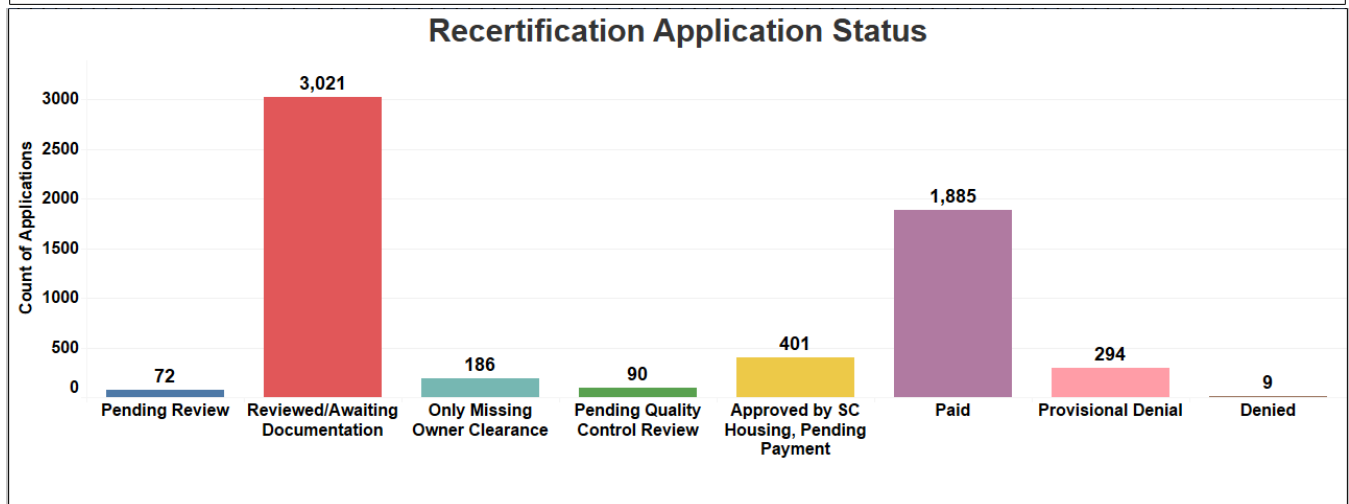
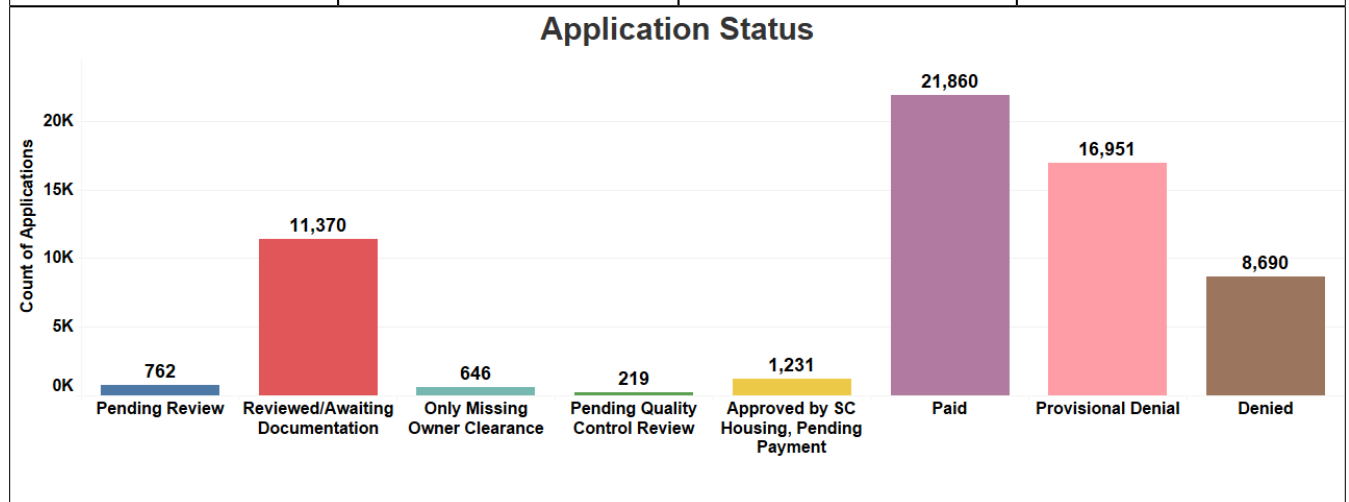
**Weekly Advisory Panel Report**

