



## **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, October 8, 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); David Hudspeth, York County Manager; 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, Lisa Wilkerson, Chris Winston, Del Collins and Sarah Shinsky. The following staff from Guidehouse were present at the meeting: Jagadish Prakash, Kajal Patel, Liz Hiddemen, Mike Tosh, Vinod Ramachandran, Malcolm Clark and Nathan Paufve, Kevin Sweitzer, Rachel Eisman, Colby Eyler, Soozie Tucker with Nan McKay was also in attendance.

Guidehouse staff called the meeting to order and recognized the following guests from the public in attendance: Teresa Arnold, Caprice Atterbury, Norah Rogers and Sue Berkowitz.

Guidehouse staff shared an executive summary update of the program activities, giving a brief overview of the document to include: 6,307 completed applications received (this includes pending quality control review, pending payment processing and paid); approximately \$25M in funds disbursed; approximately \$29.6M funds approved; \$83.8M funds requested (this is excluding provisional denials); approximately \$17M in provisional denials (this includes application that are missing documents after 14 days and ineligible applications) and an overview of the application status. The revised 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 November 12, 2021, at 11:00 a.m.



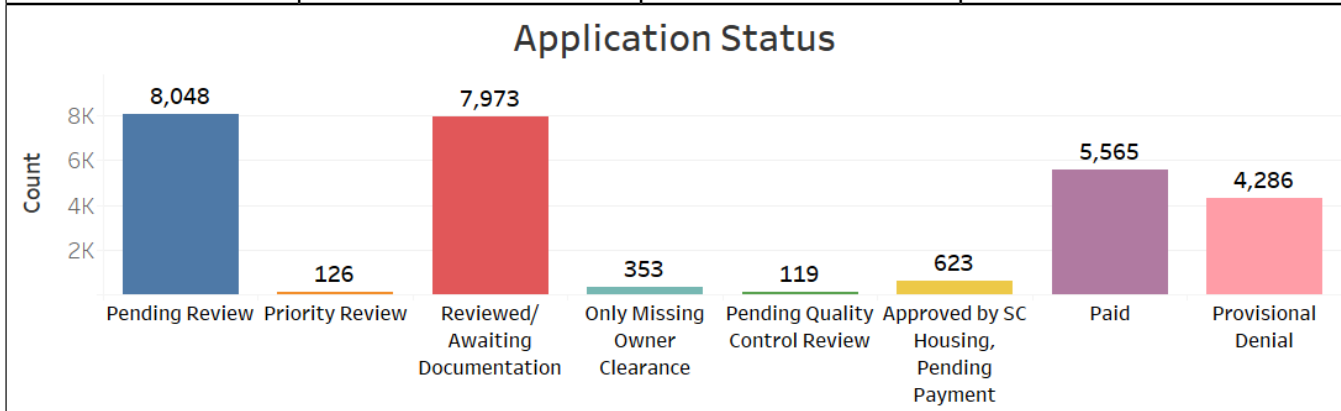
**Weekly Advisory Panel Report**

**Friday, 10/8/2021**

**Executive Summary**

As of October 8<sup>th</sup>, at 8 am ET

<p>Complete Applications</p> <p><b>6,307</b></p> <p><i>*Includes Pending Quality Control Review, Pending Payment Processing, and Paid*</i></p>		<p>Applications Received This Week</p> <p><b>1,620</b></p> <p><i>*Includes all Eligible Complete and Incomplete Applications*</i></p>		<p>Total Funds Allocated</p> <p><b>\$271.8M</b></p>
<p>Funds Disbursed</p> <p><b>\$25,522,024.04</b></p> <p>Rental: \$23,048,138.01 Utilities: \$1,276,938.85 Other: \$1,196,947.18</p>	<p>Funds Approved</p> <p><b>\$29,683,793.49</b></p> <p>Rental: \$26,606,801.91 Utilities: \$1,611,284.43 Other: \$1,465,707.15</p>	<p>Funds Requested</p> <p><b>\$83,839,658.80</b></p> <p>Rental: \$70,944,194.31 Utilities: \$7,747,357.63 Other: \$5,148,106.86</p> <p><i>*Excluding Provisional Denial*</i></p>	<p>Funds in Provisional Denial</p> <p><b>\$16,955,906.69</b></p> <p>Rental: \$14,530,763.61 Utilities: \$1,370,429.57 Other: \$1,054,713.51</p> <p><i>*Applications Missing Documents After 14 Days and Ineligible Applications*</i></p>	



