



Coronavirus Ad Hoc Committee
February 25, 2021 –3:30 PM
Zoom Meeting

Yvonne McBride District 3	Paul Livingston District 4	Joe Walker District 6	Gretchen Barron District 7	Chakisse Newton District 10
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1. **Call to Order**
2. **Approval of Minutes: July 28, 2020**
[PAGES 2-6]
3. **Adoption of Agenda**
4. **Election of Chair**
5. **Emergency Rental Assistance Program**
[PAGES 7-37]
6. **COVID-19 Relief - Disaster Recovery Funds**
7. **Resuming Limited In-Person Services**
8. **Adjournment**



Coronavirus Ad Hoc Committee
July 28, 2020 – 4:00 PM
Zoom Meeting
2020 Hampton Street, Columbia, SC 29204

Yvonne McBride	Paul Livingston	Joe Walker	Dalhi Myers	Chakisse Newton
District 3	District 4	District 6	District 10	District 11

Committee Members Present: Paul Livingston, Chair; Yvonne McBride, Joe Walker, Dalhi Myers and Chakisse Newton

Others Present: Bill Malinowski, Allison Terracio, Ashiya Myers, Ashley Powell, John Thompson, Leonardo Brown, Michelle Onley, Clayton Voignier, Angela Weathersby, Kyle Holsclaw, Mike King, Larry Smith, Elizabeth McLean and James Hayes

1. **Call to Order** – Mr. Livingston called the meeting to order at approximately 4:00 PM.

2. **Approval of Minutes**
 - a. **May 12, 2020** – Ms. Newton moved, seconded by Ms. Myers, to approve the minutes as distributed.

In Favor: Livingston, Myers and Newton

Not Present: McBride and Walker

The vote in favor was unanimous.

 - b. **May 19, 2020** – Ms. Newton moved, seconded by Ms. Myers, to approve the minutes as distributed.

In Favor: Livingston, Myers and Newton

Not Present: McBride and Walker

The vote in favor was unanimous.

 - c. **June 2, 2020** – Ms. Newton moved, seconded by Ms. Myers, to approve the minutes as distributed.

In Favor: Livingston, Myers and Newton

Not Present: McBride and Walker

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The vote in favor was unanimous.

Ms. Newton inquired if the Coronavirus Blue Ribbon Committee was going to be discussed during this meeting.

Mr. Brown and Mr. Livingston both indicated that it would not be addressed at this meeting.

Mr. Malinowski

3. **Adoption of Agenda** – Ms. Myers moved, seconded by Ms. Newton, to adopt the agenda as published.

In Favor: McBride, Livingston, Myers and Newton

The vote in favor was unanimous.

4. **Coronavirus Relief Fund Requirements** – Mr. Beekman stated there are five (5) funding sources the County has received funding from through the CARES Act:

- a. **FEMA: COVID-19 Public Assistance** – Program that has been traditionally used on presidentially declared disasters. We are currently in the incident period, and working on submitting our applications for funding. It is traditionally 75% Federal Share; 25% Local Share.
- b. **HUD: CDBG-CV** – County has received approximately \$957,000. We are awaiting the Federal Register, which is the instruction manual of how the money is to be spent and reported.
- c. **Health and Human Services** – The EMS Department has received approximately \$350,000. There is an opportunity to apply for additional funding for COVID direct related activities.
- d. **Department of Justice: Criminal Relief Fund** – The Sheriff's Department has received approximately \$485,000, which is to be used for PPE and overtime.
- e. **Coronavirus Relief Fund** – The funding goes through the State of South Carolina prior to going to the sub-recipient. The CARES Act provided \$1,996,000,000 to the State to be used for Coronavirus relief efforts. According to the Federal Q&A, the funds were to be allocated to local county governments based on their population base. Greenville County received approximately \$93M. Using that formula, we projected that Richland County would receive approximately \$77M. However, the State changed that. On June 25th, the General Assembly enacted a joint resolution (Act 142), which authorized the initial expenditure of \$1.3 Billion to the Coronavirus relief efforts. In Phase I, the State will reimburse expenses from March 1 – June 30, and the County has to demonstrate that these expenses were necessary to prevent, prepare and/or respond to the Coronavirus Pandemic. There are six (6) areas they will provide reimbursement for: medical expenses, public health expenses, payroll expenses, compliance expenses, economic expenses, and other COVID-19 related expenses. We have to show that the expenses were not accounted for in the most recently enacted budget, and they were incurred during the Phase I time period. One of the obvious concerns is that only \$270M will be allocated to local government and State agencies. One of the biggest concerns is the Small Business Assistance Program the County initiated. There is no way the County can put up the millions of dollars necessary for this initiative, and then be reimbursed. In addition, there is no guarantee the County will receive reimbursement for Phase I, and no guarantee that Phase II will be enacted.

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Mr. King stated they have met with all the department heads and key personnel to get the information necessary for submission by August 15th. The significant negative impact is that we are competing with all of the counties in South Carolina, as well as State agencies.

Mr. Brown stated the reason he felt it was important to bring this to the committee is because of the allocation process versus the reimbursement process. As Mr. King articulated, it is important to note that instead of having funds provided by the Federal government to Richland County, to respond to COVID-19, we would have to have funds on hand to spend, in addition to funds we are going to be accounting for through our normal budget course to navigate COVID-19.

Ms. Myers inquired as to how Greenville County got a direct allocation, instead of the process presented by staff.

Mr. Beekman responded Federal Law gave direct allocation to any jurisdiction that had over 500,000 citizens. The State was supposed to take 45% of the remaining \$1.9 Billion and distribute it by population. The State did not do that, so we are not getting the approximate \$77M. The State is going to take control of the remaining funds, and determine an equitable distribution amongst the counties and State agencies.

Ms. Myers inquired how the statute reads that outlines who gets what amounts of money.

Mr. Beekman responded the law says it is 500,000 citizens, or more, and then it is broken out how much the State would get for the remainder of their population. He stated the FAQ, included in the agenda package, outlined how the Federal government wanted the State to distribute the funds across counties. What surprised us, was that the State decided they would allocate the \$1.9 Billion dollars, and there will be no direct pass through, but would be 100% reimbursable.

Ms. Myers inquired if Tetra Tech has checked with the County's Legal Department to see what their thoughts are on this. She is not sure that this is something the State has the authority to do, and the counties may need to band together and go to court.

Mr. Livingston inquired about where the Association of Counties is on this matter.

Mr. Brown responded he has not heard any discussions regarding this matter.

Ms. Myers stated this seems to be an issue that needs to be resolved upfront. We need to see if there are other states where they are doing the same thing as our Governor, and if it is legal. The Legal Department and the lobbyist need to be working on this matter.

Ms. Newton inquired if this is the only revenue stream staff is worried about.

Mr. Brown stated this is not the only funding source we are looking at. The other funding sources have tie-ins that would have made this funding source easier to utilize.

Ms. Newton requested some examples of things we had hoped to utilize these funds for, and we may now have to pause on.



Mr. Brown responded he had discussed utilizing the funds for protective equipment; infrastructure and resources so citizens have the ability to access County services easier; and County employees to perform their services in a remote environment.

Ms. Myers inquired about the costs of the items the Administrator outlined.

Mr. King stated they also discussed utilizing this funding to assist small businesses getting back on their feet.

Mr. Beekman stated the Coronavirus Relief Funds was going to be the most flexible funding stream because we would get the funds, and then the County could decide how to disperse the funds. In his opinion, the State is violating the equitability standard that the Federal government outlined.

Mr. Brown stated it is important to ensure that people's areas are thoroughly cleaned with the appropriate products. These costs would have also been covered with the CRF funding.

Ms. McBride stated, for clarification, does this mean that the County will not receive CRF funding.

Mr. Brown responded the County will have to submit all of their documentation by the August 15th deadline. If the State approves those expenditures, the County could then receive reimbursement.

Mr. Livingston stated it appears there will be less funds than we anticipated because of the way the Governor is going to distribute the funds.

Ms. McBride inquired if testing was included in any of those provisions.

Mr. Brown stated, if we had funding, testing would have been included in those funds.

Mr. Livingston stated, when this comes before Council, we need to direct Legal and staff to pursue this from the legal perspective to ensure that the law allows the Governor to do what he is doing.

Ms. Myers moved, seconded by Ms. McBride, to forward to Council with a recommendation that staff and Tetra Tech work with the Legal Department, the Association of Counties, and our lobbyists to ascertain whether what the Governor has proposed is consistent with the Federal statute, and determine what actions we should take to protect the interest of the citizens of Richland County.

In Favor: McBride, Livingston, Myers and Newton

Not Present: Walker

The vote in favor was unanimous.

Mr. Smith inquired if the motion included moving forward should they determine that action is needed to protect the citizens of Richland County.



Ms. Myers amended the motion to include the Legal Department recommending and taking action, consistent with protecting the interest of the citizens of Richland County, in accessing a proportionate and fair share of the Federal funds, under the CARES Act.

