

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, September 10, 2021, 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; Amy Marshall, SC Office of Regulatory Staff; Brian Gaines, Executive Budget Office 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, Kim Spires, Jennifer Cogan, Renaye Long, Bryan Grady, Chris Winston and Sarah Shinsky. The following staff from Guidehouse were present at the meeting: Jagadish Prakash, Liz Hiddemen, Mike Tosh, Vinod Ramachandran, Kajal Patel, Malcolm Clark and Nathan Paufve, Kevin Sweitzer, Rachel Eisman, Colby Eycler, 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: Krystal Reid Heath, Capitol Consulting Strategies; Lee Patterson, Richland Library and Hattie Cathcart, Richland Library.

Guidehouse staff shared an executive summary update of the program activities, giving a brief overview of the document to include: 4,784 completed applications received (this includes pending quality control review, pending payment processing and paid); approximately \$19M in funds disbursed; approximately \$22.2M funds committed; \$51.7M funds requested (this is excluding provisional denials); approximately \$20.5M in provisional denials (this includes application that are missing documents after 14 days and ineligible applications) and an overview of the application status. The revised report also includes information on the total amounts disbursed to landlords, tenants and utilities.

Advisory panel members asked for further explanation on the funds dispersed and provisional denial categories. After some discussion, the advisory panel members asked Guidehouse staff to work to find out if there is a profile in certain counties that might explain the high numbers of applications in provisional denial (applications that are missing documentation that have been followed up with multiple times and still no progress in the application process).

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 October 8, 2021, at 11:00 a.m. There was some discussion to schedule another meeting prior to September 30, 2021.

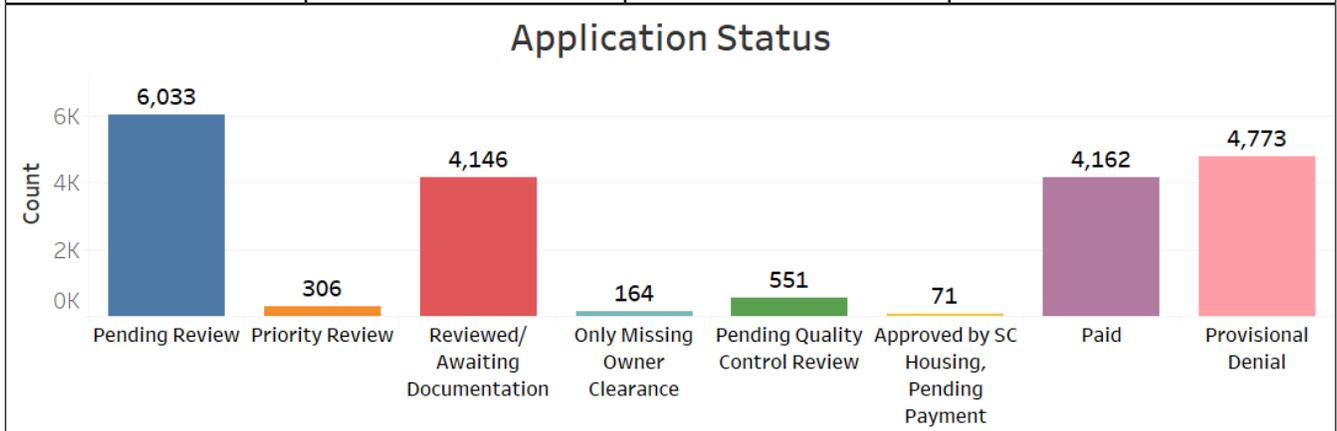
Agenda – Weekly Advisory Panel Meeting Report

