



Salem
Housing
Authority

JULY 2025

ISSUE #22



Salem Housing Authority PROGRAM MANAGEMENT REPORT



OUR MISSION

Salem Housing Authority's mission is to assist low- and moderate-income families to achieve self-sufficiency through stable housing, economic opportunity, community investment, and coordination with social service providers.

Established in 1969 under provisions of Oregon state law, Salem Housing Authority serves approximately 9,000 Salem area residents within Salem/Keizer's Urban Growth Boundary with safe and affordable rental housing.

Salem Housing Authority is committed to building a stronger community through public housing, housing choice vouchers, affordable housing, and supportive services. We serve families, individuals, people with disabilities, and senior citizens.

SHA GLOSSARY

Section 8 Housing Choice Vouchers (HCV): SHA administers the Section 8 Housing Choice Voucher Program providing subsidies to eligible participants to rent from private landlords. The Housing Choice Voucher Program may support up to a maximum of 3,310 households per month, or until all funding is expended.

The Family Unification Program (FUP): provides Vouchers to families experiencing barriers to finding stable housing, including: 1) parents reuniting with children returning from foster care; 2) parents that need to provide a stable living environment to avoid having their children removed from their home; and 3) youth 18 to 21 years of age who have recently left the foster system and need to return to their parent's home.

Veterans Assistance Supportive Housing Programs (VASH): SHA administers VASH Vouchers in partnership with the Veterans Administration (VA). The VA screens and refers eligible veterans to SHA. The VASH tenant-based program provides vouchers to at-risk homeless veterans.

Mainstream Vouchers: SHA administers Section 8 Mainstream Vouchers, which support families that include at least one non-elderly, disabled adult (age 18-61 at the time of admission to the program). These Vouchers are targeted for families who are homeless or at risk of homelessness.

Emergency Housing Vouchers: SHA was awarded 34 Vouchers through the Emergency Housing Voucher (EHV) program, which was funded as part of the American Rescue Plan Act (ARPA). These Vouchers assist individuals and families who are homeless or at-risk or were recently homeless or have a high risk of housing instability. Eligible families are referred directly from the Continuum of Care to SHA. EHV's include special administrative fees to help remove barriers to housing for participating families, including assistance with application fees, deposits, and utility arrears.

SHA GLOSSARY

Project-Based Voucher (PBV) is a housing program where rental assistance is attached to a specific housing unit rather than the tenant. The tenant receives assistance as long as they are living in the unit.

Occupancy Rate: Is the number of units vacant divided by the total number of units.

Properties: Salem Housing Authority owns and manages a portfolio of 789 units and has 1181 units in partnership with other developers.

Vacant Unit: Is the status rent-ready, or it is still in progress for repairs and maintenance.

Mainstream Vouchers: SHA administers Section 8 Mainstream Vouchers, which support families that include at least one non-elderly, disabled adult (age 18-61 at the time of admission to the program). These Vouchers are targeted to families who are homeless or at risk of homelessness.

Renovations: Remodel.

Disposition: The sale of a unit.

Annual/Biennial Inspections: Housing Urban Development (HUD) requires the Public Housing Authority to inspect each unit under lease at least annually or biennially, depending on policy, to confirm that the unit still meets housing quality standards. The inspection may be conducted in conjunction with the family's annual reexamination or separately.

Initial Inspections: The PHA conducts initial inspections in response to a request from the family to approve a unit for participation in the Housing Choice Voucher program.

SHA GLOSSARY

Resident Advisory Board Member: The Resident Advisory Board (RAB) represents the residents of the Public Housing and Voucher Program participants assisted by the Public Housing Authority (PHA).

Being a member of the Resident Advisory Board plays a significant role in the planning process, development, and future modifications of the PHA Plan. Salem Housing Authority's goal is to collaborate and make sure we are getting input from our residents and providing the best practices available to our residents.

Individual Development Account (IDA): It helps you save more toward some of the most important investments you'll make in your life. Families or individuals with limited financial resources may be eligible to receive matching funds toward an approved purchase.

Visit <https://casaoforegon.org/learn-about-idas/> to learn more.

TOP PROJECT AWARD

On June 13, 2025, the Salem Housing Authority was honored with its second Top Project Award from the Daily Journal of Commerce (DJC).

In 2023, we proudly received recognition for our Yaquina Hall Project, an initiative aimed at providing quality housing and support services to individuals in need. Now, in 2025, we are thrilled to be honored once again for our Sequoia Crossings project, which continues our commitment to permanent supportive housing.

This new development not only offers a safe and stable living environment but also incorporates essential services to empower residents and foster community engagement. We are excited to contribute to sustainable solutions for housing insecurity through these impactful projects.