5. **Subrecipient Agreement for Coronavirus Relief Funds** – Mr. Brown stated there was an amendment included in the agenda packet. He sent the original agreement to various members of staff, as well as the County Attorney, for review and feedback on any concerns they may have. The Legal Department, Risk Management and Emergency Management noticed there was language in the document that did not represent what should be in the agreement. Mr. Smith reached out to the sender of the agreement, and shared our concerns. Whereupon, we were provided with the amendment. He communicated it is important that everybody be engaged, so our voices can be heard. He is not sure how many people signed the agreement with the original language, but in order to access the portal to receive reimbursements, counties have to sign this agreement.

Mr. Smith noted there was an indemnification and hold harmless clause in the agreement. It has been a longstanding South Carolina law that governmental entities cannot execute and enter into agreements with hold harmless and indemnification language. The agreement had the County indemnifying and holding harmless the State for anything they did related to the disbursement of these funds, their review of the process and their allocation. He brought this to Mr. Brown's attention, as well as Mr. Gaines, the sender. He sent Mr. Gaines an email, along with the case law that said they could not do that, and they reversed course.

Mr. Brown stated the process is the Chief Administrative Officer and the Chair of Council has to execute the agreement, prior to the State granting access to the portal.

Mr. Smith stated there is also language, if the County signs the agreement, agreeing to allow the State to allocate these funds under this formula. Our argument is that we believe they have not followed the CARES Act. If we sign this agreement, we may waive that argument.

Ms. Myers inquired if Mr. Smith will be prepared to give Council guidance on how we move forward, and preserve our rights, at tonight's meeting.

Mr. Smith responded he will do his best to provide guidance at the meeting.

6. **Relief Grant Program** – Mr. Brown stated, as a part of the relief grant program the County enacted, there was some information we put out about timelines, but we also talked about being adaptable. Earlier on, we set a timeline from March to the end of the fiscal year. At that time, we did not think we would still be awarding dollars. Considering that we just made some grant awards, we need to change the information in the program to say the funds need to be expended by October 31st, instead of August 31st. He stated it would not be equitable to have the grantees expended, and report back to the County, by August 31st.

Ms. Myers moved, seconded by Ms. Newton, to forward to Council with a recommendation to adopt and approve the Administrator's recommendation.

Ms. McBride inquired if October 31st will give the grantees adequate time to expend the funds.

Mr. Brown responded we need to allow them enough time to spend the funds, do their paperwork and the County receive its information, so we can potentially receive reimbursement.



Ms. McBride inquired if the grantees have received their checks.

Mr. Hayes responded that not every group has received their funding, which is why he brought this to Mr. Brown's attention. As this is a new program, a lot of the small businesses were having trouble turning in the proper documentation. We felt to give them time to submit the proper documents, to comply with the grant program, we needed to extend the deadline. As soon as staff receives the proper documentation, the checks will be expedited.

Mr. Brown stated, if the deadline needs to be extended, this matter will be brought back to the committee for action.

In Favor: McBride, Livingston, Myers and Newton

Not Present: Walker

The vote in favor was unanimous.

Ms. Myers requested the committee set a standard meeting time.

7. **Adjournment** – The meeting adjourned at approximately 5:00 PM.

**RICHLAND COUNTY
ADMINISTRATION**

2020 Hampton Street, Suite 4069
Columbia, SC 29204
803-576-2050



Agenda Briefing

Prepared by:	Mike King	Title:	Local Disaster Recovery Manager
Department:	Emergency Services Department	Division:	
Date Prepared:	February 22, 2021	Meeting Date:	February 24, 2021
Legal Review	Elizabeth McLean via email	Date:	February 22, 2021
Budget Review	James Hayes via email	Date:	February 22, 2021
Finance Review	Stacey Hamm via email	Date:	February 22, 2021
Approved for consideration:	County Administrator	Leonardo Brown, MBA, CPM	
Committee	Coronavirus Ad Hoc		
Subject:	ERA Policy and Procedure Manual; Tetra Tech-Task Order #26 Change Order Request		

STAFF’S RECOMMENDED ACTION:

Staff recommends approval of the Consolidation Appropriation Act (CAA)/Emergency Rental Assistance Act (ACT) – Policy & Procedure Manual – Approval and the accompanying Tetra Tech – Task Order #26 – Change Order Request.

Request for Council Reconsideration: Yes

FIDUCIARY:

Are funds allocated in the department’s current fiscal year budget?	<input checked="" type="checkbox"/>	Yes	No
If no, is a budget amendment necessary?		Yes	No

ADDITIONAL FISCAL/BUDGETARY MATTERS TO CONSIDER:

The Tetra Tech additional assistance will be funded through the ERA Program.

COUNTY ATTORNEY’S OFFICE FEEDBACK/POSSIBLE AREA(S) OF LEGAL EXPOSURE:

The ERA Policy Manual has been reviewed and approved to form by the County Attorney’s Office.

REGULATORY COMPLIANCE:

The ERA Policy & Procedure Manual was developed to ensure compliance with the program requirements established by Federal Statute and the U.S. Treasury Department.

MOTION OF ORIGIN:

There is no associated Council motion of origin.

Council Member	
Meeting	
Date	

STRATEGIC & GENERATIVE DISCUSSION:

On December 27, 2020, the Consolidated Appropriation Act (CAA) was signed into law. The CAA provides \$900 billion in COVID-19 Relief Funds; \$25 billion of the COVID-19 Relief Funds were made directly available through the U.S. Treasury to the States, Local Governments, and Native American Tribes through the Emergency Rental Assistance (ERA) Program. Richland County applied for and was awarded \$12,573,547.40 in ERA funding. All funds must be expended by December 31, 2021.

Richland County has developed an ERA Policy and Procedure (P&P) Manual which reflects all requisites of the CAA Statute and ERA Program Guidelines. In addition, due to the scope, anticipated public response, in-house capacity concerns, and time limitations, Richland County is seeking the expansion of the existing Tetra Tech Task Order to assist us in the administration and management of this program. The Tetra Tech additional assistance will be funded through the ERA Program.

The ERA program is designed to assist Richland County households with an income of not more than 80% area median income (AMI) who are unable to pay rent and/or utilities due to the COVID-19 pandemic and who are facing potential eviction and/or utility shutoff actions. Maximum assistance to an eligible household is twelve (12) months, with an option to extend the assistance for an additional three (3) months if funds are available and there is a housing stability need identified. The guiding principles of our program are Fairness – Equity – Transparency. By providing rental and/or utility assistance through the ERA program, Richland County will positively impact eligible households who may be facing the prospect of eviction and/or utility shutoff.

At this time there are no identified alternatives to this program.

ADDITIONAL COMMENTS FOR CONSIDERATION:

ATTACHMENTS:

1. Richland County ERA Program Policy & Procedure Manual
2. Tetra Tech Task Order #26 – Change Order Request

Richland County

COVID-19 EMERGENCY RENTAL ASSISTANCE

POLICIES AND PROCEDURES



Richland County Emergency Relocation Assistance Program
Community Planning & Development
2020 Hampton Rd
Columbia, South Carolina 29204
Telephone (803) 576-2168
www.richlandcountysc.gov

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General Provisions

This manual provides the policies and procedures of Richland County in its administration of the COVID-19 Emergency Rental Assistance (ERA) funded through the Consolidated Appropriations Act (CAA), 2021, Pub. L. No. 116-260. This document provides standard concepts, definitions and procedures that enable staff to understand and effectively administer the program. This manual is designed as a tool for staff to use as a reference and resource. This manual will be updated as needed to reflect changes in policies and procedures as well as new Treasury regulations, notices and other guidance.

The ERA program makes available \$12,573,547.40 in funds provided directly to Richland County through the CAA and administered by the U.S. Treasury. These funds are to assist households that are unable to pay rent and/or utilities due to the COVID-19 pandemic. Through an application process Richland County will offer aid to income eligible households located within the geographical boundaries of the county who have been economically impacted during the COVID-19 pandemic through job loss, furlough or reduction in hours or pay.

ERA is a grant program wherein rental or utility payments are made on behalf of an income-eligible household for a maximum period of 12 months (with an additional 3 months possible) to maintain housing and/or to reduce rental and utility payment delinquency in arrears as a result of the economic downturn during the COVID-19 pandemic.

Emergency assistance will be available for monthly rent payments, utility payments, rental arrearages and utility arrearages. At least 90% of the ERA funds received by Richland County will be used for these purposes. The remaining funds will be used for housing stability services, including case management or other services related to the COVID-19 pandemic, and the administration of the program.

Available Assistance

Type of Assistance

Richland County is providing ERA grants to eligible households through an application process. The funding provided will assist with the following:

- a. Rent;
- b. Rental arrearages;
- c. Utilities and home energy costs; and
- d. Utilities and home energy arrearages; and

[BP1]

Utilities and home energy costs are separately stated charges related to the occupancy of rental property. Accordingly, utilities include separately stated electricity, gas, water and sewer, trash removal and energy costs, such as fuel oil. Telecommunication services (telephone, cable, Internet) delivered to the rental dwelling are not considered to be utilities. Utilities that are covered by the landlord within rent will be treated as rent.