Friday, 9/10/2021

Executive Summary

As of September 9th, at 9 am EDT

<p>Complete Applications</p> <p>4,784</p> <p><i>*Includes Pending Quality Control Review, Pending Payment Processing, and Paid*</i></p>		<p>Apps Received This Week</p> <p>1,037</p> <p><i>*Includes all Eligible Complete and Incomplete Applications*</i></p>	
<p>Funds Disbursed</p> <p>\$19,024,114.05</p> <p>Rental: \$17,315,028.61 Utilities: \$886,217.85 Other: \$822,867.59</p>	<p>Funds Committed</p> <p>\$22,263,719.00</p> <p>Rental: \$20,208,862.00 Utilities: \$1,008,313.00 Other: \$1,046,544.00</p>	<p>Funds Requested</p> <p>\$51,789,268.92</p> <p>Rental: \$42,959,087.00 Utilities: \$5,218,467.92 Other: \$3,611,714.00</p> <p><i>*Excluding Provisional Denial*</i></p>	<p>Funds in Provisional Denial</p> <p>\$20,463,692.03</p> <p>Rental: \$17,764,462.00 Utilities: \$1,535,687.03 Other: \$1,163,543.00</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

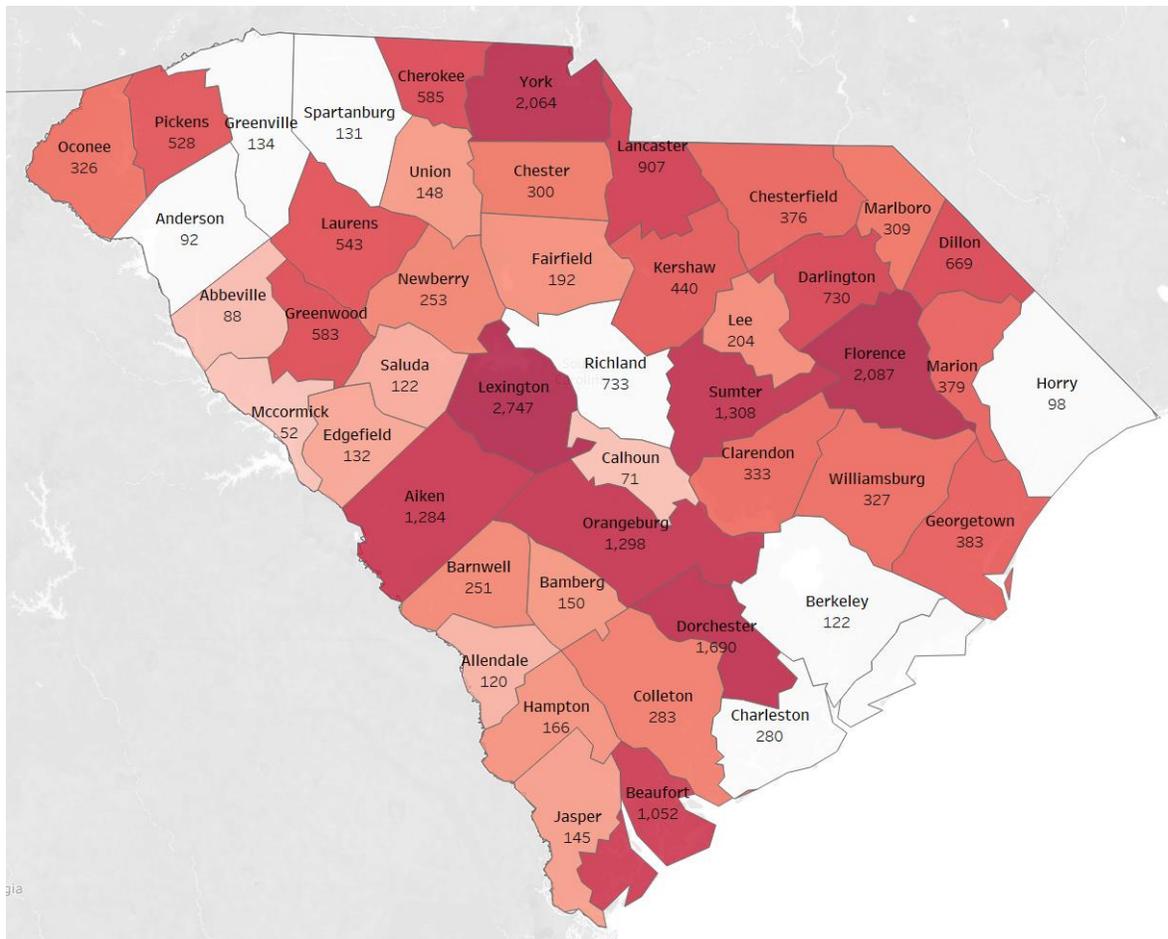
*Not presented here: 5,032 applications from excluded counties or duplicates
 ** 25,238 total applications received, including 5,032 determined ineligible



