

PROGRAM MANAGEMENT REPORT

JULY 2024
ISSUE #12



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.

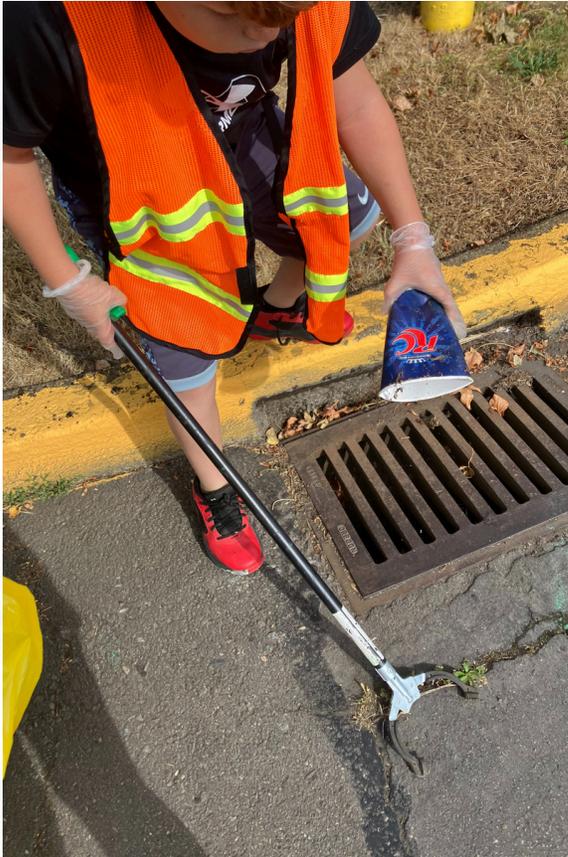
Salem Housing Authority is committed to building a stronger community through public housing, housing choice vouchers, affordable housing, and supportive services. We serve families, individuals, people with disabilities, and senior citizens.

Adopt A Street



Salem Housing Authority's Team did an Adopt-A-Street pick-up on June 29th, 2024.

Salem Housing Authority adopted 22nd & 23rd Streets between Mission and Mcgilchrist. This presents an opportunity for us to give back to the community by picking up trash on those roads. It's an important task that can make a real difference, and it typically takes about an hour, depending on how many people are able to join.





