



# NCOOR

NORTH CAROLINA OFFICE OF RECOVERY AND RESILIENCY

## REBUILD PROGRAM UPDATES



December 2022

# AREAS OF FOCUS

- Improved constituent service through State Case Management team – hired new Chief of Constituent Affairs and new structure for case management implemented
- Attract more general contractors to ReBuild through policy changes and active recruitment
- Significant number of projects successfully awarded to General Contractors in the last 6 months – 277 projects
- Get more families in Step 8 - focus on permitting and inspections is accelerating the completion of projects
- Prioritize families in Temporary Relocation Assistance program for more than one year

# PROGRESS SINCE 9-14-2022

Step	Description	9-14-2022	12-13-2022
Step 1	intake	183	111
Step 2	eligibility	122	135
Step 3	DOB review	98	30
Step 4	inspection and environmental	778	811
Step 5	award determination	888	937
Step 6	contract and bid work	1,146	1,173
	awarded to contractor (subset)		970
Step 7	construction	193	227
Step 8	complete	789	889
TOTAL		4,341	4,313

**277 projects successfully bid in 89 days**

**100 families in Step 8 in 89 days**

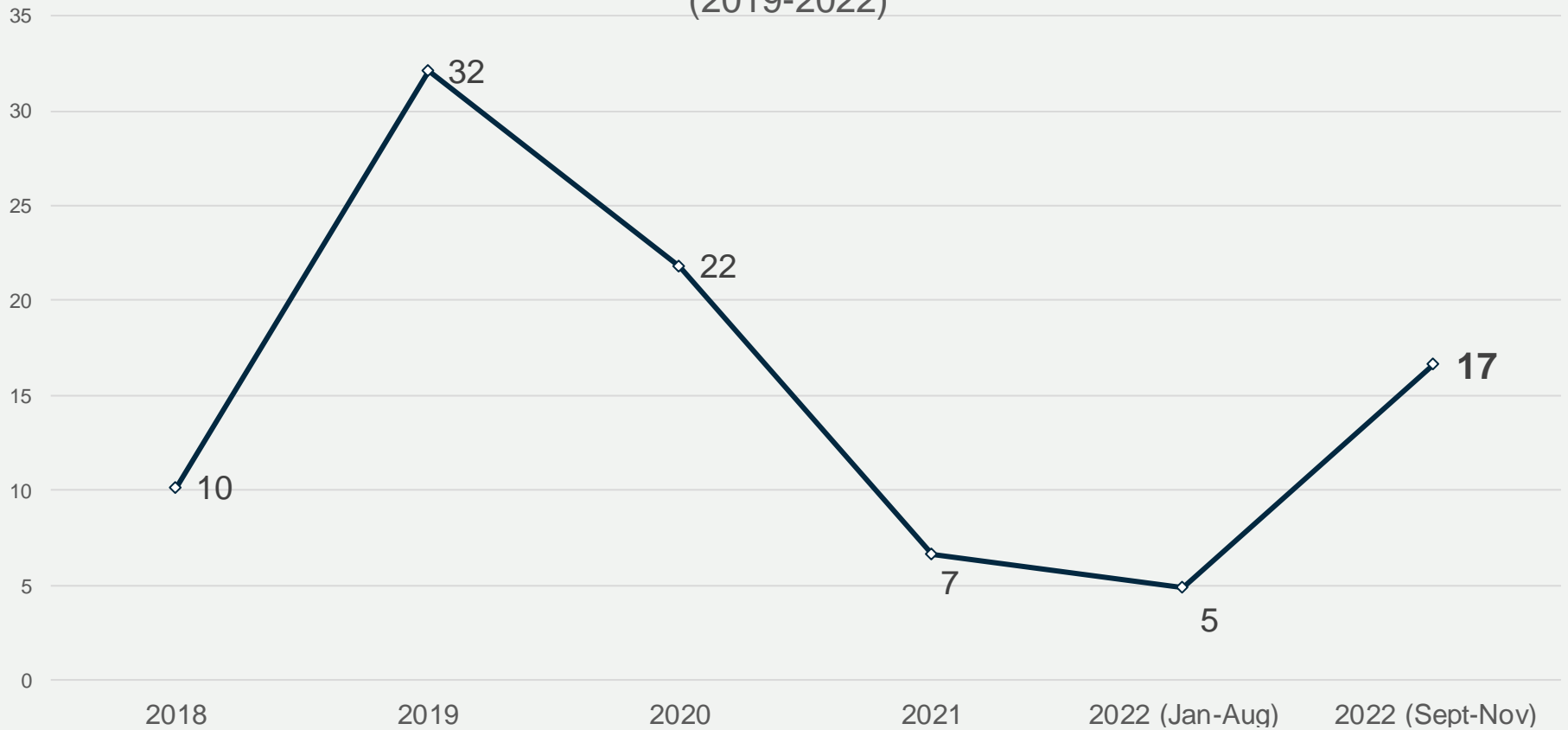
# IMPROVED OUTPUT

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

- In Pre-Covid 2019, the monthly average was 32 homes completed.
- In 2020, the monthly average went down to 22 as COVID began to impact the program.
- In 2021, the monthly average went down to 7 as COVID impacts were in full force.
- Prior to program updates, January to August 2022 saw a monthly average of 5 homes completed.
- However, as the updates made in January to August began to make an impact, the average was at 17 at the end of November. Productivity continues to increase in December.
- The recent improvements translate to a **242% increase** in production since September 2022 when compared to the previous months of 2022.

# IMPROVED OUTPUT

Monthly Production Averages  
(2019-2022)



# 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



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.**



DAYS  
SAVED

# 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.

# 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.



# 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

- 260 appeals have been closed or withdrawn 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.

# 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

# GC PAYMENTS – CHANGES COMING IN JANUARY

- Direct payments from NCORR to the vendors through the 3<sup>rd</sup> 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.

# CONCLUSION

- We have made progress, but are not satisfied and will continue to focus on improving program efficiency and getting families home.
- We look forward to our partnerships with the NC General Assembly and the local governments to get this mission accomplished.



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# THANK YOU