Funds Disbursed by Recipient



Applications Received by County





Team Progress (since 9/3)

- Application Review and Determination:
 - Increased number of applicants (over 2,000 each week for the past two weeks) has increased the number of applications in “pending review” status. Review process changes are being finalized to accelerate the process.
 - ID validation through a third-party tool is now being performed through Podio by Staff Reviewers. Previously this was performed offline and had to be done in batches leading to delays in processing.
 - Change in guidance to not require the collection of W-9 form for vendors. This new change will be rolled out during the week of 9/6/2021.
 - Sent batch notifications to 47 utility companies with a list of all customers who are applying for assistance and their review status
 - Expecting to send payments to an additional 242 applications this week, amounting to \$929,757.30 USD
 - Since our last meeting, sent payments for 2,415 applications, amounting to \$10.5M (and has obligated \$11.8M)
- Program Design
 - The program team has updated the Administrative Plan to include the following policy changes, that will come into effect this week:
 - Paying all applicants with prepaid utility accounts
 - Self-attestation on all arrears
 - Allow payments towards past tenant debts.
- Communications
 - This week, the communications team provided several responses and media questions regarding the end of the eviction moratorium and the status of the program.
 - Similar to the training session / materials provided to Representative Rice’s Florence office and University of South Carolina Pro Bono legal services for their use in navigating the program, we will continue to provide more training sessions to empower community groups to help renters apply.
 - Established on-the-ground support for applicants at the Beaufort, Lancaster, Pickens (Easley), and Marlboro libraries.
 - Teams at libraries assisted in the submission of over 479 new applications and worked with library staff to identify areas for outreach.
 - Increasing Covid numbers have forced some libraries to limit visitor access or close meeting rooms. This has presented a challenge for the on-the-ground teams as they attempt to safely interact with applicants.
 - Discussions underway to partner with various community organizations to assist applicants on the ground across the State
- 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:
 - Ongoing discussion with utility companies to determine the best mechanism for prepaid customers as well as bulk payments



- Ongoing discussion on allocating funds to certain buckets to meet the 65% obligation by September 30th. Proposed buckets include:
 - Expected volume of applications received
 - Utility arrears
 - Administrative expenses
 - Housing Stability expenses (including but not limited to legal aid and temporary housing/extended stays)
 - Recertifying assistance until 15-month cap is reached
- Application Review and Determination
 - Focus on new applications received over the last two weeks
 - Implementing changes in Podio to accommodate the proposed changes outlined in the program design. Supervisors were briefed about the changes and their feedback and suggestions will be incorporated in making the IT changes where required.
- Communications:
 - Continue to monitor the impacts of the end of the eviction moratorium and the impacts of our media efforts this far to make improvements as needed
 - Continue to expand our on-the-ground presence, and will (COVID withstanding) be looking to set up new sites for applicants to get help
 - Working with the Commission on Minority Affairs on faith-based outreach. Additionally, The McKinney Vento homeless program coordinator set up an event for the Colleton School District
 - Drafted an email to be sent to all potential renters in the state using the Melissa Address Key, notifying them of the program and encouraging them to apply and get assistance if needed
- 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	Tentatively Friday, October 8 th
Discussion with Advisory Panel on Obligations (ahead of Sep 30 th deadline)	Advisory Panel and members of the public	TBD – Prior to September 30 th