Landlord Symposium

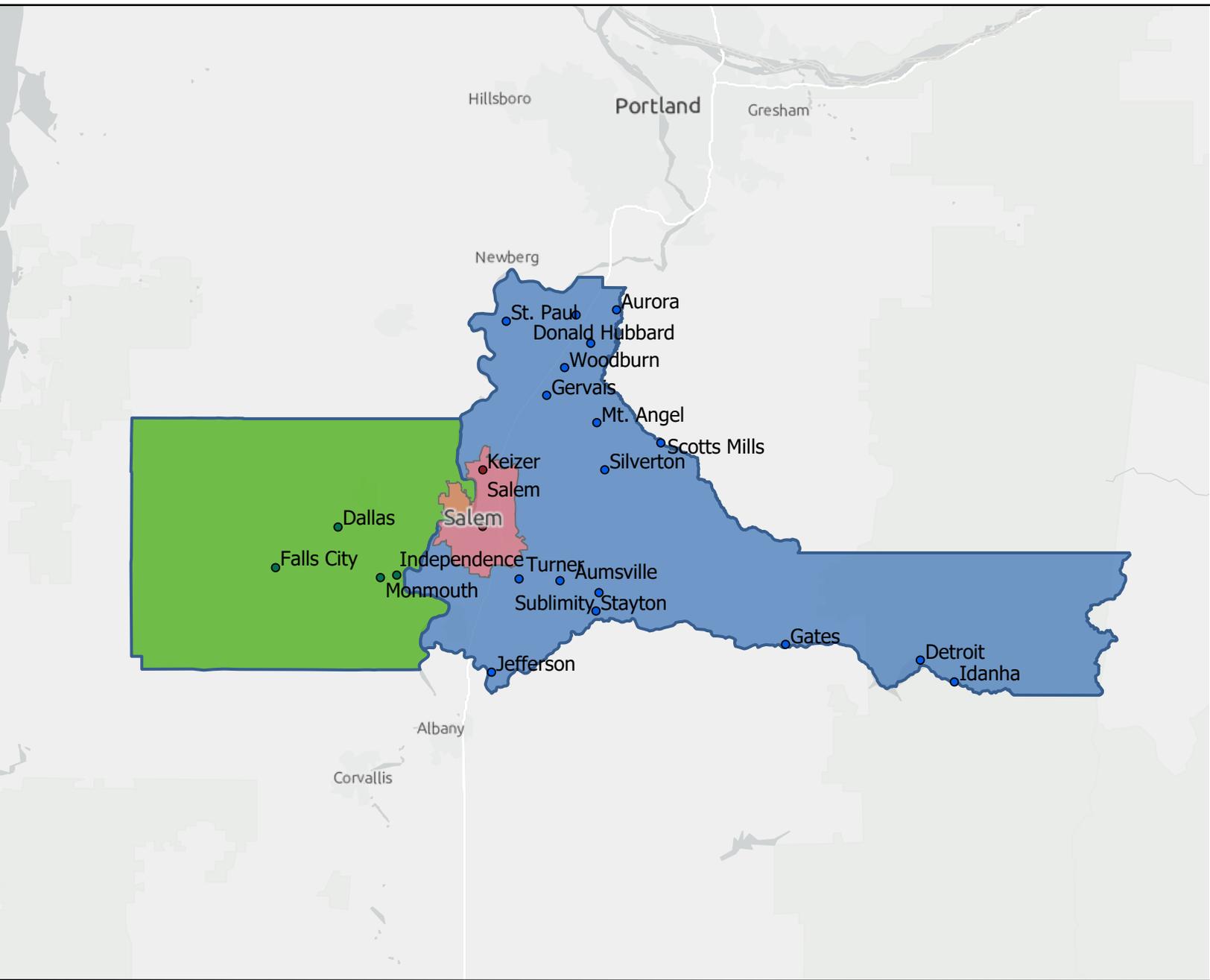
On June 28th, the Salem Housing Authority, along with the Marion County Housing Authority, West Valley Housing Authority, Oregon Housing and Community Services, and the U.S. Department of Housing and Urban Development, came together to empower our community's landlords and property managers with knowledge about Housing Choice Vouchers.

Helpful Resources

- Housing Choice Voucher
- Request For Tenancy Approval
- HAP Contract
- Tenancy Addendum
- HQS Inspection Form
- New NSPIRE Inspection Standards
- Housing Choice Landlord Guarantee Assistance



Public Housing Authority Jurisdictions



 West Valley Housing Authority

 City of Salem Housing Authority

 Marion County Housing Authority



HOUSING CHOICE VOUCHER FACTS

WHAT IS THE HOUSING CHOICE VOUCHER PROGRAM?

The housing choice voucher (HCV) program is the federal government's primary program for assisting very low-income families, the elderly, and persons with disabilities to afford decent, safe, and sanitary housing in the private market. Since housing assistance is provided on behalf of the HCV tenant, participants are able to find their own housing, including single-family homes, townhouses and apartments. Housing choice vouchers are administered locally by public housing agencies (PHAs) that receive federal funds from the U.S. Department of Housing and Urban Development (HUD). This means that the tenant, landlord and PHA all have obligations and responsibilities under the HCV program. A brief summary of each party's role is below:

HUD: HUD provides funds to allow PHAs to make housing assistance payments on behalf of the HCV tenants. HUD also pays the PHA a fee for the costs of administering the program. HUD monitors PHA administration of the program to ensure program rules are properly followed.

Public Housing Agency: The PHA administers the HCV program locally and provides the HCV tenant with the housing assistance. The PHA must examine the tenant's income, household composition and ensure that their housing unit meets minimum housing quality standards. The PHA enters into a contract with the landlord to provide housing assistance payments on behalf of the family.