Salem Housing Authority was also recognized for our pivotal role in the project base voucher success at Mahonia Crossings; providing 56 project based vouchers for the development.

DJC Top Projects is the premier recognition program dedicated to honoring the region's best building and construction projects in the Pacific Northwest, DJC Top Projects is the must-attend annual event to meet the people and firms who are doing outstanding work in the regional built environment.



CUSTOMER SERVICE

Customer Service

As of June 30th, 2025, Salem Housing Authority Front Desk provided the following service:

Most Common Questions:

- Open Waiting List Application
- Status Check
- Change of Address and/or Household Information
- SHA Housing Types
- Housing Resources
- Rental Assistance

Front Desk	Total
US Mail processed	82
Drop Box Items processed	524
Clients seen in-person	492
Voicemail returned	237
Email responses	200

Front Desk Highlights:

Long-term clients appreciate seeing Jeanette because she is not only a familiar face, but she also has the ability to connect with people and leave them in a better mood when they leave. As I am still getting established, I know that many of our clients have expressed gratitude for my kindness and patience, especially when they are emotionally charged or feeling dissatisfied with their situations.

- A Front Desk Office Assistant stated.

Key to Front Desk Success for Customer Services:

Maintain a strong commitment to honesty, even going so far as to help clients repair any misunderstandings. This is especially true when other agencies mislead them about available resources. We believe we can be straightforward without being cold. Our approach is empathetic; we strive to be warm, understanding, and supportive.

- A Front Desk Office Assistant stated.

SECTION 8

Voucher Lease Up

As of June 30, 2025, the following Salem Housing Authority Vouchers were under lease:

Section 8 Voucher	Total Allotment	Total Leased	Housing Assistance Payments
Housing Choice Vouchers	2,827	2,682	\$2,564,140
Family Unification Program (FUP)	119	94	\$105,272
Veterans Affairs Supportive Housing (VASH)	138	109	\$92,617
Mainstream Vouchers	192	139	\$128,928
Emergency Housing Vouchers	34	26	\$28,418



3,310

Total Allotment



3,050

Total Leased



\$2,919,375

Housing Assistance Payments

Housing Assistance Payments (HAP) are financial assistance provided to low-income individuals and families to help them afford housing costs. HAP is typically part of the Housing Choice Voucher Program, where the Public Housing Authority (PHA) calculates the maximum amount of assistance based on the family's income and the cost of housing.

Inspection

SECTION 8

Inspection Activity

As of June 30, 2025, the Salem Housing Authority has issued the following Inspection Report:

Initial Inspections Status Report	Total
Passed	32
Of the passed inspections, number that passed the first time	22
Of the passed inspections, number that passed reinspection	10
Failed - still waiting repairs	9
Scheduled/waiting to schedule	7

Annual/Biennial Inspections Status Report	Total
Passed	140
Passed on the first attempt	58
Passed on reinspection's	82
Failed - Waiting on repairs	51
Inconclusive - Water Heater Certificate	7
Extended / Reschedules	32
No Entry	57
Cancelled - Moved Out	10

At the beginning of this month, I had seven bi-annual inspections scheduled at Orchard Park Apartments, which is currently undergoing renovations. Josh, the maintenance technician, accompanied me, and I was able to pass all the inspections that day. Despite his team's busy schedule overseeing the renovations, he took the time to conduct a pre-inspection himself to ensure that all of the units would pass. It was evident that Josh and his team genuinely care for our clients and are committed to ensuring their needs are met. It's refreshing to see maintenance personnel who are so dedicated to both our clients and our agency.

- Stated by a Housing Specialist

I helped a client who was getting evicted for non-payment of rent and an unreported person, find resources to help pay her balance. We also ended up adding her significant other, as he was there more than the time allowed per the visitor rule. We met to see if we could find a solution to ensure she paid her rent on time and she was able to keep her unit.

-Stated by another Housing Specialist

June presented some challenges, but we rose to the occasion! One of our inspectors moved on to new opportunities, leaving us with only one Housing Inspector and a Housing Inspection Coordinator. Despite the reduced staff, they have worked exceptionally well together as a team, managing to complete a remarkable 24 inspections in just one day! Their fantastic attitude has shone through even amidst a hectic workload.

In June, most of the team received new desks, which meant we had to pack up and move once again. I am incredibly proud of this team for stepping up and making it happen! Everyone was excited about the new desks, and I can't help but feel a little jealous. The updated carpet, fresh paint, and new desks provide a refreshing upgrade for 2025! The office looks fantastic, and the team was only displaced for one day. We used that day to prepare files for scanning, a task that often ends up on the back burner. It was wonderful to see the Housing Specialists all working together in the conference room, and they made excellent progress!

