



Salem  
Housing  
Authority

**AUGUST 2025**

ISSUE #23



# **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 1,181 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://casaoeforegon.org/learn-about-idas/> to learn more.

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

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

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

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

# CUSTOMER SERVICE

## Customer Service

As of July 31, 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	22
Drop Box Items processed	617
Clients seen in-person	527
Voicemail returned	210
Email responses	175

### **\*\*Waiting List Update:\*\***

We want to inform our clients about an important change regarding our waiting list management. Previously, clients were able to easily access their waiting list status by visiting [WaitlistCheck.com](http://WaitlistCheck.com). This service provided a convenient way for users to keep track of their positions and any updates related to their applications. However, starting in November, [WaitlistCheck.com](http://WaitlistCheck.com) will no longer be operational.

We encourage all clients to transition to our new Applicant Portal which will serve as the primary platform for managing and checking application statuses moving forward. The Applicant Portal offers enhanced features and a more user-friendly interface for a seamless experience.

Please ensure you familiarize yourself with the Applicant Portal and keep an eye out for any further communications from us about the transition. Your understanding and cooperation are greatly appreciated as we make this shift to improve our services.



## Inspection

# SECTION 8

### Inspection Activity

As of July 31, 2025, the Salem Housing Authority has issued the following Inspection Report:

Initial Inspections Status Report	Total
Passed	52
Of the passed inspections, number that passed the first time	22
Of the passed inspections, number that passed reinspection	26
Failed - still waiting repairs	4
Scheduled/waiting to schedule	9

Annual/Biennial Inspections Status Report	Total
Passed	126
Passed on the first attempt	51
Passed on reinspection's	9
Failed - Waiting on repairs	41
Extended / Reschedules	19



## Successes Stories from Our Housing Specialists

# SECTION 8

*A Section 8 client triumphed after 9 months of overcoming significant barriers. After living in her car for several months, her son faced numerous challenges in school. Grappling with grief and loss, she initially struggled to find the motivation needed for stable housing. Negative references from the client's previous property management company further complicated her approval process, and each denial felt like a setback, testing her motivation. However, through mentorship, she rediscovered her motivation and resilience and continued her search without giving up.*

*The client's heartfelt letter to the Salem Housing Authority (SHA), leading to one final extension, ignited a spark of hope that led her to secure new housing and sign a rental lease soon after.*

*I recently received a heartfelt thank-you note from a client who had shared his struggles with me. He had been living on the streets since he was around 15 years old, and now, at nearly 40 years old, he feels the weight of many challenges that he hadn't fully acknowledged before. He expressed his deep gratitude for the housing assistance we've provided and for the belief we've shown in him. It's clear that he is truly committed to working hard to become a productive member of society, and it's inspiring to see his determination.*

These narratives reflect the real struggles faced by members of our community, and highlight the remarkable transformations that can result from stable housing. This progress would not be possible without the dedication of Public Housing Agencies managing programs like Section 8, and the collaboration between Social Workers and Property Managers, driving fundamental positive changes in families. Great work yields excellent results.





# SPECIAL PROGRAMS

## Special Programs Team June 31, 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	134
Emergency Housing Vouchers	34	27
Project Based Voucher (PBV)**	294	212
Foster Youth to Independence (FYI)	7	5

\*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

Our housing specialists assist approximately 400 households that receive Mainstream Vouchers, Emergency Housing Vouchers, Project-Based Vouchers, and Foster Youth Independence Vouchers.

In addition to managing their caseloads, our housing specialists involved in Special Programs also provide administrative support for our Section 8 housing specialists and administrative staff. They handle tasks such as processing rent increases, conducting in-person briefings for clients new to the Project-Based Voucher program, assisting walk-in clients with urgent needs, and performing income screenings for three additional housing specialists to help alleviate their administrative workload.