Program administrators shall determine the duration and amount of rental assistance provided to eligible households based on application information, monthly rent and utilities due, and amount in arrears. This duration and assistance amount will be designed to ensure households are provided with the maximum benefit possible. Prospective rent and utility assistance will be provided up to a maximum of 3 months at a time, before recertification of income and/or reapplication is required, for a period not to exceed 12 months except that the County may provide assistance for an additional 3 months only if

necessary to ensure housing stability for a household subject to availability of funds. Rental and utility arrears may be paid in full.

Terms of Assistance

Rental or utility assistance will include:

- a. Monthly Payment made on behalf of eligible household to landlord/property management agent or utility provider for 3 months' rent and utilities up to a maximum of 12 months; or
- b. Monthly Arrears Payment made on behalf of eligible household to landlord/property management agent or utility provider for rent or utilities accrued after March 13, 2020; or
- c. Monthly payment combination of items a. and b. made on behalf of eligible household to landlord/property management agent or utility provider.

Three months supplemental assistance may be provided to ensure housing stability for a household after the initial 12-month period. The County Special Case Panel (SCP) (see definition below at page 16) must review and approve each case of supplemental assistance.

Emergency rental assistance will not be paid directly to households except in cases where the landlord does not agree to participate in the program. *The U.S. Treasury directs that the County must make reasonable efforts to obtain the cooperation of landlords and utility providers to accept payments from the ERA program. Outreach will be considered complete if a request for participation is sent in writing, by certified mail, to the landlord or utility provider, and the addressee does not respond to the request within 21 calendar days after mailing; or, if the grantee has made at least three attempts by phone or email over a 21 calendar-day period to request the landlord or utility provider's participation. All efforts must be documented. The cost of the mailing would be an eligible administrative cost.* The payments will be made by Richland County to the bona fide landlord/property management agent or company.

After all reasonable efforts have failed to obtain the cooperation of the landlord and/or utility provider, the County shall make payments directly to the household following the payment process found in Step 3: Approval and Payment below.

Utility payments will be made by Richland County directly to the respective utility company. Emergency rental assistance shall be paid by the date specified on the current lease agreement. The emergency rental assistance program will log all payments made on behalf of eligible households.

Applications

Applicants

An applicant may be either a renter or landlord.

Applicant shall provide the following information to be considered as an eligible household:

1. Name and contact information.
2. Address – An applicant household must reside in a rental property located within the geographical boundaries of Richland County.
3. Status – renter or landlord.
4. Household Income – must be below 80% AMI.

5. Rental payment status – In arrears or prospective?
6. Impact of Covid-19 – Is there economic hardship? How?

Eligibility

Household

A Household is defined as one or more individuals who are obligated to pay rent on a residential dwelling. The occupants may be a single family, one person living alone, two or more families living together, or any other group of persons who share living arrangements. Therefore, household occupant information must include, at a minimum, the following:

1. Full names and ages of all occupants (whether related or unrelated) living in the residence; and
2. Signature of the primary applicant(s), certifying that the information provided related to the annual household income and occupants is correct[BP2].

The term “eligible household” means a household of 1 or more individuals who are obligated to pay rent on a residential dwelling and:

1. One or more individuals within the household has
 - a. qualified for unemployment benefits or
 - b. experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due, directly or indirectly, to the novel coronavirus disease (COVID–19) outbreak, which the applicant shall attest in writing; and
2. One or more individuals within the household can demonstrate a risk of experiencing homelessness or housing instability, which may include—
 - a. a past due utility or rent notice or eviction notice;
 - b. unsafe or unhealthy living conditions; or
 - c. any other evidence of such risk, as determined by the eligible grantee involved; and
3. The household has a household income that is not more than 80 percent of the area median income for the household.

Occupancy

Applicant must provide proof of occupancy.

All occupancy documentation must show services were provided anytime during the billing period of the COVID-19 pandemic period beginning March 13, 2020-to present, in the applicant or co-applicant's name, and the subject address.

Acceptable proof includes:

1. Copy of electric, gas, or water bill. The bill must confirm that service was provided anytime during the billing period of the pandemic, beginning March 13, 2020 to present; or
2. Letter from electric, gas, or water company. The letter must confirm that service was provided during the billing period of the pandemic; or
3. Other qualified documents may be presented for consideration of proof of occupancy, which include but are not limited to a voter registration card from the time of the pandemic or a driver’s license from the time of the pandemic.

Economic Hardship

Applicant households must submit documentation confirming economic hardship due to the COVID-19 pandemic. Acceptable documentation sources are:

1. If workplace closure or reduced hours due to COVID-19, including lay-off, termination, loss of working hours, income reduction resulting from business closure or other employer economic impacts of COVID-19:
 - A copy of household member(s) notification of job loss/termination from employer during the eligible pandemic period (March 13, 2020 to present); or
 - A copy of household member(s) notification of furlough from employer during the eligible pandemic period (March 13, 2020 to present); or
 - A copy of household member(s) notification confirming reduction in hours and/or pay during the eligible pandemic period (March 13, 2020 to present); or
 - A copy of household member(s) application during the eligible pandemic period (March 13, 2020 to present) and/or approval for Unemployment Insurance benefits; or
 - A signed self-certification that includes the name of the household member who is self-employed, the name and nature of the business, and narrative confirming economic impact on self-employment during eligible pandemic period (March 13, 2020 to present).
2. Documentation of sickness with COVID-19 or caring for a household or family member who is sick with COVID-19;
3. Documentation of extraordinary out-of-pocket childcare expenses due to school closures, medical expenses, or health care expenditures stemming from COVID-19 infection of the tenant or a member of the tenant's household who is ill with COVID-19;
4. Documentation of compliance with a recommendation from a government health authority to stay home, self-quarantine, or avoid congregating with others during the state of emergency;
5. Documentation of Reasonable expenditures stemming from government ordered emergency measures; and
6. Documentation of any additional factors relevant to the tenant's reduction in income as a result of the COVID-19 emergency.

Duplication of Benefits

The statute creating the ERA Program requires that ERA payments not be duplicative of any other federally funded rental assistance provided to an eligible household. All applicants must provide a signed self-certification (electronic accepted) that includes the names of household members and a narrative confirming that no other federal rental assistance has been received during the eligible pandemic period (March 13, 2020 to present). The program may verify the accuracy of all self-certifications.

WARNING: ANY PERSON WHO KNOWINGLY MAKES A FALSE CLAIM OR STATEMENT MAY BE SUBJECT TO CIVIL OR CRIMINAL PENALTIES UNDER 18 U.S.C. 287, 1001 AND 31 U.S.C 3729. [BP3]

Income Determination

Income is determined in each household in 2 possible ways (household income):

1. The household's total income for calendar year 2020, as determined using the adjusted gross income (AGI) as defined for purposes of reporting under the IRS Form 1040 series for individual Federal annual income tax purposes, or
2. Sufficient confirmation, as determined by the Secretary of the Treasury, of the household's monthly income at the time of application for such assistance.
 - a. County will consider all income received in the two months prior to application

- b. Applicant using the monthly income method must provide self-certification of their income amounts in addition to any other income documentation available.
- c. For household incomes determined using this method, income eligibility must be reconsidered every 3 months. Households may reapply for additional assistance at the end of the three-month period, if needed, and if the overall time limit for assistance is not exceeded.

To determine program eligibility, all sources of income for each household member over the age of 18 and the exact amounts earned from each income source must be accurately documented through one of the methods described above. The primary applicant(s) are also required to certify by signature that the information provided regarding household members is correct. The primary applicant is responsible to provide this documentation as part of eligibility consideration.

Eligible households must be at or below the 80% of area median income (AMI) or “Low Income” limits for confirmed household size, and priority will be given to those applicants at or below 50% of AMI or “Very Low.” See chart below.

Annual Income Limits

2020 MAXIMUM TOTAL HOUSEHOLD INCOME LIMITS
Effective April 1, 2020 for Richland County, SC

Family Size	Extremely Low Income	Very Low Income	Low Income
	Equal to or less than 30% of Area Median (\$)	31% to 50% of Area Median (\$)	51% to 80% of Area Median (\$)
1	15,300	24,450	40,700
2	17,450	29,050	46,500
3	21,720	32,700	52,300
4	26,200	36,300	58,100
5	30,680	39,250	62,750
6	35,160	42,150	67,400
7	39,640	45,050	72,050
8	44,120	47,950	76,700

Data Source: <https://www.huduser.gov/portal/datasets/il/il2020/2020summary.odn>

Priority Assistance

Renter households that qualify as very low income (less than 50% AMI) and/or households in which one or more member is unemployed and has been unemployed for 90 days will be given priority. The program will disburse funds on a rolling weekly basis. At the time of disbursement, recipients that are very low income and/or households in which one or more member is unemployed and has been unemployed for 90 days will have their funds disbursed first. Remaining funds will then be disbursed to qualified low income applicants.

