



# REBUILD NC PROGRAM UPDATES

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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
<b>Step 8</b>	<b>Complete</b>	<b>789</b>	<b>889</b>	<b>1,067</b>
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



**58 homes completed**  
in February 2023



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



**192 active construction projects**  
on 12/14






**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

-  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.**

# 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.

49

Average monthly  
completions in 2023

30

New GCs in 2023

2

New VOADs formally  
taking referrals in 2023



THANK YOU