- 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

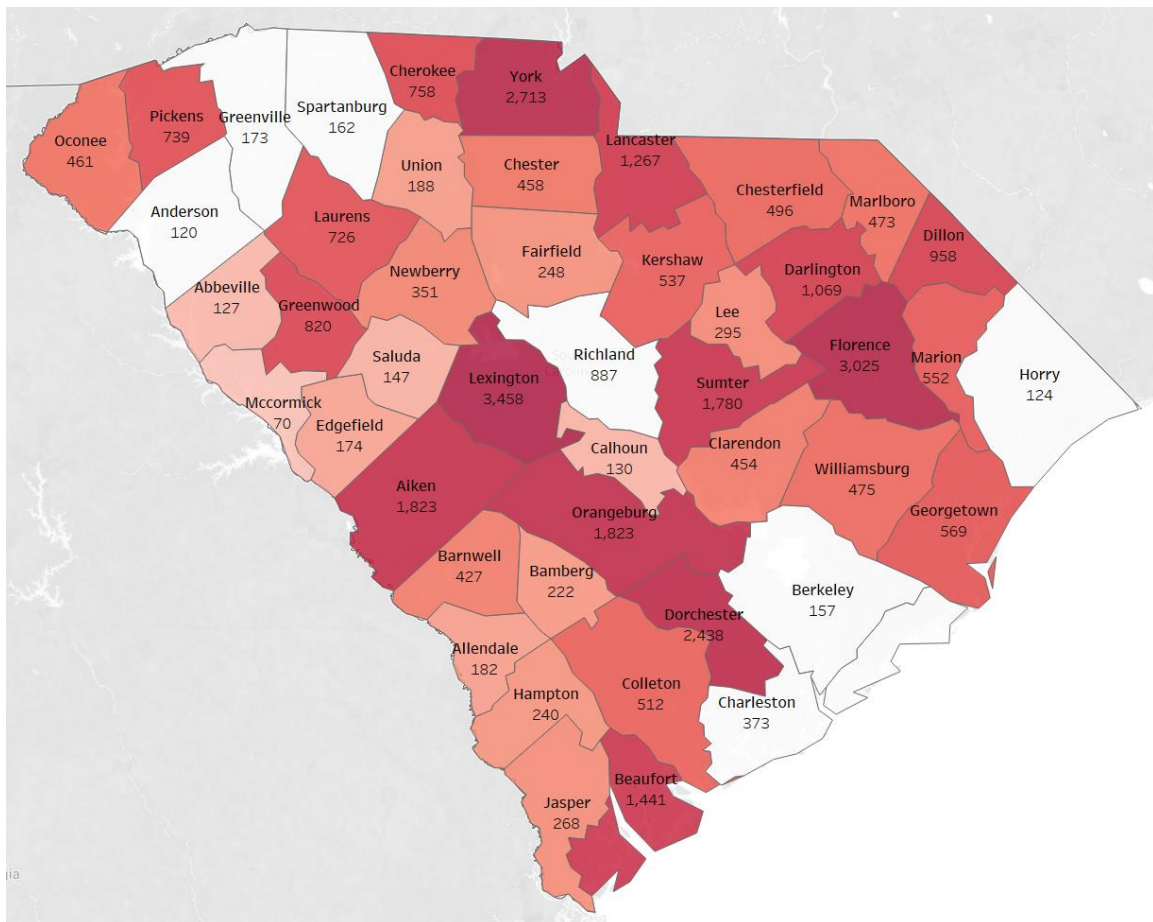
- Not presented here: 8,139 applications from excluded counties or duplicates
- 34,916 total applications received, including 8,139 determined ineligible



