



Salem  
Housing  
Authority

**MAY 2026**

ISSUE #32

# 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.

# CLIENT SERVICES

## Customer Service

**As of April 30, 2026, Salem Housing Authority Front Desk provided the following service:**

The Front Desk role at the Salem Housing Authority (SHA) typically involves a variety of responsibilities aimed at providing excellent customer service and facilitating effective operations within the organization.

Front Desk Activities	Total
Drop Box Items processed	347
Clients seen in-person	834
Phone calls Recieved	344
Voicemail returned	144
Email responses	150

## Frequently Requested and Responses:

### Asking to speak with our Housing Specialist or Property Management Coordinator:

You can often schedule appointments by phone or email. Setting up an appointment helps you avoid waiting in the lobby and ensures the staff is ready to help you.

**Inquiring about payments or visiting the office to make a payment:**To ensure that your payments are processed quickly and accurately, please include your name, the purpose of the payment, and your unit number (if applicable) on all money orders or checks. This helps avoid confusion, as payments can often be misplaced or misdirected due to unclear or hard-to-read information. This reminder is especially important for those making payments in person.

### **\*Client Services:** New Name, Same Exceptional Service

We are pleased to announce that SHA has unified several divisions into a single, client-focused division: Client Services. This new division encompasses Front Desk Office Staff, Resident Services, and the Landlord Navigator.

By merging these divisions, we enhance our ability to collaborate while providing comprehensive support to our clients and help them engage with us in meaningful ways.

Citizens can continue to expect the same high standard of customer service they have come to rely on. The following is a brief summary of the division's responsibilities.

# CLIENT SERVICES

## Resident Services

### Resident Services Program Update For April:

This month, the Resident Services program has concentrated on helping tenants address past due rent to ensure their housing stability. Through our collaboration with Polk County Family & Community Outreach, we have successfully connected residents to resources, often facilitating payment of a portion of their overdue rent via the Health Related Social Needs (HRSN) program.

Additionally, the team has submitted its first invoices to bill Medicaid (through HRSN) for the staff time spent engaging with residents to link them with necessary services. This funding avenue will provide us with consistency and long-term capacity to assist our residents in overcoming their housing challenges, all while continuing to support our community with minimal impact on local funding sources.

The HRSN program expands our portfolio of resident services by providing additional tools that help our team support residents in achieving housing stability. Please see below for statistics on the entire resident services team and portfolio.



Resident Services Stats	Total
New Referrals	45
Closed Referrals for the Month	14
Current Open Referrals	54

# CLIENT SERVICES

## Landlord Navigator

Key statistics for our work in assisting voucher holders in utilizing their vouchers:



Landlord Navigator Statistics	Total
Leads Provided	117
Voucher Holders Engaged	47
Passed Inspections of Engaged Participants	15
Pending Inspections for Engaged Participants	4

### The Deposit Barrier

*"More and more, I'm meeting individuals and families who have overcome every obstacle in the lengthy housing approval process—only to lose their chance at a new home because they can't cover the security deposit. These households follow every rule, complete each application, verify their eligibility, and finally secure an approved unit. But when it comes to the final, crucial step, the lack of deposit assistance funding slams the door shut on their hopes for stability.*

*Without deposit assistance, families and individuals who have done everything right are watching their hard-won opportunities slip away. Landlords can't wait forever, and these homes—once within reach—are lost. The result is heartbreaking: people are forced to give up housing they've earned, often having to return to unstable or even homeless situations. It's not a lack of effort or eligibility that stops them; it's simply that, at the last hurdle, the resources just aren't there."*

*- Say's our Landlord Navigator*

# HOUSING CHOICE VOUCHER PROGRAM

## Voucher Lease Up

As of April 30, 2026, the following Salem Housing Authority Vouchers were under lease:

Vouchers	Total Allotment	Total Leased	Housing Assistance Payments
Housing Choice Vouchers	2,819	2,723	\$2,841,327
Family Unification Program (FUP)	119	103	\$124,346
Veterans Affairs Supportive Housing (VASH)	138	132	\$110,323
Mainstream Vouchers	192	132	\$131,089
Emergency Housing Vouchers	34	24	\$21,739

*SHA leases up to the maximum amount of money available, not by the allotment number.*



