

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, August 12, 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; Amy Marshall, Office of Regulatory Staff; and Chris Koon, SC Electric Cooperatives.

The following staff from SC Housing were present at the meeting: Sarah Shinsky, Ana Garcia, Renaye Long, Jeff Player, Todd Sipos, Larry Huff, Mike Ujcich 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, Jamila Burleson-Goshon, and Rebecca McGregor

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: 49, 191 completed applications received (this includes pending quality control review, pending payment processing and paid); approximately \$197.5M in funds disbursed; approximately \$198.3M funds approved; \$536.1M funds requested; approximately \$114.6M 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 September 9, 2022, at 11:00 a.m.

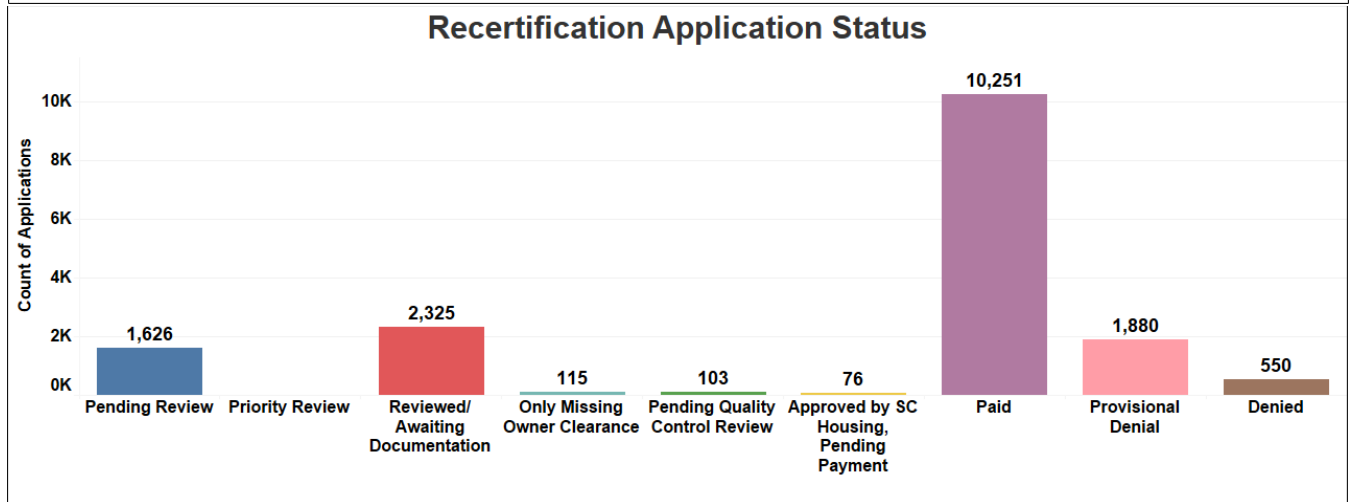
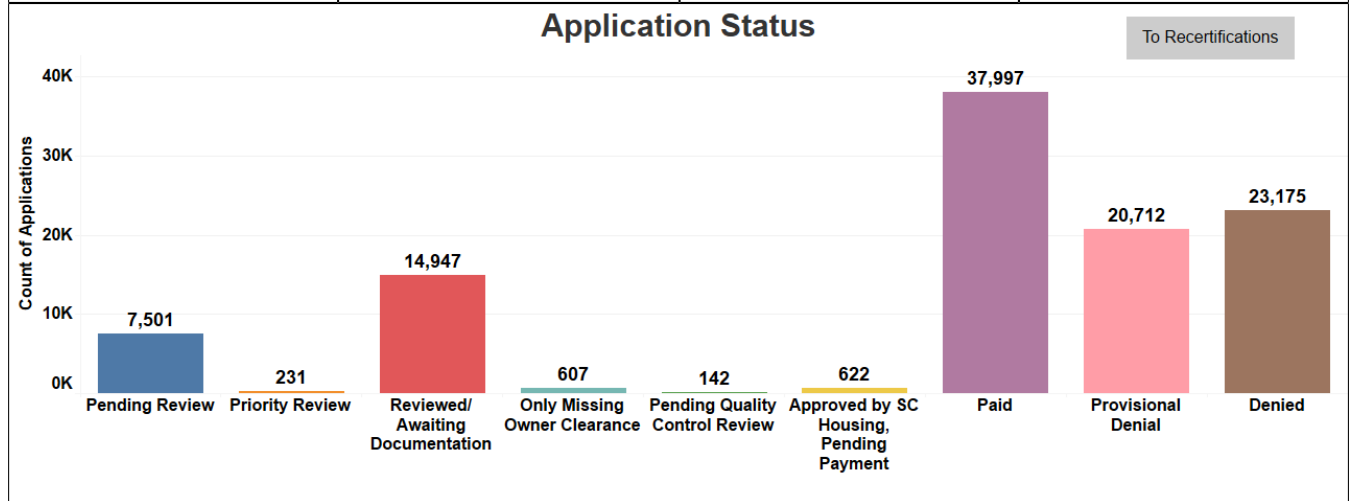
Weekly Advisory Panel Report