Implementation Procedures

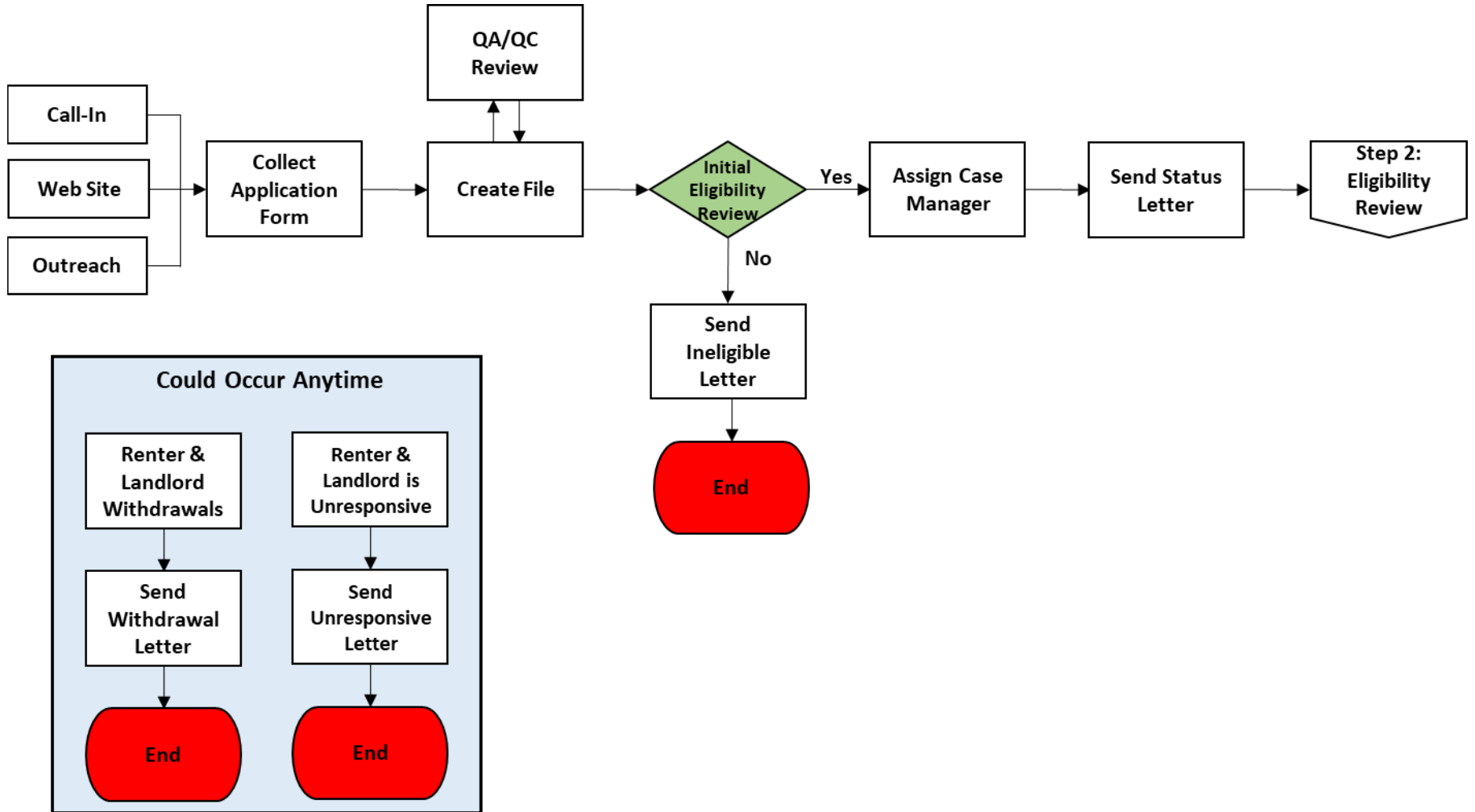
Richland County recognizes the immediacy of the COVID-19 crisis and will automate as much of the ERA program as possible. This will help ensure eligible applicants receive the assistance they need as promptly as possible.

Richland County will identify and utilize the appropriate information management system, which will provide efficiency and effectiveness in both application processing, and compliance with all federal/state/local program regulatory requisites.

Prior to starting the intake phase of the program, Richland County will develop and implement a public information campaign to notify and educate potential applicants that a program exists, the eligibility requirements, and how and when County residents and their landlords [BP4] can apply.

Richland County will follow a three-step process to implement the program:

Step 1: Intake



Intake Policy

The purpose of the intake phase is to collect applications, required documents, and forms from applicants (tenants and landlords). The full intake phase will allow for the applicant to submit all required and relevant documentation to establish eligibility for funding and determine an award amount. Once an applicant has submitted all required documentation and forms, a case manager will be assigned to the application and a confirmation notice will be sent to the applicant. Intake specialists will respond to inquiries and assist applicants with completion of the applications either via phone, email, and if necessary, regular mail.

The ERA program will include safeguards for the protection of personally identifiable information (PII) for all applicants. All staff members who process application information are trained in dealing with PII. Applications, documents, and forms will be stored in the system of record and can only be accessed by staff members.

Procedures

Applicants will be able to submit an application in the following ways:

1. Online on the Richland County website (<http://www.richlandcountysc.gov/>)
 - a. A program & application link will be established on the website.
2. Via phone: A telephone hotline will be established for assistance in submitting an application. The hotline number will be promoted on all outreach efforts.
 - a. The hotline will allow the prospective applicant to speak directly with an intake staff member.

Application Status

All applicant information will be entered into the system at the time of application. Applicant household's initial eligibility for emergency rental assistance will be determined upon first consultation, but the County will not move forward with submission of a completed application until all required information and documents are provided. After the application is complete and submitted, program staff will review application information and provide an eligibility determination as quickly as is practicable. All applicant household's information and supporting documentation will be recorded in the system to demonstrate eligibility/ineligibility for this program.

Richland County will ensure timely communication of application status to those who have submitted applications. An auto-generated notice will be sent to each applicant if the application is incomplete and documents or forms are still needed to be submitted to complete the intake phase. Only after all required documents and forms have been submitted by the applicant will a case manager be assigned to the application to verify program eligibility. At this time, an auto-generated notice will be sent to the applicant that their application is complete and will be reviewed for program eligibility.

While the program application process will be paperless, ERA program personnel in the ERA Center will aid persons who might have difficulty using or accessing the internet with a wide range of methods available.

Initial Eligibility Review

The Richland County information management system, will conduct an automatic review of the application and ensure applicant is in preliminary compliance with the following:

- Rental location is within the geographical boundaries of Richland County.
- Self-reported income is within program eligibility limitations.
- Applicant is either a Renter or Landlord of record.
- Applicant certifies they have been financially impacted by COVID-19 which has negatively impacted their ability to make rental and/or utility payments.

An approved applicant file shall contain all submitted information and documentation necessary to meet all required eligibility criteria and contain completed forms, documentation, and necessary information for all members of an applicant household. Once the verification process is completed and if basic applicant eligibility is established, the **Lead Eligibility Specialist [BP5]** will approve the pre-application in the Richland County Information System and an email will be generated to the applicant. This email will notify the applicant of their initial eligibility and include:

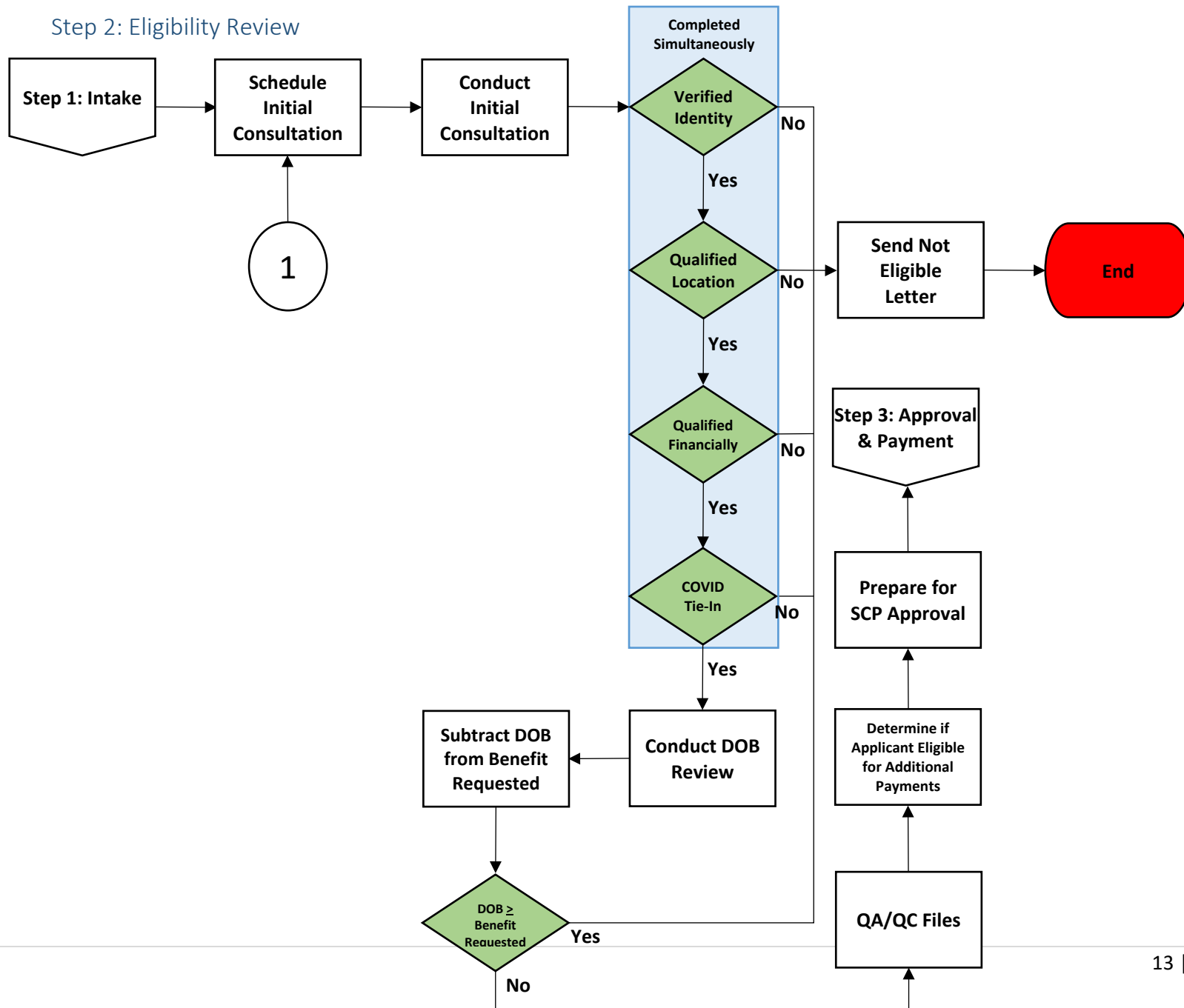
1. Applicant Username.
2. Temporary Password.
3. Website link to their specific application.
4. The program hotline number and any associated program personnel identification.
5. The Program Manager's contact information:
 - Michael King – 803-731-8363 - King.Michael@richlandcountysc.gov