**3,302**

Total  
Allotment



**3,114**

Total Leased



**\$3,228,824**

Housing Assistance  
Payments

## Housing Choice Voucher Program Updates from our HCV Operations Manager

# HOUSING CHOICE VOUCHER PROGRAM

*April was a strong and focused month for the Housing Choice Voucher (HCV) program, with significant progress made in both financial stewardship and program operations. The program is currently making full use of its Housing Assistance Program (HAP) funding from HUD for the year. In response to HUD guidance indicating that no additional shortfall funds will be available, the team has closely monitored leasing and implemented cost-control measures to ensure program sustainability. A primary goal is to slow the growth of per-unit costs while continuing to serve families effectively.*

*To support this objective, several cost-saving strategies have been implemented, including billing for incoming portability cases, closely reviewing rent reasonableness for new admissions and rent increases, and limiting voucher extensions beyond the initial 120 days without an approved reasonable accommodation. Leasing levels and financial forecasts are being reviewed monthly to determine if further adjustments are necessary.*

*Staffing remains a key area of focus. The team has been operating with reduced staff, and active recruitments are underway to add support staff and two Housing Specialist positions to enhance service delivery. Additionally, the recent hiring of an HCV Analyst represents an exciting step forward in improving program oversight, efficiency, and long-term growth.*

*Despite ongoing challenges, the program's impact is reflected in powerful client success stories. One Family Unification Program (FUP) participant, a single mother of two, transitioned from a shelter with extremely limited living conditions into stable housing and is now preparing to seek employment and work toward financial independence. In another case, a single mother of three overcame homelessness after relocating from out of state and was approved for a three-bedroom unit. Her goal to pursue outreach work to help others underscores the lasting impact of stable housing.*

## Housing Choice Voucher Program Updates from our HCV Operations Manager

# HOUSING CHOICE VOUCHER PROGRAM

*The team also reported several operational successes this month, including improved efficiency through the use of DocuSign, progress in scanning and digitizing files, quicker processing of move requests, and increased confidence among staff in managing caseloads and assisting clients. Staff successfully supported clients during critical moments, including expedited inspections and helping families maintain housing through compliance processes.*

*Challenges remain, such as difficulties in obtaining required documentation from landlords, navigating complex Project-Based Voucher (PBV) processes, and addressing situations where clients risk losing assistance due to a lack of communication. However, the team continues to adapt, support one another, and improve processes while maintaining a strong focus on client service.*

*I want to recognize the HCV team for their continued dedication, adaptability, and commitment to excellence. Their ability to balance fiscal responsibility, evolving program requirements, and compassionate service to our community is commendable. Even while navigating staffing shortages and complex program changes, they remain focused on delivering meaningful outcomes for the families we serve. Their work continues to make a lasting difference, and I am proud to lead such a resilient and mission-driven team.*



## Family Self-Sufficiency Updates from our HCV Operations Manager

# HOUSING CHOICE VOUCHER PROGRAM

*The Family Self-Sufficiency (FSS) Program at the Salem Housing Authority continues to provide meaningful opportunities for participants to build skills, connect with resources, and work toward long-term independence. Each month, the FSS team hosts an FSS Mixer, where participants come together to learn, share experiences, and support one another in their personal and professional growth.*

*In April's mixer, the FSS team partnered with Goodwill Job Services to co-host an Online Job Seeking class for FSS participants. This class offered valuable information and tools to help clients navigate today's job market and enhance their employment opportunities. To encourage participation and engagement, attendees were entered into a raffle for a Grocery Outlet gift card.*

*The FSS team remains actively engaged in the community by attending both the West Salem Service Integration and the Salem-Keizer Service Integration meetings. These collaborative meetings bring together local agencies and organizations that provide essential resources and services to individuals and families in our community. Participation in these partnerships strengthens connections and improves access to support for Salem Housing Authority clients.*

*This month also marked an exciting success story for the program. One participant graduated from FSS with approximately \$5,800 in escrow savings. She completed all her goals and graduated from the program in just over a year. The client entered the program with a strong desire to pursue a career in welding. Through dedication and hard work, she became certified, secured employment in the field, and increased her income to achieve self-sufficiency and transition off housing assistance! Her success is a powerful example of the impact the FSS program can have in helping families achieve economic independence and long-term stability.*

*I am proud of this incredible team of two. As someone new to leading the FSS program, I have been thoroughly impressed by their initiative, dedication, and the positive outcomes they continue to create for our FSS families. Their commitment to empowering participants and building strong community connections is making a meaningful difference in the lives of the families we serve.*