Friday, 03/11/2022

**Executive Summary**

As of March 11<sup>th</sup> at 7 am ET

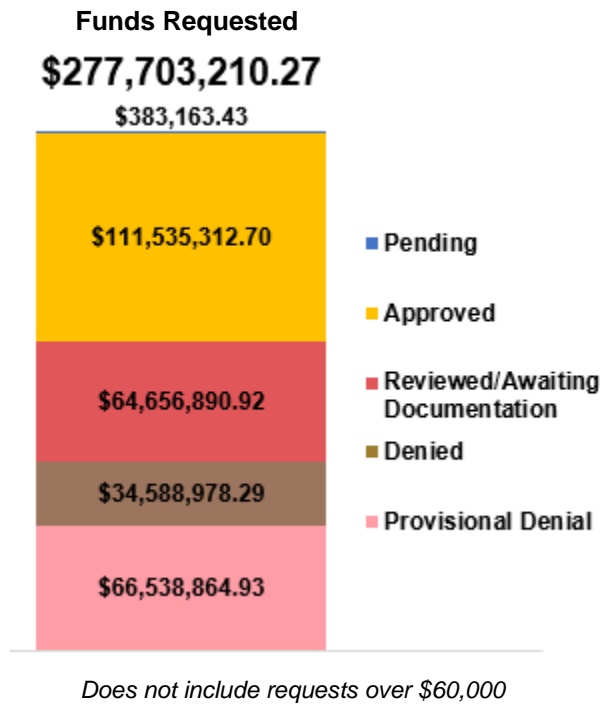
<b>Complete Applications</b> <h1>25,686</h1> <p><i>*Includes Pending Quality Control Review, Pending Payment Processing, and Paid*</i></p>	<b>First-Time Applications Received This Week</b> <h1>1,432</h1> <p><i>*Includes all Eligible Complete and Incomplete Applications*</i></p>	<b>Recertifications Received this Week</b> <h1>384</h1> <p><i>*Includes all Eligible Complete and Incomplete Applications*</i></p>	<b>Applications Processed This Week</b> <h1>4,944</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: 13,813 applications from excluded counties or duplicates
- 81,500 total applications received

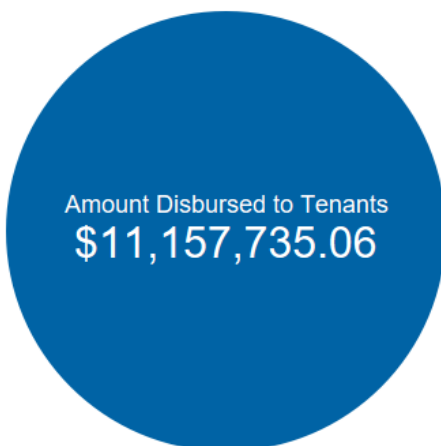


Funds Approved  
**\$111,535,312.70**  
Rental: \$93,588,308.02  
Utilities: \$12,667,145.63  
Other: \$5,388,470.14  
*\*Inclusive of Funds Disbursed\**

Funds Disbursed  
**\$102,952,010.67**  
Rental: \$86,514,680.33  
Utilities: \$11,643,869.73  
Other: \$4,793,460.61

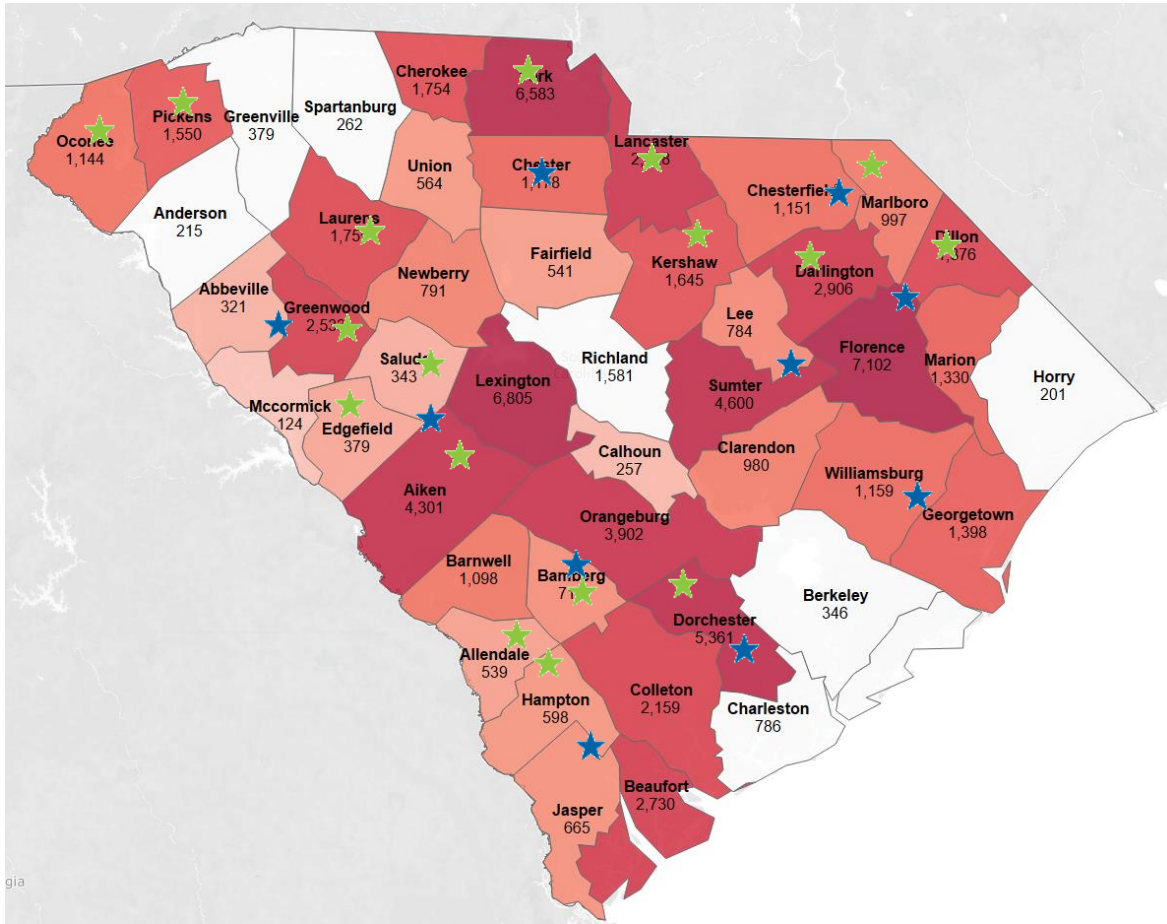
Disbursed Bulk Utility Payments  
**\$61,707,474**  
Duke: \$26,297,561  
Dominion: \$23,698,374  
Electric Coops: \$11,711,539

