



NORTH CAROLINA OFFICE OF RECOVERY AND RESILIENCY

REBUILD PROGRAM UPDATES



December 2022

Leading the state's efforts to rebuild smarter and stronger.

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AREAS OF FOCUS

- Improved constituent service through State Case Management team – new Chief of Constituent Affairs hired and new structure for case management implemented
- Significant number of projects successfully awarded to General Contractors in the last 6 months – 277 projects
- Focus on permitting and inspections is accelerating the completion of projects
- Specific attention on families in Temporary Relocation Assistance program for more than one year



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PROGRESS SINCE 9-14-2022

Step	Description	9-14-2022	12-7-2022
Step 1	intake	183	111
Step 2	eligibility	122	129
Step 3	DOB review	98	29
Step 4	inspection and environmental	778	810
Step 5	award determination	888	952
Step 6	contract and bid work	1,146	1,149
	awarded to contractor (subset)		969
Step 7	construction	193	229
Step 8	complete	789	884
TOTAL		4,341	4,293

277 projects successfully bid in 90 days
95 families housed in 83 days

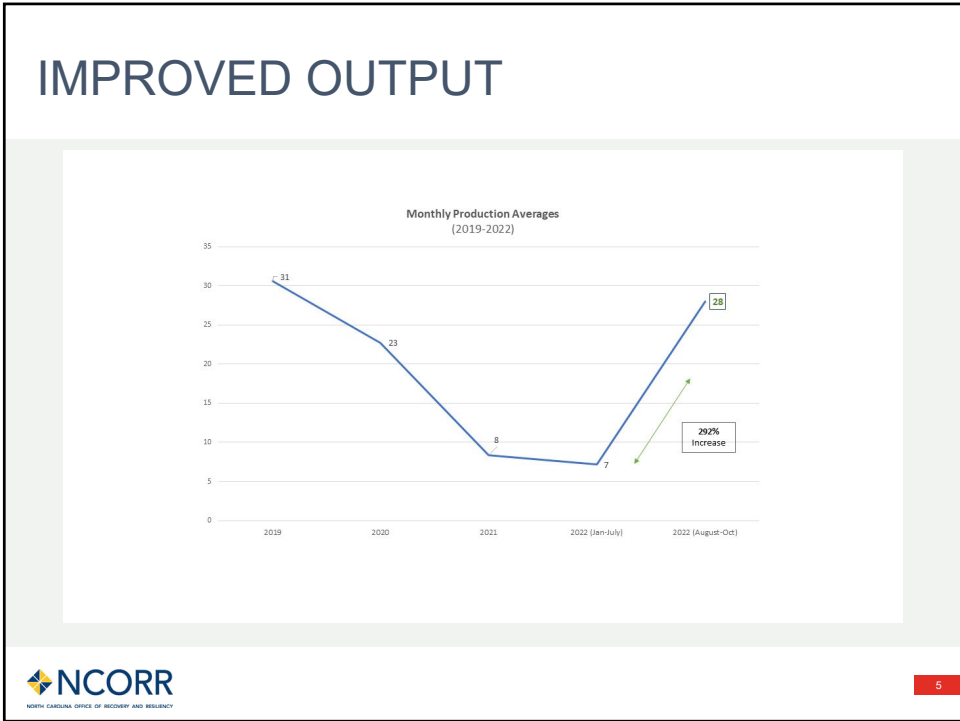
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IMPROVED OUTPUT

In looking at the dates that applications went from Step 7 (construction) to Step 8 (completion):

- In Pre-Covid 2019, the monthly average was 31 homes completed.
- In 2020, the monthly average went down to 23 as COVID began to impact the program.
- In 2021, the monthly average went down to 8 as COVID impacts were in full force.
- Prior to program updates in June 2022, the first six months of 2022 saw a monthly average of 5 homes completed.
- However, since updates were implemented in 2022, an average of 28 homes are now being completed per month.
- The changes from 2022 highlight at **292% increase** in production from the first half of the year.

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IMPROVED PROCESSING TIMES – STEPS 1&2

Step 1- Average duration to Step 2:

- Current quarter: **102 days duration to Step 2**
 - This still includes a lot of inherited applications. In contrast, when the vendor managed Case Management (Q2), the average duration was **164 days.**
- We have continued to focus our efforts on applications with a longer duration

62
DAYS
SAVED

Step 2 – Average duration to Step 3

- Current quarter: **66 days duration to Step 3**
 - This still includes a lot of inherited applications. In contrast, when the vendor managed Case Management (Q2), the average duration was **97 days.**

31
DAYS
SAVED

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IMPROVED PROCESSING TIMES – STEP 3

Verification of Benefits

- 127 applications in review queue when the State team took over the function – August 2022
- Only 27 applications in review queue as of 11/29
- This is the lowest the queue has been in over two years (before 10/19/2020).
- Average pace of review increased from ~19/month to ~188/month.
 - Nearly 10 times more productive.

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IMPROVED PROCESSING TIMES – STEP 4

Inspections

- In five weeks of inspections, NCORR has conducted:
 - A combined 108 asbestos/lead inspections
 - 18 more inspections than the previous inspection team was able to do in a similar period of time.
 - 48 damage inspections
 - 37 more inspections than the previous inspection team in a similar period of time.
 - Expecting a pace of 10 a week, approximately 3 to 4 times as productive.
 - Pending 75 environmental inspections scheduled a week
 - The previous inspection team averaged 11/week. That's almost 7 times more productive.

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IMPROVED PROCESSING TIMES – STEP 5

Awards

- Average pace of award generation increased from ~10/month to ~42/month.
 - More than 4 times as productive.
- Grant signings in that time have also increased by 120%, meaning our award consultations are more effective and homeowners are signing faster than before.

Appeals

- All appeals inherited by NCORR have been closed. That is 158 appeals closed since August. These appeals had been aging. Almost half (47%) were over 5 months old.
- Average time to process an appeal has dropped from 185 days to 29 days.
- Average pace of appeal completion increased from ~35/month to ~57/month.
 - 1.6 times more productive.



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GC PAYMENTS - CHANGES IMPLEMENTED SINCE SEPTEMBER

- Exempted from the state's policy to hold payment on an invoice for 30 days from the Invoice Date (aka the Net-30 Policy)
- Added an additional check-write per week
- Reassigned more NCORR Finance Staff to processing ReBuild invoices
- Check-writing Vendor is under contract – NCORR will make direct payments to vendors starting in January



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GC PAYMENTS – CHANGES COMING IN JANUARY

- Direct payments from NCORR to the vendors through the 3rd Party Disbursement Service (delegated responsibility from DPS)
- Streamlined internal process – removing extra review steps and simplifying tasks to speed up processing
- Targeting an average processing time of 14 calendar days
- Establishing an Accounts Payable Calendar with published deadlines for invoice submissions and expected payment dates

NCORR is committed to payments that far exceed the State's prompt-pay policy and a reliable and transparent calendar for our vendors.



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THANK YOU

Leading the state's efforts to rebuild smarter and stronger.

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