-Stated by the Section 8 Manager



On June 30th, 2025, we said farewell to someone who had not only been an essential part of our finance team but also a pillar of dedication, integrity, and wisdom—Renea.

For 22 years, Renea Garin was the steady hand guiding us through balance sheets, budgets, and bottom lines. But more than her deep financial expertise, it was her calm presence, her sharp eye for detail, and her unwavering commitment that we'll miss the most.

Renea you saw Salem Housing Authority through growth, change, and countless spreadsheets. You've trained, mentored, and supported so many of us with patience and grace. Your impact here goes far beyond numbers—it lives on in the people you've lifted, the standards you've set, and the example you've been.

Retirement is a milestone you've more than earned. It's the start of a new chapter, where hopefully your only calculations involve vacation days and relaxation time.

From all of us, thank you. Thank you for your years of service, your loyalty, your kindness, and your quiet strength. You leave behind big shoes to fill and an even bigger legacy.

We wish you all the happiness, adventure, and peace this next chapter brings. You'll always be a part of our story—and we hope we'll always be a part of yours.

Congratulations, Renea. You will be truly missed.

Happy Retirement Renea!



SPECIAL PROGRAMS

Special Programs Team June 30, 2025

Special Programs has distinct teams that come together to serve our community: Landlord Navigator, Housing Specialists, and Family Self-Sufficiency Coordinators.

Special Program Vouchers	Total Allotment	Total Leased
Mainstream Vouchers (MS)	192	141
Emergency Housing Vouchers	34	26
Project Based Voucher (PBV)	294	212
Foster Youth to Independence (FYI)	7	2

*MS award number is unit of vouchers, which exceeds our cost per unit. We will always appear to be “under leased” for MS vouchers, but are exceeding our budgetary allotment. We are prohibited from re-leasing EHV voucher after attrition. Our EHV number of voucher leased will continue to decline as participants leave the program or become financially self sufficient. PBV award number includes future developments that we do not have leasing capacity for at this time.

Housing Specialist

SPECIAL PROGRAMS

Housing Specialist Data Metrics	June
Annual Recertification Completed	3
Resident Requests Completed	2
Resident Requests Denied	0
Family Size Changes	5
Moves	5
Issuance of Voucher	5
Mandatory Conferences	0
Terminations	5
Port-Outs	0

Program Updates:

Our housing specialist serves approximately 400 households receiving Mainstream vouchers, Emergency Housing Vouchers, Project-Based Vouchers and Foster Youth Independence Vouchers(FYI).

Landlord Navigator

Our landlord navigator continues to assist Section 8 voucher holders in finding affordable housing units that meet their individual needs as well as the requirements of the program. In June, our navigator supported 33 voucher holders by providing 96 leads. A “lead” refers to a unit that meets a family’s requirements, such as location, size, and school district—and is likely to be affordable based on an initial review of housing subsidy, the family’s financial contribution, and the posted rent amount. The navigator engaged with 53 landlords and property management companies. As of June 30th, sixteen identified units passed inspection this month, allowing the families to move into their new homes, while another nine units are pending inspection.

Resident Services

SPECIAL PROGRAMS

Program Updates:

Our Resident Services Team is continuously establishing a strong foundation as we implement this service model. In June, we completed our Community Health Worker Certification through Oregon State University. This certification equips us with essential skills to engage in the Health-Related Social Needs (HRSN) program through the Oregon Health Authority. Our goal is to create a self-sustaining team that can provide services through Medicaid billing.

Our newest resident services coordinator focused on building relationships with tenants during June. She reflects: “The residents appreciate that we are taking the time for them to be heard and providing a safe place for them to be listened to.” Developing authentic relationships is crucial for building the self-efficacy necessary to achieve housing stability.

We began an exciting new chapter with our Resident Advisory Board, focusing on enhancing community engagement and communication. Collaborating closely with our Public Information Officer, we effectively advertised the meetings to ensure all residents were informed and encouraged to participate. To foster inclusivity, we also provided translation services for our Spanish-speaking neighbors, allowing them to engage fully in the discussions. As a result, we experienced remarkable participation, with residents attending both in-person and virtual meetings in large numbers, demonstrating a strong commitment to community involvement and dialogue.

Resident Services is engaging in bi-weekly collaborative case conferences with SHA’s Property Management team and the Arches Supportive Services team. We believe that this collaboration is essential, as it assures tenants that there is no “wrong door” when it comes to receiving support and achieving housing stability.