If the applicant does not have email and/or internet access, program personnel will contact the applicant at the phone number(s) they provided and will provide documentation with the above-mentioned information follow-up via U.S. Mail.

Applicants who do not qualify for assistance will be notified via phone at the number(s) they provided and will be sent a follow-up denial letter via U.S. Mail, which will cite the specific basis for the denial.

- a) A denied applicant system file shall contain all submitted information and documentation, as well as the reason for denial (ex: over income limits, incomplete information, reside outside Richland County).
- b) The denial letter will also provide the applicant the process for appealing the denial and any other available information regarding additional and/or supplemental assistance resources.

Step 2: Eligibility Review



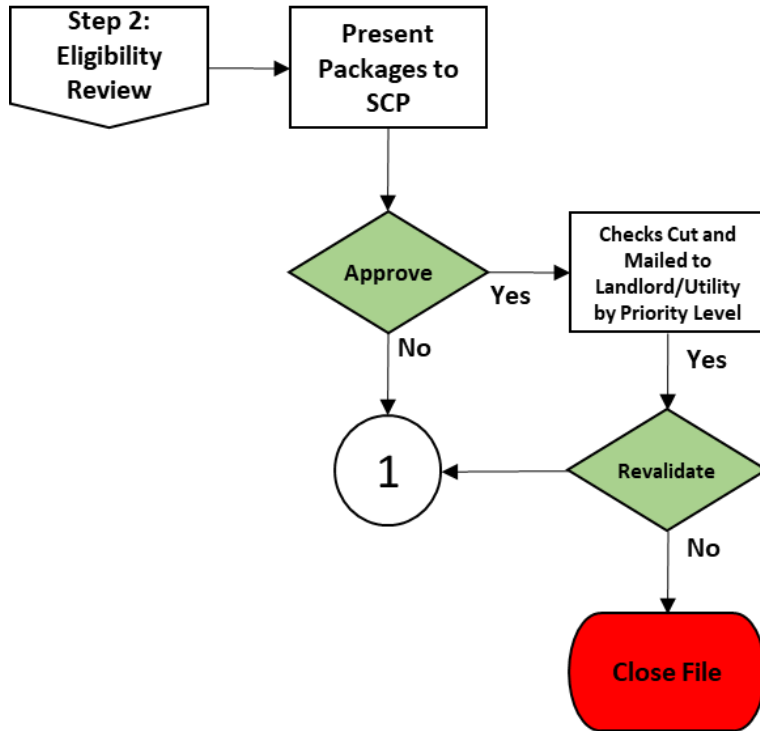
This section outlines the procedure to apply the eligibility requirements from the CAA as laid out in the statute and in the eligibility section of this document.

The following are threshold requirements, which must be met in order for an applicant to be eligible for assistance. Eligibility does not assure assistance, since it is expected that there will be more eligible applicants than can be served with available funds. In each given week that funds are not available to serve all eligible applicants, renter households that qualify as very low income (less than 50% AMI) and/or households in which one or more member is unemployed and has been unemployed for 90 days will have their funds disbursed first.

Eligibility Review Procedure

1. After the initial eligibility review is completed, the assigned case manager will begin the formal eligibility review process:
2. During the formal eligibility review process the case manager will verify:
 - a. Identity of applicant;
 - b. Eligible location of residence;
 - c. Income Qualification[BP6]; and
 - d. Negative Impact from COVID-19.
3. Applicants who do not qualify for assistance after the formal eligibility review process will be notified via email or mail which will cite the specific basis for the denial.
 - a. The denial letter will also provide the applicant the process for appealing the denial and any other available information regarding additional and/or supplemental assistance resources.
4. After eligibility is verified, case manager will conduct a duplication of benefits analysis, based on self-certifications from the applicant.
 - a. Once the duplication of benefits analysis is completed and the applicant still has identified unmet needs, the case manager will recommend the applicant for approval and will identify the eligible amount for rent and for each eligible utility.
 - b. The case manager will mark the file for revalidation in 2.5 months until the applicant reaches their 12-month payment limit.
 - c. If the applicant reaches their 12-month payment limit, the case manager can recommend an additional three months of payments if the case manager can verify that not extending the rental assistance by three additional months would cause a housing instability for the household.
5. The file is then reviewed by the case manager's team leader, verified, and submitted for approval by the SCP.
6. The Eligibility Manager will prepare and maintain an up to date project spreadsheet which will provide information on all applications recommended for SCP review and approval. The Eligibility Manager will ensure the spreadsheet does not contain applicant PII prior to submission to the SCP for batch approval.

Step 3: Approval and Payment



Payment Procedure

1. The SCP will review the spreadsheet submitted for approval. The spreadsheet will contain:
 - a. Case number;
 - b. Verified size of Household;
 - c. Verified household Income;
 - d. Level of income;
 - e. If the household has one or more members is unemployed and has been unemployed for 90 days;
 - f. Negative impact from COVID;
 - g. Amount of rental assistance;
 - h. Amount of utility assistance;
 - i. Duplication of Benefits findings; and
 - j. Combined number of months of assistance provided.
2. The SCP will approve or disapprove each application. The SCP may batch approve if no objection is raised by a member of the SCP.
3. For those applications not approved by the SCP, the application will go back to the case manager to address whatever issues the SCP raised.
4. For those applications approved, the spreadsheet will go back to the Eligibility Manager. The Eligibility Manager will provide the required data to the Richland County Finance Department in order for checks to be issued to the respective landlords and utilities. The Eligibility Manager will submit the spreadsheet with a completed request for payment form to Richland County Budget and Grants Management for payment by the County.

Each week, Richland County Finance will provide the Eligibility Manager with a list of the payments made on behalf of the household and to whom the payment was made.

Program Oversight

Oversight Committee Policy

The Richland County ERA Program Oversight Committee will provide policy and overall program oversight of the Richland County ERA Program.

The Oversight Committee will review the following:

- Any proposed changes to the ERA Program Policy & Procedures (P&P) Manual;
- Any matter that must go to the County Administrator or Council to include contracts and change orders;
- Any appeals from actions taken by the Special Case Panel (SCP); and
- Program status reports.

Policy Scope

This policy is applicable to all ongoing activities of Richland County ERA Program as detailed in ERA P&P Manual Guidebook.

Procedures

The Oversight Committee will consist of an Assistant County Administrator (Chair), Director of Community Planning & Development, and the Local Disaster Recovery Manager (LDRM). It will meet as the chair requires.

Special Case Panel Policy

The Richland County ERA Program will consider and respond to citizen concerns, suggestions, requests and other issues pertaining to its ERA program by using a Special Case Panel (SCP).

The SCP must review the following:

- Any requested action outside of the current policies and procedures;
- Approvals of applications recommended for approval by the eligibility manager.

Policy Scope

This policy is applicable to all ongoing activities of Richland County ERA Program as detailed in the Richland County ERA Program Policy & Procedures Manual.

Procedures

The SCP will consist of the Director of Community Planning & Development (Chair), the Local Disaster Recovery Manager (LDRM), and the Director of GCS. It will follow the process detailed in ERA Citizen Concerns, Requests, Suggestions, and Appeals Policy. As stated in ERA Program Citizen Concerns, Requests, Suggestions, and Appeals Policy, a decision memorandum or equivalent will set forth the Panel's findings on each matter it considers.