Landlord: The role of the landlord in the HCV program is to provide decent, safe, and sanitary housing to a tenant at a reasonable rent. The dwelling unit must pass the program's housing quality standards and be maintained up to those standards as long as the owner receives housing assistance payments. The Landlord enters into a lease agreement with the tenant.

Tenant: When a tenant selects a housing unit, they are expected to comply with the lease and the program requirements, pay their share of rent on time, maintain the unit in good condition and notify the PHA of any changes in income or family composition.

Rent: The PHA determines a payment standard that is between 90% and 110% of the Fair Market Rents regularly published by HUD representing the cost to rent a moderately-priced dwelling unit in the local housing market. The housing voucher tenant must pay 30% of its monthly adjusted gross income for rent and utilities, and if the unit rent is greater than the payment standard, the tenant required to pay the additional amount.

HCV Households

- **8.75 years** is the average household time in the program
- **29.2%** are elderly (older than 62)
- **25.5%** are non-elderly disabled
- **45.5%** are single person
- **Over 75,000 HCVs** are designated for Veteran Affairs Supportive Housing

HCV Unit Type*

- **24.6%** are single family detached
- **11.4%** are semi-detached
- **17.2%** are rowhouse/townhouse
- **33.9%** are low-rise buildings
- **10.3%** are high-rise buildings
- **1.9%** are manufactured homes

**Does not include MTW agency data.*

HCV Unit Location

- **59.1%** are in central cities
- **37.4%** are in suburbs
- **2.9%** are in rural areas

The data in this document is current as of December 2020.

Revised May 2021



HOUSING CHOICE VOUCHER (HCV) MYTH-BUSTING AND BENEFITS FACT SHEET

MYTH-BUSTING FOR HCV LANDLORDS

“ Landlords can’t charge HCV participants the same rent as their non-HCV tenants. ”

FALSE- Landlords can charge the full rent no matter who the tenant is. The housing authority must determine that the proposed rent is reasonable and is not higher than units in that area with similar amenities.¹

“ HCV Voucher tenants are problem tenants. ”

FALSE- Actually, HCV tenants are typically long-term tenants, living in a unit for 7-8 years on average. There are no documented statistics showing that HCV participants are any more likely to damage units or not pay rent than are non-HCV tenants. Landlords use their own screening criteria and should screen HCV tenants as they would screen any other tenant to avoid problem tenants.²

“ It is almost impossible to evict a HCV tenant when they violate the lease. ”

FALSE- HCV tenants are bound by the terms of their rental agreements and are subject to eviction as is any non-HCV tenant.³

“ If you accept one HCV Program tenant, then all of your units must be rented to HCV Program tenants. ”

FALSE- Renting unit(s) to HCV tenants does not in itself further obligate you to rent to other HCV tenants. For each vacancy, you should follow your established policies for screening prospective tenants.

BENEFITS OF HOUSING CHOICE VOUCHER PROGRAM FOR LANDLORDS

- **You will get timely and dependable payments from the public housing authority (PHA).**

Participating, compliant landlords will receive timely and dependable housing assistance payments (HAP) each month once the HAP contract and lease are signed.⁴

- **You will get your full rental payment.** When a HCV tenant's income permanently changes, the portion of rent paid by the PHA and the tenant is adjusted to reflect this change. This provides financial protection to landlords in that if a HCV tenant's income decreases, there is a process for the PHA to pay a larger portion of the rent to the landlord so the landlord continues to receive a full rental payment.⁵

- **You will receive regular inspections.** Some landlords appreciate the routine inspections because they provide an opportunity to check on the condition of the unit. This can result in identifying maintenance needs that may have otherwise gone unnoticed for some time. Landlords that own or manage properties across wide geographies in particular tend to appreciate the value in having a routine, objective inspection of their rental units.