## Property Management Updates

# PROPERTY MANAGEMENT

Property Name	# of Units	Vacant Unit Status	Occupied
Brush College Village	21	None	21
Englewood East Apartments	50	1 Vacant Unit	49
Englewood West Apartments	54	14 Vacant units (being kept offline ahead of upcoming renovations)	40
Glen Creek	29	4 Vacant Units (offline, pending disposition)	25
Livingston Village	26	None	26
Meadowlark Village	32	None	32
Northgate Village	28	None	28
Parkway East Apartments	46	None	46
Parkway West Apartments	79	3 Vacant Unit	76
Redwood Crossings	37	4 Vacant Units	33
Robert Lindsey Tower	62	None	62
Sequoia Crossings	60	3 Vacant Units	57
Scattered Sites	77	11 Vacant units (all units offline for disposition)	66
Southfair Apartments	42	1 Vacant Units	41
Southview Terrace Apartments	60	14 vacant units (are offline for extensive remodels)	46
Yaquina Hall	51	1 Vacant Units	50

# PROPERTY MANAGEMENT



## Public Housing and Salem Housing Authority Property Updates:

- Each week, Sequoia Crossings and Yaquina Hall residents embark on a journey of growth and empowerment through engaging Life Skills classes and transformative Occupational Therapy sessions.
- At Yaquina Hall, spring brought vibrant gatherings: an Easter Potluck brimming with community spirit and an Earth Day Rock Painting event that sparked creativity. In a particularly inspiring story, one resident—undeterred by recent vision loss—partnered with the American Association of the Blind to rediscover the art of cooking. His determination culminated in crafting a savory pot of black-eyed peas, which he proudly shared with his neighbors at the potluck, turning a personal challenge into a celebration of resilience and connection.
- In April, Sequoia Crossings blossomed with hands-on learning as residents delved into a gardening class. Participants not only planted fresh herbs but also uncovered the secrets of nurturing and sustaining their own green sanctuaries, sowing seeds of knowledge alongside their budding plants.

# 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>**



# SHA GLOSSARY

**Annual/Biennial Inspections:** The U.S. Department of Housing and 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.

**Disposition:** The sale of a unit.

**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 of being homeless, 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.

**Fair Housing:** The laws that govern what SHA is allowed to do as a landlord.

**Housing Assistance Payments (also called "HAP"):** Made monthly directly to property owners on behalf of leased Voucher participants.

**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.

**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.

**Low-Income Housing Tax Credit (LIHTC):** The Low-Income Housing Tax Credit (LIHTC) program provides tax credits for developers to:

- construct,
- rehabilitate, or
- acquire and rehabilitate qualified low-income rental housing.

These development projects include multifamily and single-family rental housing units. Eligible applicants include for-profit, nonprofit, and housing authority developers. OHCS reserves and allocates credits to eligible properties through the Oregon Centralized Application process.

# SHA GLOSSARY

**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.

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

**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.

**Properties:** Salem Housing Authority owns and manages a portfolio of 789 units and has 1,181 units in partnership with other developers.

**Public Housing:** A low-income housing project (property) that is subsidized by public funds.

**Renovations:** Remodel.

**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.

**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.

**Subsidy:** Monetary assistance either by HUD, Section 8, or other programs.

**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 care system and need to return to their parent's home.

# SHA GLOSSARY

**U.S. Department of Housing and Urban Development (HUD):** An executive branch agency responsible for national housing policy and community development. HUD administers programs that provide housing assistance, ensure fair housing opportunities, and support homeownership programs.

**Vacant Unit:** Is a unit that is rent-ready, or is still in progress for repairs and maintenance.

**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.

**Voucher:** A subsidy. Can be either Housing Choice (individual) or Project-Based.

# PUBLIC NOTICE ANNOUNCEMENT



## Salem Housing Authority is Accepting Applications for Parkway East 2 and 3-bedroom Apartments

### Parkway East:

- Parkway East is located on 7<sup>th</sup> Place NE in Salem.
- Current monthly rents for 2-bedroom units are between \$722 and \$786, and for 3-bedroom units between \$867 and \$988, depending on unit size and type.
- This property does not offer site-based rental assistance; however, Section 8 Vouchers are accepted.

Accepting Applications  
05/04/26 @ 8:00 AM -  
05/18/26 @ 11:59 PM



Scan the QR code for more information  
and instructions on how to apply.

