



Salem
Housing
Authority

JUNE 2025

ISSUE #21

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 at 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.

CUSTOMER SERVICE

Customer Service

As of May 31, 2025, Salem Housing Authority Front Desk provided the following service:

Front Desk	Total
US Mail processed	19
Drop Box Items processed	346
Clients seen in-person	345
Voicemail returned	194
Email responses	213
Calls Recieved	132

Most Common Questions:

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

Waiting list are now open for Northgate Village and Livingston Village

Beginning on Saturday, May 24, 2025, at 9:00 AM, and running through Sunday, June 21, 2025, at 11:59 PM, the Salem Housing Authority is excited to announce that the waiting lists for Salem Housing Preservation 4 will be open! This includes charming two-bedroom units, perfect for accommodating 3 to 7 occupants, as well as spacious four-bedroom units designed for 4 to 7 residents, all nestled in the welcoming communities of Northgate Village and Livingston Village in NE Salem. Don't miss this opportunity! To apply, simply visit www.salemhousingor.com and click on "Apply Now."

We look forward to welcoming you home!

Disclaimer:

Salem Housing Authority does not provide legal advice regarding tenant/landlord complaints. To get more information please contact:

- Fair Housing Council of Oregon 800-424-3247
- Renters Rights Hotline/Community Alliance of Tenants 503-288-0130

SECTION 8

Voucher Lease Up

As of May 31, 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	2,592	\$2,471,307
Family Unification Program (FUP)	119	92	\$106,714
Veterans Affairs Supportive Housing (VASH)	138	109	\$93,950
Mainstream Vouchers	192	140	\$129,981
Emergency Housing Vouchers	34	28	\$31,270



3,310
Total
Allotment



2,961
Total Leased



\$2,833,222
Housing Assistance
Payments

SECTION 8

Successes and Other Good News

One of our clients learned from a lender that she could qualify for a home loan and ended up finding the perfect home with fruit trees, which she loves; therefore, she voluntarily terminated her participation in the Section 8 program after purchasing the home.

She was so excited to be a homeowner and was very grateful for the housing assistance she had received. Good things happen every day at SHA.

- Stated by a Housing Specialist

A participant in the Foster Youth Independence program shared: I called a client to inform him that his unit had passed inspection and he could move in. His excitement was palpable, and he thanked me multiple times, expressing how thrilled he was to have his own space. His joy truly brightened my day and reminded me why I am passionate about this work.

-Stated by another Housing Specialist

The team did an outstanding job during our two-week move to Civic and the transition back to our brand-new carpet. We successfully relocated all of our Section 8 files from the filing cabinets to ECR and then back again—what an impressive feat! Everyone collaborated well and worked together as a team to complete the move. I was very impressed by everyone's efforts.

Despite the chaos of the move, we managed to keep up with client needs to the best of our ability. The office looks fantastic, and we are getting settled back in. Additionally, I was able to process landlord changes and ensure that most landlords received their payments that had been on hold while I was out of the office on extended leave.

-Stated by the Section 8 Manager



SPECIAL PROGRAMS

Special Programs Team May 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	142
Emergency Housing Vouchers	34	29
Project Based Voucher (PBV)	294	222
Foster Youth to Independence (FYI)	7	2

Housing Specialist

SPECIAL PROGRAMS

Program Updates:

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

We are thrilled to report that we supported two of our FYI youth with voucher assistance this month. Our FYI participants are young adults aged 18-24 who have aged out of the foster care system and have experienced unsheltered homelessness.

Our community partner, Church at the Park, referred these initial voucher holders to us. Participants currently reside at the Church at the Park’s youth transitional housing program and receive case management support when referred to us. We will provide these participants with voucher assistance and encourage their participation in our Family Self-Sufficiency program.

Unlike our Tenant Based Vouchers and Project Based Vouchers, FYI vouchers are time limited. HUD allows for additional rental assistance for participants who are engaged with the Family Self Sufficiency Program.

We will expand our referral process as our pilot grows to include referrals from Polk County as well.

Housing Specialist Data Metrics	May
Annual Recertification Completed	8
Resident Requests Completed	2
Resident Requests Denied	0
Family Size Changes	1
Moves	8
Issuance of Voucher	8
Mandatory Conferences	0
Terminations	2
Port-Outs	0

Family Self Sufficiency (FSS)

SPECIAL PROGRAMS

In the month of May, the FSS team learned more about community partners, such as Vocational Rehabilitation. We met virtually with Phyllis from Vocational Rehabilitation and learned that they assist individuals with disabilities who want to work, including those with mental or psychological conditions such as depression or anxiety. Vocational Rehabilitation helps with job coaching, college programs, tuition assistance, and much more. We currently have a client receiving services from Voc Rehab, as they help pay for educational programs.

We were also awarded a small business grant, called the Marion County Prosperity Grant from Sara Long and others, also in the Community Development Department. These funds go to FSS clients who are looking to start their own business. Some requirements are that they need their own business license and must have their own business plan. One client was awarded \$5,000 recently to further her aesthetician business.

Justin West was recently added to the FSS team and we are excited to have him join us!

Family Self Sufficiency Data Metric	May
Total Active Contracts at the Beginning of the Month	144
Graduates with Escrow	3
Escrow Paid Out (Graduates)	\$40,018
Total Monthly Escrow Current Participants	\$28,799
Exits (Voluntary or Involuntary Termed)	0
FSS Briefing Session Participants	14
New Enrollments	6
Clients Actively Engaging with Coordinators	39



Property Management Data for May 2025

PROPERTY MANAGEMENT

Property Name	# of Units	Vacant Unit Status	Occupied
Brush College Village	21	1 Vacant Unit	20
Englewood East Apartments	50	3 Vacant Units	47
Englewood West Apartments	54	10 vacant units being kept offline ahead of upcoming renovations.	44
Glen Creek	29	4 Vacant Units	25
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	1 Vacant Unit	78
Redwood Crossings	37	3 Vacant Units	34
Robert Lindsey Tower	62	5 Vacant Units	57
Sequoia Crossings	60	3 Vacant Units	57
Scattered Sites	77	6 vacant units (all units offline for disposition)	71
Shelton Village	25	10 Vacant Units (all units offline for disposition)	15
Southfair Apartments	42	3 Vacant Units	39
Southview Terrace Apartments	60	10 vacant units (are offline for extensive remodels)	50
Yaquina Hall	51	9 Vacant Units	42

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>



Follow Us on Social Media



*Stay informed about our
latest news and updates!!*



us on Facebook @SalemHousingAuthority - SHA

**New
Facebook
Scan QR Code**