- **You may request annual reasonable rent increases.** Compliant landlords may request a rent increase at the annual anniversary of the HAP contract by written notice to the PHA.⁶

- **You have the opportunity to help low-income elderly, disabled, and veteran households, as well as families with children by providing affordable housing.** More than 50 percent of vouchers serve elderly or non-elderly disabled families. About 45 percent of vouchers assist single-parent families.

Resources

¹ 24 CFR § Part 982.507

² 24 CFR § Part 982.307

³ 24 CFR § Part 982.310

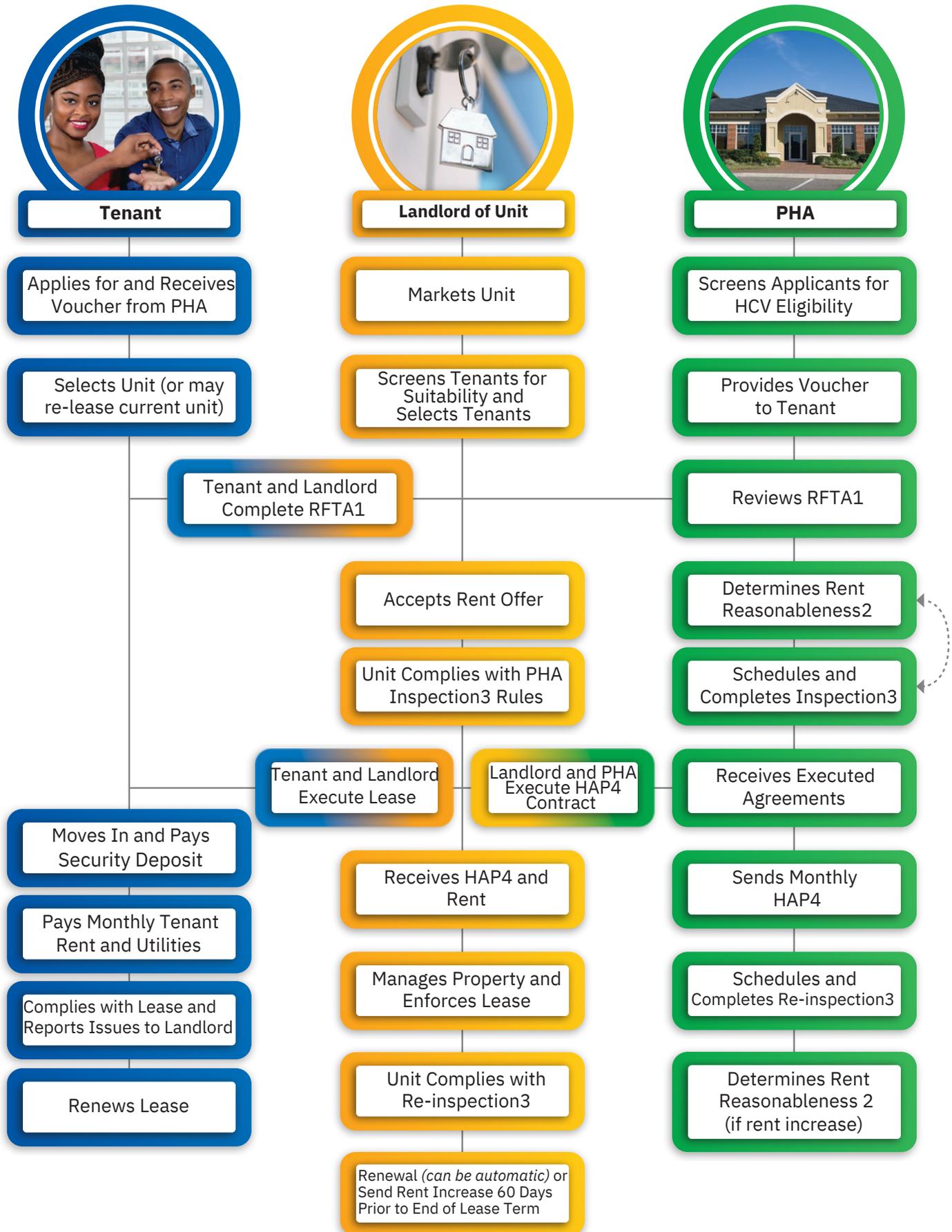
⁴ **HAP: is the monthly assistance payment by a PHA, which is defined in 24 CFR 982.4 to include (1) A payment to the owner for rent to the owner under the family's lease; and (2) An additional payment to the family if the total assistance payment exceeds the rent to owner. The HAP contract is the housing assistance payments contract between the owner and the PHA (Also see: 24 CFR § Part 982.451)**