Housing Specialist Data Metrics	July
Annual Recertification Completed	0
Resident Requests Completed	1
Resident Requests Denied	2
Family Size Changes	0
Moves	7
Issuance of Voucher	2
Mandatory Conferences	0
Terminations	4
Port-Outs	0

## Resident Services

Our Resident Services Team continues to find new foundation as we roll out this service model. June allowed us to complete our Community Health Worker Certification through Oregon State University. This will provide vital skills to engage in the Health Related Social Needs (HRSN) program through Oregon Health Authority. Our vision is to build a self-sustaining team through Medicaid billing and services.

We are in the active recruitment phase to hire two limited duration, full-time, employees for our Resident Services Team that will be with us through July 31, 2027, which is when our current HRSN grant funds expire.



# SPECIAL PROGRAMS

Our Landlord Navigator continues to assist Section 8 voucher holders in finding affordable housing that meets their individual needs and complies with program requirements. The navigator has been working closely with our Shelton Village tenants who received Tenant Protection Vouchers before the property's disposition. Below are the remarks from our landlord navigator:

“I am excited to share the successful placement of a family with whom we have been working for several months to secure an affordable four-bedroom home. Despite the limited availability and high demand for four-bedroom units in Salem, and after facing multiple application denials, the family was finally approved for housing at the newly developed Titan Hill Townhomes community in West Salem.

In addition to the Salem Community, we are pleased to announce the opening of Blossom Gardens, a 90-unit affordable housing complex. Originally intended to be market-rate units, Blossom Gardens was acquired through a partnership involving Salem for Refugees, Home First, and Green Light Development. While certain units are set aside for refugees referred by Salem for Refugees, anyone who meets the income requirements is eligible to apply. These units are priced at or below 60% of the Area Median Income (AMI). Salem for Refugees is a community-based nonprofit that offers resident services, including employment coaching, mental health programs, and resources for children and families.

We are also looking forward to the completion of the Gussie Belle Commons project in 2026. This unique collaborative initiative involves Seed of Faith Ministries, Green Light, Home First, and Beaudin Construction. Phase one will feature a 120-unit affordable housing community located in Salem's Northeast neighborhood. Developed for families and individuals earning between 30-60% of the Area Median Income (AMI), this project will make a significant impact in addressing Oregon's critical need for quality, accessible housing. It will provide much-needed affordable housing options for families in Salem.”

## Family Self Sufficiency (FSS)

# SPECIAL PROGRAMS

This month, one of our clients successfully completed the IDA program. In this program, participants save towards a specific asset, and CASA, an organization we partner with, matches their savings based on the chosen asset. This client's asset was homeownership, and they achieved their goal by purchasing their very first home. They also graduated from the FSS program and became self-sufficient, no longer needing Section 8 assistance.

Additionally, we received \$10,000 from the Marion County Prosperity Grant. This funding will be available for FSS clients to apply for and potentially receive assistance for business-related classes. The types of classes may include accounting, necessary software training, those needed for obtaining licenses or permits, and tools specific to their business needs.

Family Self Sufficiency Data Metric	July
Total Active Contracts at the Beginning of the Month	145
Graduates with Escrow	0
Escrow Paid Out (Graduates)	\$0.00
Total Monthly Escrow Current Participants	\$30,581.00
Exits (Voluntary or Involuntary Termed)	0
FSS Briefing Session Participants	5
New Enrollments	3
Clients Actively Engaging with Coordinators	20



## Property Management Updates

# PROPERTY MANAGEMENT

### Redwood / Yaquina / Sequoia Updates –

#### Occupancy Summary

- Currently, we have 20 vacant units at our Public Supportive Housing sites- 3 at Redwood Crossing, 3 at Sequoia, and 14 at Yaquina Hall. Yaquina Hall has had a lot of changes. In July, we had 1 individual move out with their Housing Choice Voucher and 2 evictions. We did two lease signings this past month at Yaquina and we have another 4 lease signings this week! We also have applicants for each vacant unit who are in the screening and Section 8 Voucher approval process.
- Recertification - Property Management completed 13 annual recertifications at Sequoia Crossings in July.