Friday, 08/12/2022

Executive Summary

As of August 11, at 7 am ET

Complete Applications <h1>49,191</h1> <p><i>*Includes Pending Quality Control Review, Pending Payment Processing, and Paid*</i></p>	First-Time Applications Received Last Week <h1>3,676</h1> <p>Week of 7/31-8/6 <i>*Includes all Eligible Complete and Incomplete Applications*</i></p>	Recertifications Received Last Week <h1>818</h1> <p>Week of 7/31-8/6 <i>*Includes all Eligible Complete and Incomplete Applications*</i></p>	Applications Processed This Week <h1>5,396</h1> <p><i>*Number of Applications Moved to a New Queue This Week*</i></p>
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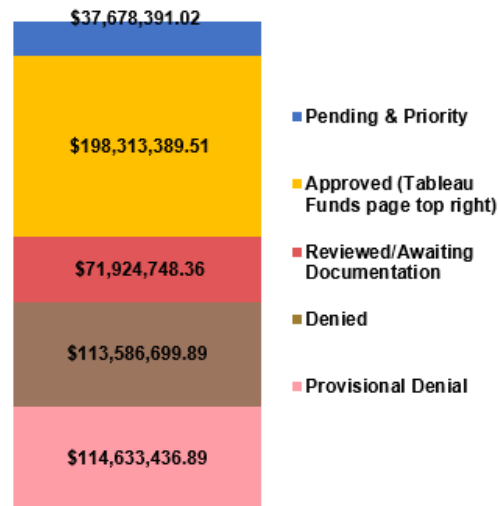
- Pending Review – Applications that have been received and are awaiting review
- Priority Review – Applications are determined Priority Review and fast-tracked through the application process if the applicant is very low income (<50% AMI), has been on unemployment for longer than 90 days, or has attached 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



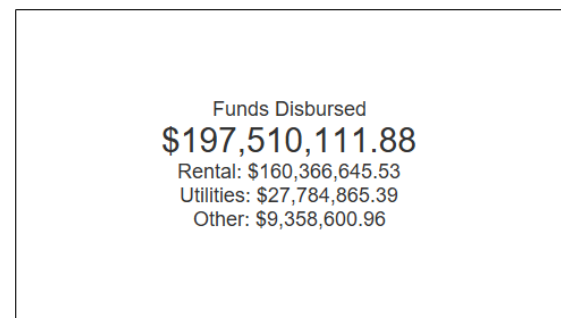
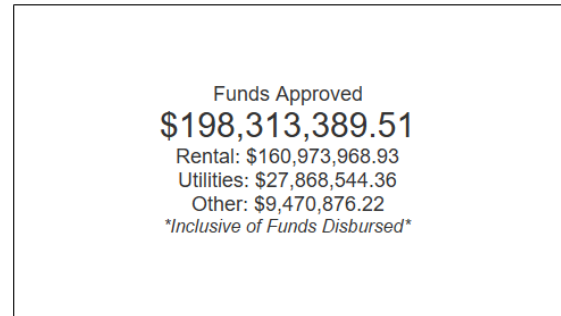
- Not presented here: 21,579 applications from excluded counties or duplicates
- 144,454 total applications received

Funds Requested

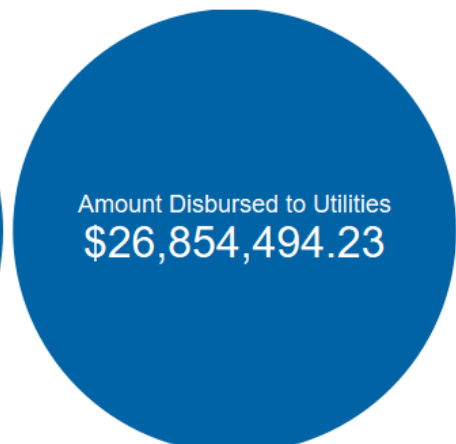
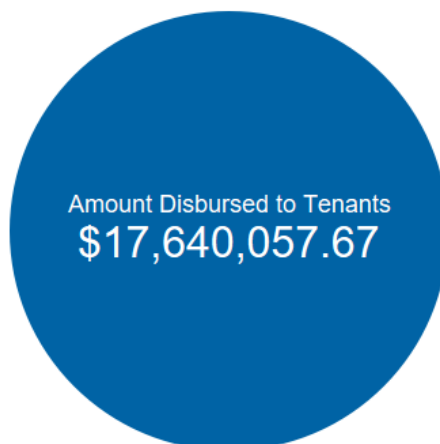
\$536,136,665.67



