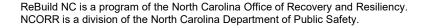


REBUILD NC PROGRAM UPDATES March 29, 2023

Laura Hogshead, Director



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Progress Over Previous 6 Months

| HRP Program Status Summary Stats | | # of Families | # of Families | # of Families |
|----------------------------------|--------------------------------|---------------|---------------|---------------|
| Step | Description | 9/14/2022 | 12/14/2022 | 3/28/2023 |
| Step 1 | Intake | 183 | 111 | 100 |
| Step 2 | Eligibility | 122 | 135 | 168 |
| Step 3 | DOB review | 98 | 30 | 65 |
| Step 4 | Inspection and Environmental | 778 | 811 | 909 |
| Step 5 | Award Determination | 888 | 937 | 657 |
| Step 6 | Contract and Bid Work | 1,146 | 1,173 | 1,229 |
| | Awarded to contractor (subset) | | 970 | 685 |
| Step 7 | Construction | 193 | 227 | 271 |
| | no NTP (subset) | | 42 | 24 |
| | with NTP (subset) | | 157 | 127 |
| | work underway (subset) | | 35 | 120 |
| Step 8 | Complete | 789 | 889 | 1,067 |
| Total | | 4,341 | 4,313 | 4,466 |





Production Updates



178 families in Step 8 in 90 days



278 families in Step 8 in 180 days



39 homes completed in January 2023





On target to complete 38-40 homes by the end of March



192 active construction projects on 12/14

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247 active construction projects on 3/28





Case Management Update

- Assumed case management responsibility from Horne in December 2022
- Assumed ReBuild NC Center management and Contact Center from Horne in January 2023
- Greater accessibility for applicants through increased Center days/hours
- Ongoing recruitment for local case managers
- Established and trained an escalation team to handle more complex applications
- Continual training of Case Managers and Team Leads



General Contractors Updates

Revised GC Scorecard

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Better reflects true capacity



Increases accountability



Provides clear methodology for GCs to improve score

GC must now begin work on 50% of current projects before being assigned additional projects.



ReBUIL



General Contractors Improvements

- Participating General Contractor numbers continue to grow
 - Up from 23 pre-qualified contractors as of 12/22/22 to 56 as of 3/28/23
- Created and staffed NCORR team to provide invoicing assistance
- GCs are reporting improved payment regularity
- NCORR will begin making direct payments to GCs utilizing contracted Vendor





VOAD Engagement



NCORR has engaged Voluntary Organizations Active in Disaster (VOADs) directly to provide minor repairs, accessibility features for those with disabilities, and assist with temporary relocation



56 referrals have been made to five VOADs that have entered into formal agreements with NCORR



NCORR has contacts at 23 other regional VOAD groups and has referred other matters to these groups



Qualified VOAD groups will soon be assigned traditional rehabilitation and reconstruction work





Continued Areas of Focus

- Prioritization for families in long-term Temporary Relocation Assistance program
- Enhanced constituent service through NCORR Case Management team
- Active recruitment of general contractors
- Accelerate project completion by focusing on permitting and inspections
- Utilization of new assignment threshold of \$250,000





SBP Recommendations

- NCORR worked with SBP in spring 2023 on Phase I recommendations for legislative changes needed
 - Assignment threshold of \$250k vs \$30k
- SBP validated program insourcing effort
 - Insourcing has allowed for faster processing of applications
- NCORR continuing to work with SBP on Phase II recommendations for internal processes





Conclusions

- 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 continued partnerships with the NC General Assembly and the local governments to get this mission accomplished.





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THANK YOU