Appeals

Richland County will utilize the model established for the Advisory Committee and the Special Case Panel for the ERA Programs as is utilized for the Richland County CDBG-DR program for Appeals.

Citizen Concerns, Requests, Suggestions, and Appeals Policy

During the activities of the ERA Program, many decisions will be made involving each application. These decisions will be made based on Richland County's interpretation of:

1. Applicable federal and state statutes,
2. The Code of Federal Regulations,
3. State and local codes and ordinances,
4. Local guidelines, and
5. The Richland County ERA Program Policies & Procedures Manual.

During these Program activities and decisions, it is possible that citizens may wish to present a concern, suggestion or request related to the Program and/or one or more of its decisions. In addition, once they receive a response to their issue, they may believe they have a legitimate reason to appeal that response. To allow for such circumstances, Richland County will allow citizens to submit their issues for consideration through the SCP. The aim of the County will be to always attempt to resolve such issues in a manner that is both sensitive to the citizen's needs and achieves a result fully compliant with all applicable laws, regulations, and local codes and ordinances. The goal of the County and SCP are to provide:

1. An opportunity for citizens to receive a response to and/or resolve their issues in a timely manner, usually within fifteen (15) business days, if feasible, and
2. The right for citizens who participate in this process to appeal adverse program decisions, which involve:
 - a. An eligibility and/or priority determination or
 - b. Special circumstances where citizens have a demonstrable hardship.

Citizens may submit a written concern, suggestion, appeal or request by email at

King.Michael@richlandcountysc.gov or by postal mail to: Richland County Disaster Recovery, Assistant Director King, 1410 Laurens Street, Columbia, SC 29204.

A citizen's right and process for appealing a response will be provided in a written response to each citizen who submits a concern, suggestion, or request.

Policy Scope

This policy is applicable to all ongoing activities of Richland County ERA Program as detailed in this Policy and Procedure Manual.

Procedures

The procedures for this policy are as follows:

1. Notice of citizen's right to convey a concern, suggestion, or request; the right to appeal a decision response; and the process for conveying a concern, suggestion or request, or starting an appeal, will be made available to all citizen applicants of the ERA Program, and posted on the website.
2. The SCP will consist of the Director of Community Planning & Development (Chair), the Local Disaster Recovery Manager (LDRM), and the Flood Plain Manager;
3. Citizens may choose to convey their concerns, suggestions, and requests:

- a. Informally through a verbal conversation with their case manager, or
- b. Formerly using a written or electronic document, which is emailed or postal mailed to the ERA Program.

Complaints/Concerns/Suggestions/Requests may be submitted in the following ways:

Mail:

Richland County Disaster Recovery
 Attn: Assistant Director King
 1410 Laurens Street
 Columbia, SC 29204

Email: King.Michael@richlandcountysc.gov

Phone: 803-731-8362

4. The ERA Program Manager will review all concerns, suggestions, requests, and appeals and decide if the issue can be resolved without further scrutiny or if it should be escalated to the SCP.
5. The SCP will receive and review all citizen concerns, suggestions, and requests forwarded by the ERA Program Manager at its weekly meeting at the Richland County Administration Building.
6. The SCP will attempt to resolve each citizen's issue and/or provide them with a decision response in a timely manner, usually within fifteen (15) business days of hearing the issue, if feasible.
7. When considering citizen concerns, suggestions and requests, the SCP will utilize the following process:
 - a. All SCP members will review information provided by each citizen to ensure they fully understand all aspects of the citizen's issue and viewpoints;
 - b. All SCP members will review all policies, if any, relevant to the citizen's issue and viewpoints and any other related information provided by the ERA Program Manager;
 - c. The SCP will meet to weigh each citizen's issue, viewpoints, policy implications, the ERA Program Manager and Legal Counsel's analysis, if any, and make a decision by majority vote;
 - d. The ERA Program Manager or designee will document each SCP meeting, decision and rationale in a Decision Memorandum and send it to the Community Planning & Development Director for his review and approval; and
 - e. Once the SCP decision has been approved, the ERA Program Manager or designee will communicate the decision in a response to each citizen, inform them of their right to appeal, and fully explain the appeal process.
8. Citizens will be informed that they have the right to appeal the decision of the SCP if they have reason to believe their case was not handled according to applicable law, regulations, Program policy or if they have new information, which has an impact on the case. This appeal should be sent to the ERA Program Manager via email or postal mail using the same communication information provided above within 10 business days of the date of denial. The ERA Program Manager will forward all appeals and the associated case folders to the ERA Oversight Committee. The goal of the ERA Oversight Committee will be to decide on the appeal and respond to the citizen in a timely manner, usually within fifteen (15) business days of receipt of the appeal, if feasible.
 - a. The ERA Oversight Committee will consist of an Assistant County Administrator (Chair), the Director of Community Planning & Development, and the Local Disaster Recovery Manager (LDRM).
9. The ERA Oversight Committee's decision is final.

10. The ERA Program Manager and/or assignee will maintain case files on all citizen concerns, suggestions, and requests to include the date input was received/case opened, citizen name, input summary, follow up activities, a reference to the Decision Memorandum for the case and the date the case was closed.

Disclosures

Conflict of Interest

No COVID-19 ERA funding will be provided to any member of the governing body of Richland County, nor any designee of the County or the operating agency who is in a decision making capacity in connection with the administration of this program; no member of the above organizations shall have any interest, direct or indirect, in the proceeds from a grant from this program.

**RICHLAND COUNTY, SOUTH CAROLINA
TASK ORDER No. 26-2020-RichlandCo**

**CHANGE ORDER
AUTHORIZATION No. 2
Effective date: February 23, 2021**

In accordance with **TASK ORDER No. 26-2020-RichlandCo** dated April 13, 2020 between **Richland County, South Carolina** (County) and **Tetra Tech, Inc.** (Tetra Tech), County hereby authorizes the following **Scope of Services** to be performed for the **Period of Performance** and **Estimated Project Cost** as set forth herein:

PROJECT: Assistant Local Disaster Recovery Manager
October/2015 Severe Storm and Flooding/COVID19

The Task Order is amended as follows:

SCOPE OF SERVICES:

Add: In addition to the scope of services outlined in Change Order No. 1, the County and Tetra Tech agree that Tetra Tech will provide Emergency Rental Assistance Program (ERAP) services described in the scope of work attached hereto as **Exhibit A2**.

PROJECT SCHEDULE/TIMELINE:

The new Period of Performance for the ERAP will end on December 31, 2021. The project work schedule will be reviewed during the last 90 days of the Period of Performance to determine if a work extension is required for one or more of the positions budgeted for in this task order.

ESTIMATED COST (not to exceed):

The project not-to-exceed amount will increase by \$1,122,727.00 from \$495,794.00 to \$1,618,521.00.


The cost is based on Tetra Tech’s current understanding of the project requirements and best estimates of level of effort required to perform the basic services and may be subject to change upon agreement between Richland County and Tetra Tech. The fee for the services for this task order will be based on the actual hours of services furnished multiplied by Tetra Tech’s hourly rates along with direct project related expenses reimbursed to Tetra Tech in accordance with the Professional Services Agreement procured under the **Richland County RFP No. RC-651-P-2016** for Consulting and Representation Services - Disaster Recovery.

All other terms of **TASK ORDER No. 26-2020-RichlandCo** shall continue in full force and effect unless further amended by the Parties.

APPROVED BY:

Tetra Tech, Inc.

Richland County, South Carolina

Signature: 
Name: Jonathan Burgiel

Signature: _____

Name: _____

Title: Business Unit President

Title: _____

Date: February 18, 2021

Date: _____

EXHIBIT A2

Richland County, South Carolina Assistant Local Disaster Recovery Manager SECOND Change Order Request

I. SCOPE OF SERVICES

Tetra Tech, Inc. (“Tetra Tech”) is prepared to begin work immediately upon Notice to Proceed from Richland County, South Carolina (“the County”). Tetra Tech has an established project team that is prepared to engage with the County in a combination of settings either on-site at County offices or through remote platforms such as Microsoft Teams, Cisco WebEx, Zoom, etc.

Task 1: Kickoff Meeting & Project Work Plan

As an initial step upon Notice to Proceed, we will host a kickoff meeting between the Tetra Tech team (composed of senior Tetra Tech staff and project personnel) and County staff. Topics to be discussed in the kickoff meeting and memorialized in a project work plan will include the following:

- Program administration requirements and processes
- Organizational reporting among staff from Tetra Tech and the County
- Timeline of key events (e.g., assignment of Tetra Tech staff, timing for initial meetings, reporting schedules, etc.)
- Contact information for key Tetra Tech, County, and other agency staff
- Reporting and information requirements of Tetra Tech’s work efforts and progress to the County
- Templates of critical forms to provide consistency across the program
- Process flow and approvals of documents between Tetra Tech and the County
- Identifying protocols to track and resolve issues or problems
- Information to be included in Tetra Tech’s status reports to the County regarding recent project activity
- Maintenance of the status reports in an easy-to-access location for all parties to review
- Other information as specified by the County

Tetra Tech Work Plan

The Tetra Tech team will develop a project work plan detailing the following:

- Project method breakdown, sequence, and plan
- Project tasks and deliverables
- Project timeline and deliverable dates
- Responsibilities and organizational and reporting relationships of the Tetra Tech team to the County

Tetra Tech will submit the project work plan to the County within 5 business days of the kickoff meeting for review and approval.