⁵ 24 CFR § Part 982.505

⁶ 24 CFR § Part 983.302

Housing Choice Voucher Program

General Lease-Up Process for Landlords, Public Housing Authorities (PHAs) and Tenants



Endnotes

¹ Request for Tenancy Approval (RFTA): Before approving the assisted tenancy and executing the Housing Assistance Payments (HAP) contract, the PHA must ensure that the following program requirements have been met:

- The unit is eligible;
- The unit has been inspected by the PHA and meets [Housing Quality Standards \(HQS\)](#);
- The lease includes the tenancy addendum;
- The rent charged by owner is reasonable; and
- For families receiving HCV program assistance for the first time, and where the gross rent of the unit exceeds the applicable payment standard for the family, the PHA must ensure that the family share does not exceed 40 percent of adjusted monthly income. This cap is referred to as the maximum family share ([24 CFR 982.508](#)).

In addition, the PHA must not approve:

- If the PHA has been informed (by HUD or otherwise) that the owner is debarred, suspended, or subject to a limited denial of participation under [2 CFR part 2424](#).
- If the owner is the parent, child, grandparent, grandchild, sister, or brother of any member of the family, unless the PHA determines that approving the unit would provide reasonable accommodation for a family member who is a person with disabilities. This restriction against PHA approval of a unit only applies at the time a family initially receives tenant-based assistance for occupancy of a particular unit, but does not apply to PHA approval of a new tenancy with continued tenant-based assistance in the same unit.
- Other reasons as defined in [24 CFR 982.306](#).

² Rent Reasonableness: HUD regulation [24 CFR 982.507](#) requires that PHAs perform a rent reasonableness determination before executing a HAP contract and before any increase in rent. The PHA must determine that the proposed rent is reasonable compared to similar units in the marketplace and not higher than those paid by unassisted tenants on the premises.

³ Inspections: PHA must inspect the unit leased to a family prior to the initial of the lease, at least biennially during assisted occupancy (triennially for rural PHAs), and at other times as needed, to determine if the unit meets the HQS.

Some, but not all, PHAs have additional flexibility to approve tenancy and begin paying HAP on a unit that fails to meet the HQS, provided the deficiencies are not life-threatening and/or to approve assisted tenancy of a unit before the PHA conducts the initial HQS inspection if the property has, in the previous 24 months, passed a qualifying alternative inspection. For more information on these provisions see [PIH Notice 2017-20](#).

⁴ Housing Assistance Payment (HAP): is the monthly assistance payment by a PHA, which is defined in [24 CFR 982.4](#) to include: (1) A payment to the owner for rent to the owner under the family's lease; and (2) An additional payment to the family if the total assistance payment exceeds the rent to owner.

The HAP contract is the housing assistance payments contract between the owner and the PHA.

SECTION 8

Waiting List and Intake

As of May 31, 2024, we had issued 126 vouchers to individuals and families actively seeking housing. This month, 74 families were in the eligibility screening process.

It is important to note that effective June 14, 2024, we were notified that the Housing Choice Voucher program is in shortfall (anticipated Voucher program expenses for rental assistance exceed awarded funds). When a Public Housing Agency (PHA) experiences a shortfall in its Voucher Housing Assistance Payment (HAP) funds, the US Department of Housing and Urban Development (HUD) assigns the PHA a Shortfall Prevention Team to work with the PHA and ensure that they comply with all requirements in order to be eligible for shortfall funding at the end of the calendar year to cover all HAP expenses.