During these meetings, we focus on addressing tenants' needs, mitigating conflicts, and using tenant education as a form of harm reduction. We also provide coaching on what it means to be a good neighbor.

Additionally, Resident Services is establishing weekly drop-in hours at each of our properties to ensure that residents have the opportunity to meet our team, build authentic relationships, and access the services they need.

SPECIAL PROGRAMS

Family Self Sufficiency (FSS)

A client graduated with a total of \$26,945. Since joining the program, he has become certified for backflow testing and has started his own backflow testing business.

Another client graduated with \$12,123. She went from being unemployed to working at McDonald's, and is now a successful sales representative for a furniture and appliance business.

We collaborated on the completion of this year's *IDA funding request. If accepted, we'll have secured funds to give a handful of our clients the opportunity to receive grant money for things such as purchasing a vehicle, post-secondary education, starting a business, or even a home purchase.

*An **Individual Development Account (IDA):**

Helps you save more toward some of the most important investments you'll make in your life. Families or individuals with limited financial resources may be eligible to receive matching funds toward an approved purchase.

Family Self Sufficiency Data Metric	June
Total Active Contracts at the Beginning of the Month	146
Graduates with Escrow	6
Escrow Paid Out (Graduates)	\$26,944.91
Total Monthly Escrow Current Participants	\$29,766
Exits (Voluntary or Involuntary Termed)	0
FSS Briefing Session Participants	12
New Enrollments	2
Clients Actively Engaging with Coordinators	37

Property Management Data for June 2025

PROPERTY MANAGEMENT

Property Name	# of Units	Vacant Unit Status	Occupied
Brush College Village	21	1 Vacant Unit	20
Englewood East Apartments	50	1 Vacant Units	49
Englewood West Apartments	54	11 vacant units being kept offline ahead of upcoming renovations.	43
Glen Creek	29	5 vacant units being kept offline ahead of upcoming renovations.	24
Livingston Village	26	2 Vacant Unit	24
Meadowlark Village	32	None	32
Northgate Village	28	None	28
Parkway East Apartments	46	4 Vacant Unit	42
Parkway West Apartments	79	None	79
Redwood Crossings	37	None	37
Robert Lindsey Tower	62	3 Vacant Units	59
Sequoia Crossings	60	None	60
Scattered Sites	77	9 vacant units (all units offline for disposition)	68
Shelton Village	25	13 Vacant Units (all units offline for disposition)	12
Southfair Apartments	42	3 Vacant Units	39
Southview Terrace Apartments	60	10 vacant units (are offline for extensive remodels)	50
Yaquina Hall	51	8 Vacant Units	43

Property Management Data for June 2025

PROPERTY MANAGEMENT

Redwood / Yaquina / Sequoia Updates –

This month, our Permanent Supportive Housing properties held a Meet and Greet with the new property managers. It was a wonderful opportunity for residents to familiarize themselves with the new managers, who were also able to listen to residents share their experiences at the properties.

Residents of various ages and backgrounds attended the event, including elementary and middle school students from Sequoia Crossing. These young residents specifically came to discuss the possibility of getting a basketball hoop. One of them even mentioned that they have a “twin” who works at the Boys and Girls Club. The property management team might need to visit the Boys and Girls Club to see if the claim about a property manager look-alike is true!

Each Meet and Greet has residents with numerous ideas on how to improve the property. For example, consider starting a community garden or a residents’ council. It was great to meet residents who are passionate about making the place they live a better place to live for themselves and their neighbors.

SHP 4 & 9 Updates –

- In June, 36 Porch Notices were issued, which encouraged several residents to take the opportunity to tidy up their areas. As a result, there was a noticeable improvement in overall curb appeal throughout the complexes.
- Our team successfully de-escalated several tenant-to-tenant concerns, fostering a more respectful and cooperative community environment.
- We had the opportunity to participate in an Oregon Housing Community Services audit, which provided valuable insights to help ensure continued compliance with program standards.
- We currently have four vacancies. Two units are rent-ready, with one already in the applicant screening process, reflecting continued interest and progress toward occupancy.
- By issuing timely notices, we were able to work closely with a resident to address concerns early, providing them the opportunity to make necessary changes and ultimately avoid immediate eviction.
- By promptly addressing immediate concerns, we contributed to creating a safer and more welcoming environment for our residents.

SUMMARY

Summary

Salem Housing Authority is fully committed to strengthening our community through public housing, housing choice vouchers, affordable housing, and supportive services. We are here to support families, individuals, people with disabilities, and senior citizens.

Help improve our Program Management Report and take our Survey!

Your insights in our Program Management Report Survey will empower us to enhance the information you receive.

<https://forms.office.com/g/TQCckDSerz>



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