Task 2: Assessment of Current Program & County Needs

As we begin operations, our project team will conduct an assessment to thoroughly understand any existing program by reviewing the following:

- Overview of current rental assistance program, if any
- Current rental situation in the County
- Estimate of applicants
- Low to moderate income (LMI) population centers
- Coordination with key stakeholders and partner nonprofit agencies
- Technology and website capabilities within the County

Throughout this process, Tetra Tech will work closely with the County to design and deliver a program that meets the program requirements with proven processes and procedures for similar federal grant programs. We will also work with the County to outline the details of administering the program based on the County's needs.

Tetra Tech anticipates implementing a 2-tiered approach to the application process:

- Online software systems where applicants log in to a secure system to provide program-required information and documentation. The software system is optimized for multiple types of devices so applicants can submit information easily from their phone, laptop, computer, or tablet.
- Technical support over the phone by specialists in our call center to assist applicants with submitting their information and documentation through the software system either by phone or computer.

The software system is specifically designed to manage the application process of federal grant programs. However, we know that not all applicants will have the ability and access to submit their information online.

Task 3: Implementation Plan – SOPs, Application Criteria, Eligibility, Financial Procedures, and Compliance

Following the assessment of the County's needs, Tetra Tech will work with County stakeholders to establish an Implementation Plan along with standard operating procedures (SOPs) for critical program elements, including application criteria, eligibility review standards, financial procedures, and compliance. These documents will be published, shared, and made available via online collaboration spaces to ensure that all team members are aligned throughout project execution.

The final program Implementation Plan and SOPs will be designed to integrate seamlessly with intake software. Tetra Tech is partnering with **Neighborly Software** to stand up and maintain the application system through the application period. The Implementation Plan, SOPs, and application software will address the program requirements described below.

Application Software Tools

We will utilize the Neighborly Software platform to expedite the pre-screening, eligibility, and approval process. These tools will verify duplication of benefits, reduce application fraud, and focus on overall program compliance.

Financial Procedures

We anticipate that Emergency Rental Assistance Program (ERAP) will evolve, and program requirements will change as supplemental guidance is released. Our team is prepared for this scenario and is building our systems to quickly adapt to financial and documentation requirements.

SOP Updates

As the program evolves and new program requirements and guidance are released, we will modify programmatic SOPs and other procedures to mitigate risk of noncompliance. We anticipate that the U.S. Treasury will issue subsequent guidance document(s) to further clarify the program.

Examples of supplemental requirements include GrantSolutions requirements for quarterly reporting, interim reports, and the U.S. Treasury Office of Inspector General (OIG) auditor reviews. Our team will coordinate with the County to ensure that the financial recording, disbursement, and reporting procedures are adequately tracked and monitored.

Principles of Compliance

Tetra Tech's compliance program is built around four primary principles. Our strict adherence to these principles results in projects progressing smoothly, on schedule, and on budget.

- **Staffing, Training, and Development.** We ensure that the project is staffed with personnel who are well qualified and trained to perform the work at hand, including a strong mix of senior and junior personnel (depending on the task requested).
- **Standard Operating Procedures.** SOPs are the foundation of Tetra Tech's compliance activities. We have developed our processes to ensure consistent application of grant management activities and allow for new staff to quickly be integrated into a program.

- **Quality Audits.** Quality audits are performed by an objective senior quality control manager who is not directly associated with the project. Elements of the audit include ensuring that the proper staff are assigned to the project, key risk items are identified and mitigated, and SOPs have been implemented to ensure consistency and quality.
- **Senior Management Oversight.** As part of this process, our senior personnel will review and report on project activity to the County to ensure that work is progressing according to the agreed standards.

Task 4: Software Customization, Call Center and Intake Setup

This task involves using the information gathered in Tasks 1 and 2 to customize the Neighborly Software to address the unique needs of the County. Customization of the software will be mutually agreed upon prior to performing any such modifications to the program and a minimum of 7-14 days are required for initial software modifications prior to program launch.

Tetra Tech will establish a call center and case management center to house Tetra Tech staff working on the project and will outfit the space with furnishings, computers, and internet capabilities to serve the project. As part of this task, we will also onboard and train the needed staff to serve the project at start-up. Tetra Tech will not be responsible for providing continuous on-site staffing but will provide ongoing coordination and technical assistance remotely to our County and/or non-profit partners. As is typical in these types of projects, staffing levels will be greatest on the day applicant intake begins.

Task 5: Public Information & Press Releases

Public information campaigns are critical to the success of the County's ERAP. Tetra Tech will provide template press releases for the County to share transparent, informative, and helpful details with the County residents. This information will include program overviews, eligibility criteria, application details, important dates, and contact information for additional information.

We plan to implement a program with a maximum 90-day application window to increase turnaround time and meet the spending requirements of the grant.

Task 6: Online Application System Launch

The online application system is designed to make intake as simple and efficient as possible for applicants. Residents can submit their application, upload documentation, and check their case status using the Neighborly Software system.

Neighborly Software has customizable forms that capture the information and documentation requirements of this grant program, including:

- Rental property information
- Personal identification information of both the landlord and the tenant
- Income information
- Banking information

This information must be kept secure per federal requirements. All applicant data captured with the Neighborly Software system is stored in US FedRAMP-certified Microsoft data centers.

Task 7: Call Center for Program Q&A

Many ERAP applicants will be navigating federal funding for the first time, and Tetra Tech professionals will be available to help residents through the application process. We project that County residents will have the most questions during the first few weeks of the program process, and we will be there to support your residents during this critical time. The call center will remain open for the full period of performance with an expected intake period of 90 working days for maximum call center staffing.

Tetra Tech will coordinate a call center for program applicants to contact with questions. Call center staff will be available to direct applicants to the online application system, answer questions about the program, and provide clarifications during the application intake period. Our goal is to help as many applicants as possible remotely over

the phone. Trained staff and our innovative software system will allow us to help many applicants via the call center.

Task 8: Data Management and Reporting

Given our extensive grant management work, we have embraced technology and routinely design and implement complex data collection and reporting tools. Tetra Tech can design and implement data collection technologies that allow for real-time tracking and dashboard reporting for the County. These typically include:

- **Periodic Reports.** At intervals determined appropriate by the County (generally weekly, monthly, or quarterly), we will submit reports summarizing activities during the reporting period to include production, quality, staffing, or any other metric or criteria deemed necessary.
- **Data Management.** Tetra Tech customizes data management tools so that the review and analysis of the data and preparation of tables and graphs are as automated as possible.
- **Final Reports.** The final report will capture the lessons learned and serve as a final accounting of the performance in program delivery.

Task 9: Eligibility Team Reviews

After the online application system is launched, the Tetra Tech eligibility team will begin the detailed vetting and follow-up process required to process applications. This team will provide reasonable effort to resolve cases lacking income documentation, other required documentation or information required to complete the application for the purpose of review and approval or denial. The Tetra Tech project team will follow up with applicants who submitted incomplete applications to be able to determine applicant eligibility.

Task 10: Targeted Community Outreach Begins

Similar to the public information campaigns in Task 5, this task is designed to engage applicants by beginning a public outreach campaign after the program has launched. Tetra Tech will reach a broader audience that includes both existing and potential applicants.

Our team has routinely worked on disaster recovery housing programs where success hinges on the ability of the program to reach into the community. Our strategy includes:

1. Partnerships with existing rental assistance service providers
2. Coordination with community groups and faith-based organizations
3. Web options
4. County application sites
5. Clear messaging
6. Exceptional customer service and customer care

Task 11: Rental Assistance Funds Disbursed

Tetra Tech anticipates the program will be administered in two phases:

Phase 1 – Immediate Needs

During this phase of the project, Tetra Tech recommends prioritizing applicants based on immediate needs. The immediate needs applicants will be identified jointly by the County and Tetra Tech based on criteria developed post-award.

Phase 2 – Additional Assistance

If there are funds available after the first phase of the program, Tetra Tech will re-certify applicants or intake new applicants and provide an additional quarter of rental assistance based on eligibility and program funding.

Throughout the program, applicants will be prioritized based on the U.S. Treasury's income level requirements. Tetra Tech will continue to monitor application status to address each priority tier according to the income levels and adjust the program administration as needed to meet the required ratio of assistance.

Tetra Tech, in coordination with the County Finance Department staff, will work closely to complete batch/bulk processing application approvals and provide the payment file for check disbursement by the County.

Task 12: U.S. Treasury Reporting

The U.S. Treasury established quarterly cycle reporting requirements for the Coronavirus Relief Fund (CRF) program. We project the U.S. Treasury to institute a similar process through the GrantSolutions portal. Tetra Tech will work with the County to prepare documentation for the first cycle, which we anticipate will take place multiple times. Tetra Tech will follow the published guidance and upload required documentation to the GrantSolutions portal in coordination with the County.

