

State-Centric Non-Congregate Sheltering for COVID-19 FAQs

Updated: August 7, 2020

What is Non-Congregate Sheltering and what are some eligible expenses?

Please review our guidance documents and If you still have further questions please reach out to Brett Boykin-Roach (Brett.Boykin-Roach@ncdps.gov).

What is the State-Centric model and what does this mean?

The State-Centric model allows counties or other eligible organizations to request NC Emergency Management provide expedited reimbursement for non-congregate shelter and eligible wrap-around services. Counties or other eligible organizations that request this option will remain responsible for setting up and managing their non-congregate sheltering program, including coordinating comprehensive wrap-around services (e.g., food, care for those with disabilities and or access and functional needs, medicine, cleaning/disinfecting, transportation, security, and laundry), as well as weekly reporting and verification of program costs.

How does the State-Centric model work?

If a county or organization would like to participate they will need to work with NCEM to create an MOA (draft will be provided). The next step is for counties or eligible organizations to set themselves up for direct pay if they haven't already. The county or organization will pay the vendors (e.g., hotel/motel, meal provider, etc.) and send NCEM the invoices, supporting documentation, and proof of payment (bank statement or canceled checks). After costs are verified they are sent to DPS for payment. NCEM will then seek FEMA reimbursement.

Why is the State-Centric model being offered?

As the COVID-19 pandemic spreads throughout all North Carolina counties and in order to prevent the spread of the virus, particularly to our most vulnerable populations, it is critical that counties and other local organizations are able to provide non-congregate sheltering options and essential wrap-around services for individuals with no other safe place to quarantine, isolate or social distance due to COVID-19. The State-Centric model will allow counties or other local organizations for whom fronting funds and waiting for FEMA reimbursement has been a barrier, to continue offering or begin offering non-congregate sheltering for their community or region.

Where do I send my invoices and reimbursement information?

Please send all supporting documentation, invoices and proof of payment to Brett Boykin-Roach at Brett.Boykin-Roach@ncdps.gov.

What information do I have to keep track of to turn in to the State?

The list below is the minimum information required. However, it is always recommended to have documentation on as many aspects of your program as you can. Please submit this information with your invoices, preferably in an excel document:

- Specific need for each individual sheltered (e.g., what eligibility category the individual falls into)
- Length of stay for each individual sheltered
- Age of each individual sheltered
- If applicable, number of meals provided for each individual sheltered
- If applicable, number of individuals with access or functional needs sheltered
- If applicable, number of household pets sheltered
- If applicable, number of assistance and service animals sheltered
- If applicable, type of shelter provided for animals as stand-alone, co-located, co-habitational
- Description of services provided to sheltered individuals
- Copy of all Vendor contracts
- Invoices with proof of payment

How do we set up direct pay?

You will need a [Substitute W-9](#) and [Electronic Payment](#) form follow the instructions and submit them to osc.support.services@osc.nc.gov.

How long does it take to set up direct pay?

The initial creation of direct pay accounts may take up to 30 days for processing.

What if I can't find providers for the required wrap-around services?

Wrap-around services are critical elements of creating safe and stable isolation, quarantine and social distancing sheltering. If you are having issues providing the required wrap-around services, please reach out to Brett Boykin-Roach at Brett.Boykin-Roach@ncdps.gov.

How do I get reimbursed for eligible NCS expenses that were already paid for?

Any previous NCS expenses incurred before a signed MOA between NCEM and the County or organization should be submitted directly through the FEMA grants portal. If you have any questions about the process or need help creating a project please reach out to Brett Boykin-Roach at Brett.Boykin-Roach@ncdps.gov for assistance.

Is it ok to pay for a block of rooms?

Yes, paying for a block of rooms is allowed as long as the cost per room and number of rooms is reasonable to meet the anticipated public health need. If you have questions on language for your contract process please reach out to Brett Boykin-Roach at Brett.Boykin-Roach@ncdps.gov for assistance.

What would be considered a reasonable rate for hotels or services?

This depends on the area of the State and a variety of factors. Any questions on reasonable rates for rooms or wrap-around services should be directed to Brett Boykin-Roach(Brett.Boykin-Roach@ncdps.gov) to ensure there are no reimbursement issues.

What is the required weekly reporting information? How do I report?

Please take some time to review the reporting questions [here](#). You will use this link to report every Friday.

Do I have go through the State for reimbursement?

No, this is a voluntary program. You can submit directly to FEMA for reimbursement if you prefer.

How long will this program be available?

The State-Centric model will continue to be offered as an option to counties or other local organizations for as long as there is public health need and non-congregate sheltering is approved for North Carolina.