Does not include requests over \$60,000

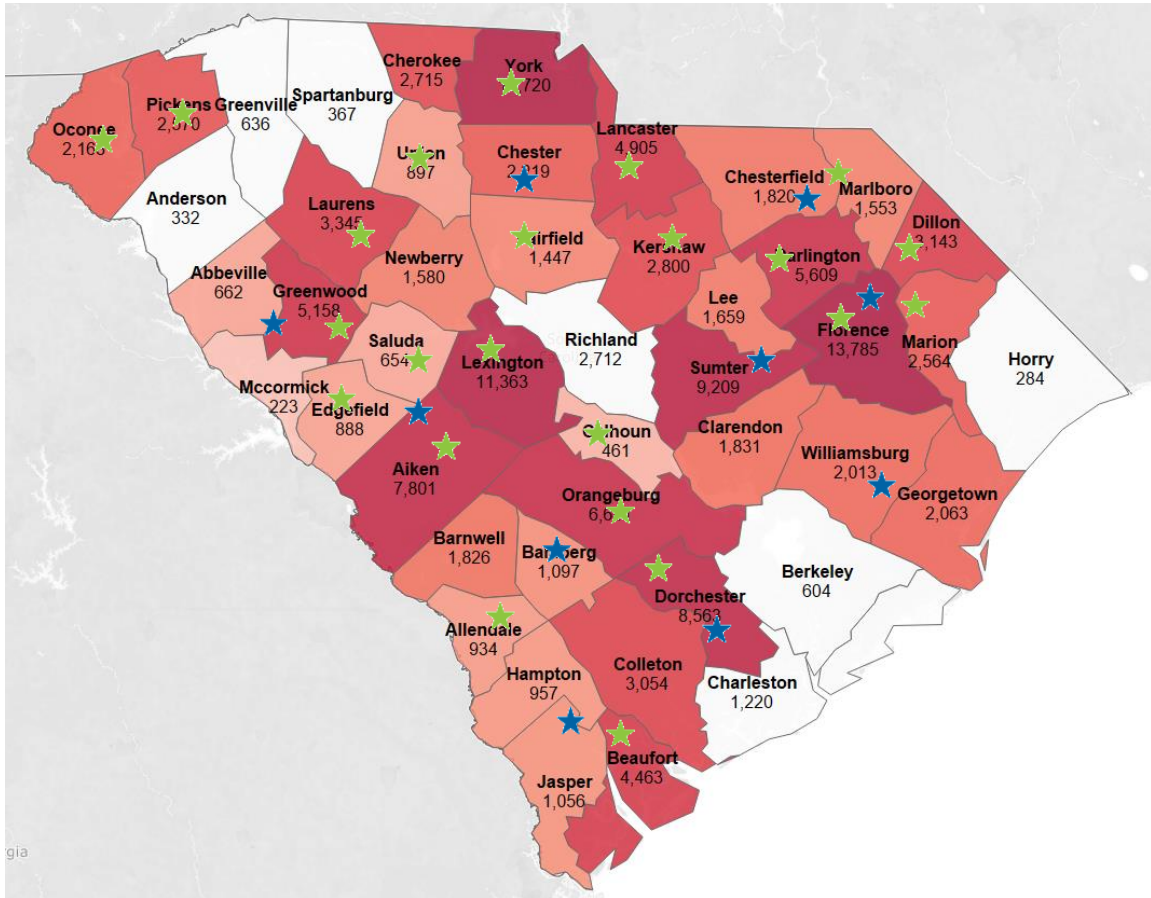


Funds Disbursed by Recipient





Applications Received by County



★ SCACAP

★ Boots on the Ground*

*Locations where Boots on the Ground support was provided for the week of 7/31-8/6



Team Progress (since 8/5)

- Program Design
 - 18,009 recertification applications received since the start of the Recertification program in January 2022.
 - Over 4,000 applications were received last week.
- 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 12,500 applications in July.
 - 5,396 applications were processed this week.
 - Since last week, we sent payments to 1,164 households for a total of \$4M and approved 406 applications.
- Communications
 - Over the past month, the in-person support team has provided technical assistance to applicants in over 30 unique locations across the state. This has included participation in libraries, community centers, places of worship to answer questions, spread awareness and to ultimately help those in need to complete their application. The team has also attended various community resource events – tying this rent and utility assistance program to a broader network of social services.
 - The communications workstream has continued to review applicant-facing language on the online portal to ensure current messaging is up to date and clear. This has included the FAQs and select pages on the online application portal. Some of these updates are still being internally considered.
 - The communications workstream has conducted best practice research on applicant support resources and other materials produced by other ERA programs. As part of these efforts, the team completed a gap analysis and has identified a set of options that are being internally considered such as a document that provides in-depth insight on the different types of program eligible documentation.
 - The SCH Outreach and in-person support team are participating in an increased number of community events in rural communities. To this point, we have participated in events with United Way subgrantees. Additionally, collaborative planning is occurring with legal organizations.
 - SCH and Guidehouse Communications team, along with utility partners, participated in an AARP townhall meeting on 7/29/22 using a platform that outreached to 93,000 households in the state who currently have landlines only.
 - Over 1,600 visitors were helped by the in-person support team last week, 20 percent more than the same week last month. On average, 74 percent are renters and 26 percent are landlords and homeowners.
- 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.
- 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 and will propose improvements as necessary. This is part of an ongoing effort of continuous improvement.
 - The in-person support team and SCH Comms Outreach team will participate in several community resource events across the state. At these events, the team spreads awareness of the program, and help address applicant questions.

Upcoming Meeting Schedule

Meeting subject	SC Stakeholders	Meeting Date
Monthly Advisory Panel public meeting	Advisory Panel	Friday, September 9 th