Task 13: Final Report and Documentation Transfer

As the final deliverable provided by the Tetra Tech team, the final report will capture the lessons learned and serve as a final accounting of the performance in program delivery. The Tetra Tech team will begin compiling the documentation for the final report before the end of the contract period. This will ensure the team delivers a well-organized and insightful document that could serve as a roadmap for future successful projects. This approach is consistent with our “deliver with the end in mind” approach to program management.

Tetra Tech is prepared to assist the County with the transfer of documentation to County servers or cloud-based data storage for simple recall and access during U.S. Treasury OIG audits.

II. COST PROPOSAL

The proposed estimated not-to-exceed budget of **\$1,122,727.00** (~9% percent of County's ERAP grant from the U.S. Treasury) is based on Tetra Tech's current understanding of the project requirements and best estimates of level of effort required to perform the basic services and may be subject to change upon agreement between County and Tetra Tech. The fee for services under this task order will be based on:

1. An initial project start-up fee for set-up and unlimited licensed use of Neighborly Software's ERAP software for the duration of the project's period of performance; outfitting of a call center and a case management process center; onboarding and training call center and case management project staff for initiation of the project; project kickoff meeting; and development of a project Implementation Plan, including SOPs (services discussed in Tasks 1 through 4 above); and
2. Actual hours of services furnished multiplied by Tetra Tech's hourly rates during the project's period of performance.

Exhibit 1 provides the project start-up milestone payment amount. Exhibit 2 outlines the anticipated labor categories, hourly rates, and estimated hours for each labor category during project implementation.

Exhibit 1: Project Start-Up Milestone Payment [1]

Milestone Task	Payment Amount
Completion of Project Start-Up Task	\$53,120.00
Neighborly Software	\$113,162.00
Total	\$166,282.00

[1] The initial project start-up fee will be for set-up and unlimited licensed use of Neighborly Software's ERAP software for the duration of the project's period of performance; outfitting of a call center and a case management process center; onboarding and training call center and case management project staff for initiation of the project; project kickoff meeting; and development of a project Implementation Plan, including SOPs (i.e., services discussed in Tasks 1 through 4 above). County will be invoiced for the project start-up milestone payments upon completion of these tasks.

Exhibit 2: Estimated Cost Breakdown by Labor Category [2] [3] [4]

Labor Category	Hourly Rate	Estimated Hours	Estimated Total
Principal	\$240.00	72	\$17,280.00
Project Manager	\$175.00	720	\$126,000.00
Supervisor - Initial Verification	\$105.00	691	\$72,555.00
Supervisor - Recertification	\$105.00	230	\$24,150.00
Eligibility Specialist - Initial Verification	\$70.00	4330	\$303,100.00
Eligibility Specialist - Recertification	\$70.00	962	\$67,340.00
Intake Admin - Call Center	\$45.00	3897	\$175,365.00
Intake Admin	\$45.00	224	\$10,080.00
Quality Control Reviewer - Initial Verification	\$85.00	722	\$61,370.00
Quality Control Reviewer - Recertification	\$85.00	481	\$40,885.00
Data Analyst	\$90.00	288	\$25,920.00
Administrative Assistant	\$45.00	720	\$32,400.00
Estimated Total			\$956,445.00

[2] The above estimated level of effort and associated costs are based on available information and assumptions at the time the estimates were prepared and do not represent the actual cost of the project. The fee for services will be based on the actual hours of services furnished multiplied by Tetra Tech's hourly rates. Tetra Tech will monitor progress against the above not-to-exceed amount on a monthly basis and notify the County if variances between budgeted and actual expenditures begin to develop. If, during the performance of this work, it is determined additional funding is required in order to complete the project, Tetra Tech and the County will mutually agree on a new/revised estimated cost and Tetra Tech will not proceed without written authorization from an authorized representative of the County.

[3] Tetra Tech may in its discretion, use fewer hours of one labor category and more hours of another labor category or categories, so long as Tetra Tech does not exceed the estimated project budget. Eligibility Specialist staff will be responsible for the review or applicant files, responding to applicants regarding approvals, denials, and the need for additional documentation from applicants. Call Center staff will be responsible for addressing general calls by potential applicants and landlords regarding the Program

[4] The County will be invoiced monthly for hours expended during the prior calendar month. As supportive documentation, invoices will include timesheets with descriptions of services provided. Labor rates are fully burdened to include overhead, profit, and standard project expenses.

III. ASSUMPTIONS

This scope of services and cost are based on the following key assumptions and constraints. Deviations that arise during the project will be managed through a standard change control process.

- **Project Sponsor.** The County will assign a primary point of contact to serve as project sponsor to address administrative and functional issues.
- **Access to Personnel.** The County personnel will be readily available to provide support, grant timely access to systems and data, provide input to the program requirements, and participate in trainings and meetings.
- **Access to Materials.** Documentation pertinent to the execution of this project should be made available to Tetra Tech for review in electronic format within 3 business days of the request from Tetra Tech. Availability of the appropriate documentation is critical to obtaining the information required for the overall success of this program. Information presented will be accepted as factual. If information is not available to Tetra Tech upon request, the project tasks may be delayed.
- **Check Disbursements.** Tetra Tech assumes that the County will be responsible for the disbursement of funds. The County will have access to customized payment files for check printing and distribution.
- **U.S. Treasury Program Requirements.** Tetra Tech's scope and budget are based on providing services to meet the current U.S. Treasury ERAP program requirements. To the extent changes are made to the U.S. Treasury ERAP program requirements, such unforeseen circumstances may result in an increase to the project budget, and Tetra Tech and the County will mutually agree on a new/revised scope of work and cost if required due to U.S. Treasury's changes to the ERAP program.
- **Remote Work.** Tetra Tech will work remotely during the period of performance from Tetra Tech offices whenever possible.
- **Program Participation:** Tetra Tech's program management fees are based on an estimate of 1,144 eligible household applications reviewed by Tetra Tech. The expected fallout rate is approximately 40%.
- **Eligibility Determinations.** Tetra Tech cannot make final eligibility determinations. Only the grantee (County) can determine eligibility under the federal program requirements and guidelines. While Tetra Tech cannot guarantee any specific application is eligible to be paid for with federal funds received by the County, Tetra Tech will provide the County with an informed opinion regarding eligibility on each application based upon current guidance released by the U.S. Treasury. The County understands that the federal government determines what is eligible as guidance is being further refined for this unprecedented COVID-19 grant program. Tetra Tech, upon request by the County, will provide written explanation regarding any of Tetra Tech's opinions on the use of U.S. Treasury funds.
- **Deliverables.** Tetra Tech will comply with the federal and state privacy and data security laws. Tetra Tech will not disclose the deliverables relating to the services to a third party, including internal departments, without written approval by the County.

- **Methods.** Except as otherwise provided in the Agreement, the County acknowledges that during its performance under the Contract, Tetra Tech may use products, materials, and methodologies proprietary to Tetra Tech and its subcontractors, and the County agrees that it will have or obtain no rights in such proprietary products, materials, and methodologies except pursuant to a separate written agreement (if) executed by the parties.
- **Data Transfer.** At mutually agreed upon frequency or no later than the conclusion of the project, Tetra Tech will facilitate the transfer of data from the Shared Document Library containing relevant project documentation and communications that pertain to projects and programs and reconciled project costs.
- **Other Assistance Needed.** The budget presented is limited to the scope of work included in the Agreement. Should the County request additional assistance on activities related to grant management support, it should be requested through a contract amendment process. To the extent that the County requests additional consulting support beyond this scope and budget, Tetra Tech will provide a separate scope, timeline, and budget for the requested additional effort in a separate submission to the County for approval.
- **Redistribution of Funds.** To the extent that the U.S. Treasury redistributes unspent funds from other grantees to the County or additional allocations from future congressional actions, Tetra Tech will provide services to the County under a separate contract or amend this contract.
- **Federal/State Requests.** The County will forward requests from the U.S. Treasury expeditiously upon receiving the requests. Tetra Tech will respond to these requests on behalf of the County as directed.
- **Project Schedule.** Tetra Tech will work with the County to continue to refine the project schedule to monitor project progress and make mutually agreed upon adjustments as needed.
- **Duration of Work/Period of Performance.** The period of performance for the Call Center is 90 working days. The estimated project period of performance for this scope of work is through December 31, 2021. The period of performance may be extended upon approval by both parties, which may result in an increase in the project timeline and/or budget.
- **Fraud and Duplication of Benefit.** Tetra Tech is not responsible for fraudulent applications and will not be held financially liable for actual occurrences of fraud by applicants identified during the execution of the program or during audit. In addition, Tetra Tech cannot guarantee no duplication of benefits will occur if certain benefits are not reported as part of this program. Tetra Tech will work with the County to develop fraud and duplication of benefit deterrents (e.g., rules to be incorporated into the Neighborly Software).
- **Proposal.** This proposal is based on our current understanding of the project, and revisions are subject to mutual agreement on the final work scope/schedule and other technical/management requirements desired by the County. The final approved proposal will be part of the resulting Task Order or Purchase Order by reference or incorporated as an exhibit in its entirety.