**Funds Disbursed by Recipient**



**Applications Received by County**





### Team Progress (since 10/1)

- Obligations Update
  - Since our last discussion, Treasury released a letter on October 04<sup>th</sup> that revised our obligation values (refer Appendix).
  - Our updated obligation percentage is 19.4% and our expenditure ratio is: 10.4%.
    - As a result, some excess funds, as declared by Treasury, may be at risk of reallocation.
  - Mitigation to avoid losing excess funds:
    - *Treasury will not make a determination of excess funds based on an insufficient Expenditure Ratio for the First Assessment if the Grantee submits by November 15, 2021 a certification signed by an authorized official of the Grantee that confirms that either (i) the Grantee has obligated at least 65% of its allocation or (ii) the Grantee's Expenditure Ratio is at least 30%.*
  - The goal is to accelerate our reviews and payments (to landlords, utility companies and tenants when landlord is unresponsive) to meet required percentage by Nov 15<sup>th</sup>
- Application Review and Determination
  - Additional review teams onboarded and trained to continue with application reviews. Processed over 2000 applications last week, and over 1700 applications the week prior.
  - Even with increased numbers, significant additional increases to the review team to clear the backlog of pending applications. The goal is to process applications the week they received.
  - Eviction cases continue to be prioritized and are generally resolved on the same day the enquiry is made
  - Sent payments to 536 applicants for a total of \$1.7M
- Program Design
  - Finalizing data sharing agreement with utilities to obtain prepaid account information on customers. This list will be used to pay customers not to exceed \$1,000 with prepaid utility accounts
- Communications
  - Expanded on-the-ground applicant support and intake. This included holding several NAACP run pop-up clinics at sites across the state, utilizing SCACAP offices to provide applicant intake support, and utilizing Guidehouse staff.
  - On the ground teams have assisted over 900 applicants with the submission of their applications. These teams will continue to provide support and will continue to sign up new applicants and submit needed documents.
- 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

- Application Review and Determination
  - Continue application reviews; identify and escalate challenges to SC Housing as needed
- Communications
  - Communications will be conducting outreach to applicants missing documents or who have been unable to submit the documentation required due to technical challenges. We will be notifying these applicants of the in-person support centers to give them the option of getting assistance.
  - Continue to evaluate the customer experience of applicants with questions about the program or application status Inquiries. Improvements will be made focused on giving options for application status checks, reducing call center wait time, and providing clarity to applicants on their application status.



- Payment
  - Continue to send out payments on a regular Tuesday-Thursday cadence

**Upcoming Meeting Schedule**

Meeting subject	SC Stakeholders	Meeting Date
Monthly Advisory Panel public meeting	Advisory Panel and members of the public	Friday, November 12th

Appendix:

	Sep 30 <sup>th</sup>	Oct 04 <sup>th</sup>
<b>Priority</b>	<ul style="list-style-type: none"> <li>• For purposes of ERA reporting, an obligation is a commitment to pay a third party with ERA award proceeds based on a contract, grant, loan, or other arrangement</li> </ul>	<p>Treasury will consider funds to be obligated if they meet any of the following conditions:</p> <ul style="list-style-type: none"> <li>• The funds have actually been spent providing financial assistance and housing stability services under ERA for eligible households</li> <li>• The funds are needed to pay for assistance promised in a commitment letter issued to induce a landlord to enter a rental agreement with an eligible household under Treasury's ERA FAQ #35; or</li> <li>• Subject to the conditions described below concerning subrecipients, the Grantee has, as part of the Grantee's ERA program administration, entered into a binding agreement or funding commitment requiring the Grantee to disburse the funds to a third party for eligible ERA1 purposes (a Contractual Obligation).</li> </ul>
<b>Contractual Obligation</b>	<p>A Contractual Obligation will include situations in which</p> <ul style="list-style-type: none"> <li>(i) assistance has been approved for an eligible household but the payment to the landlord or utility provider has not yet been disbursed, or</li> <li>(ii) assistance has been approved but not yet disbursed under a bulk payment arrangement with a large landlord or utility provider under Treasury's ERA FAQ #38.</li> </ul>	