#### Activities and Highlights

- Property Management has started to hold open-office hours at the properties for two hours in the afternoon each week, which allows tenants to come in and ask questions of their property managers.
- ARCHES continues to do a great job with their food share program! July 31st was a huge donation day, and ARCHES staff worked diligently to distribute donated food and household goods to residents.

*As a property manager, a personal highlight for me was when a resident came in to show off his new haircut and shaved beard. He was concerned that the property management might not recognize him and thought he might be mistaken for a stranger. He wanted to ensure we noticed his updated appearance.*



Redwood Crossings



Yaquina Hall



Sequoia Crossings



## Property Management Updates

# PROPERTY MANAGEMENT

### Tenant Success Stories – Parkway East/West

*Since 2015, Parkway has been home to a remarkable tenant - a single mother who has transformed her life during her time at the property. When this tenant first moved in, she was focused on building a better future for herself and her child. Over the years, she not only earned her therapist license but also steadily grew her financial stability and independence.*

*With determination and hard work, our tenant saved enough to achieve a major milestone, becoming a first-time home buyer. She recently purchased a home on the coast. A dream she realized after nearly a decade of personal and professional growth while living at Parkway. Her journey is a testament to the supportive environment and stability that Parkway offers its residents, helping them build the foundation for long-term success.*

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*In every great community, there's someone who goes above and beyond to make a difference. One Parkway tenant, who has lived in the area for 3 years, has become a familiar and welcome face to residents of all ages. Whether she's helping an elderly neighbor carry groceries or volunteering in the community, this tenant's heart shines brightly with a spirit of service. What truly sets her apart is her unwavering dedication to keeping our community clean. Every morning, rain or shine, you'll find this tenant walking through Parkway with a trash bag and gloves, picking up litter to ensure our environment stays beautiful and safe for everyone. This tenant is the first to notify staff if a tree limb has fallen, a water sprinkler is broken, or if anything seems out of the ordinary. This tenant is a reminder that one person really can make a big difference. We are grateful to have her in our community.*

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*We were honored to welcome a family in urgent need of affordable housing. This family of five had been struggling with high rent costs in the community, often living paycheck to paycheck. Since relocating to Parkway, this family's situation has improved significantly. Now, the mother can pursue her dream of going back to school full-time to become a registered nurse.*

### Community Garden

Thanks to a generous donation of soil from Marion County, volunteers gathered to plant, nurture, and grow a wide variety of vegetables. The produce harvested from the garden is not wasted; instead, it is donated back to the community, ensuring families in need will receive fresh, healthy food.





## FEATURED PROPERTY

Shelton Village consists of 28 units featuring expansive quad-style townhouses available in 3-bedroom/1-bath, 4-bedroom/2-bath, and 5-bedroom/2-bath configurations. Each layout provides generous living spaces, ideal for families seeking comfort and convenience.

The community exudes a warm and welcoming family atmosphere, complemented by beautifully landscaped grounds and inviting courtyards that encourage outdoor gatherings and play. Residents benefit from ample off-street parking, with 38 standard spaces and 5 designated handicap spaces readily available.

Conveniently situated, Shelton Village boasts a prime location with easy access to I-5 via Mission St SE, ensuring that residents can effortlessly reach nearby amenities. The area is in close proximity to a variety of shopping options, dining establishments, and other essential services, making it an ideal home for those who value both accessibility and community.



# WE ARE HIRING

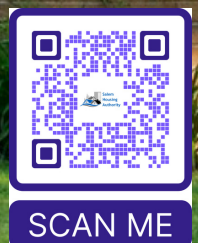
Join Our Team

**Resident Services Coordinator**

Closing Date: 08/24/2025

*(A Limited Duration- Full Time Position)*

Apply Now: <https://www.governmentjobs.com/careers/cityofsalem?page=1>





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latest news and updates!!*



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## Facebook Scan QR Code



# 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>**