**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 03/07-03/11



### Team Progress (since 3/4)

- Program Design
  - 5,949 eligible recertification applications received so far
  - Continued processing Duke customer applications
  - Dominion Energy and The Electric Cooperatives of SC (Edisto Electric Cooperative) sent out emails to pilot group projects to approximately 2000 customers each and received completed surveys that are being matched to eligible assistance amounts.
  - Held initial discussions around a potential partnership with United Way
- Application Review and Determination
  - Continued to process Recertification applications along with existing applications and those requiring priority reviews such as evictions and special cases
  - Significantly reduced the number of applications in the Pending Review and Pending Quality Control queues
  - 4,944 applications processed this week
  - Since we last met, sent payments to 6,734 households for a total of \$19.5M and approved 3,934 applications
- Communications
  - Working to finalize new applicant support materials to help applicants navigate the review process. This has included the development of new fliers (e.g., landlord outreach and documentation requirements).
  - To date, the in-person support team has been supporting applicants in 20+ counties across the state on a rotating basis. The team is utilizing the existing model of supporting applicants in familiar locations. A select sample of recent locations include:
    - Supporting community resource benefit fairs in Dorchester, Allendale, and Bamberg counties
    - Connecting with Churches across Colleton County
    - Meeting with applicants at the Darlington County Library
    - Supporting applicants at SC Works in Kershaw
  - The SCH Comms team continues to support in-person efforts by conducting outreach to various community partners across the state to increase awareness of the SC Stay Plus program. For the month of February, these efforts included:
    - A presentation with the Midlands DSS Leadership,
    - Conducting an interview with the EI Informador Newspaper
    - Distributing fliers in the Abbeville Library,
    - Presenting alongside the Piedmont Community Action Head Start
    - Presenting to the SC Emergency Management Division's Recovery Task Force, which is inclusive of a broad range of housing partners.
  - Through these efforts, we are able to tap into key local access points and partner with these organizations to extend our reach even further. By working with trusted local partners, we are able to better understand how best to connect with residents.
- 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
  - Notifications to apply for the recertification module will continue to go out to applicants who already received funding
  - Duke, Dominion and the Coops will continue sending emails and follow-up in the coming weeks to customers in the eligible zip codes.
  - Integrate additional options for rehousing support on the application
  - Discussions with Treasury around submitting the request to receive additional tranche of funding for ERA 2
    - Awaiting additional Treasury guidance and documentation around requesting the remainder of the ERA 2 funding
- Application Review and Determination
  - Additional training being provided to staff at all levels
  - Continue prioritizing any applicants at risk of eviction
- Communications
  - The communications team has also developed a marketing and outreach plan for the next few months.
    - The objective is to enhance the public’s awareness of the program by highlighting the benefits.
    - This approach will include a mix of paid (e.g., text messages/social media), earned (news releases/coverage), and shared media (outreach to different stakeholders) to help spread the word of the program
  - Update the application walk through video to make sure it reflects recent program changes.
  - Review the existing promotional materials to see if there are opportunities to update that information as well.
  - The in-person support team will continue to provide support to applicants in various counties across the state.
  - Work with Duke Energy to finalize an outreach plan for increasing survey participation rates
  - Stand up an additional call center to make outbound calls to program-eligible Duke Energy, Dominion Energy, and Electric Cooperatives of SC customers from the bulk utility process

**Upcoming Meeting Schedule**

Meeting subject	SC Stakeholders	Meeting Date
Monthly Advisory Panel public meeting	Advisory Panel and members of the public	Friday, April 8 <sup>th</sup>