We are working closely with our Shortfall Prevention Team to curb program expenses, including suspending Voucher issuance to applicants on the waiting list. Applicants who were in the screening process when we were notified of the shortfall will be placed back on the waiting list and pulled again for screening as soon as funds are available.

While in shortfall, we are still able to lease up new Veterans Affairs Supportive Housing (VASH) Vouchers, as well as Project-Based Vouchers. Eligible Project-Based Voucher tenants who request a Housing Choice Voucher to move with will be placed on the waiting list to receive their Housing Choice Voucher when funds are available again.

SECTION 8

Voucher Lease Up

On May 1, 2024, Salem Housing Authority Vouchers were under lease:

Section 8 Voucher	Total Allotment	Total Leased	Housing Assistance Payments
Housing Choice Vouchers	2819	2653	\$2,368,677
Family Unification Program (FUP)	119	105	\$113,266
Veterans Affairs Supportive Housing (VASH)	113	102	\$75,742
Mainstream Vouchers	192	152	\$130,328
Emergency Housing Vouchers	34	31	\$33,661



3277
Total
Allotment



3043
Total Leased



\$2,721,674
Housing Assistance
Payments

Housing Assistance Payments (also called "HAP") are made monthly directly to property owners on behalf of leased Voucher participants. During the month of May 2024, the Voucher program brought over \$2.7 million dollars into the economy in Salem and Keizer through payment of HAP. Total monthly HAP has increased by over \$160,000 per month since January 2024, due to rising rental costs in our area.

SECTION 8

Inspections

Initial Inspections Status Report	
Total Completed for the month	65
Passed	45
Of the passed inspections, number that passed the first time	29
Of the passed inspections, number that passed reinspection	16
Failed - still waiting repairs	3
Scheduled/waiting to schedule	3

Annual/Biennial Inspections Status Report	
Total Completed for the month	174
Passed	127
Of the passed inspections, number that passed the first time	116
Of the passed inspections, number that passed reinspection	11
Failed - still waiting repairs	47

Monthly Activities

Annual Recertifications completed	99
Write-ups completed	118
Intake Appointments completed	26
Tenant Requests completed (rent adjustments for lower income)	17
Family Size Changes completed	9
Move-ins completed	21
Vouchers issued (for Moves)	25
Terminations - EOP	8
Voluntary terminations (client gave up assistance)	2
Hearings	2
Port outs	6
Port In Appointments completed	10
Mandatory Conferences	4

Successes and Other Good News

At times, it seems like we mostly hear from people who are dissatisfied. However, every now and then, we receive feedback that uplifts our spirits. One of our Housing Specialists shared the following: "This month, I received feedback from a client who said, 'Thank you for getting back to me and always replying so quickly. Usually when I email people, they take forever, but you're on top of it and I appreciate that so much.' It was heartening to hear this, considering that our office is incredibly busy, and we are not always able to promptly respond to emails or calls due to the high volume we receive daily. So, I truly value this positive feedback."



SPECIAL PROGRAMS

One of our Outreach Navigators shares the following story.

This month, during Outreach efforts, we assisted several individuals with different resources, including connecting them with their medical providers to set appointments. We also worked with medical outreach from NWHHS to get medical assistance in Wallace Marine Park to two individuals needing care.

During collaborative efforts, we were able to get five individuals into Ideal Options for intake to help them with their substance abuse addiction. This week, we had a second substance abuse provider join our collaborative efforts. This is a great addition!

For example, Salem PD responded to a call from someone concerned about two individuals. Outreach met with both parties. These individuals could get assistance through Ideal Options and services from Church at the Park. SPD provided transportation to help them get to their intake. In the meantime, the rest of the collaboration worked along an area on Lancaster and Sunnyview. Community Medical Services (a newer Medication Assisted Treatment (MAT) clinic) had a provider who could share more substance abuse services and how to access them.

Our team also assisted a woman with getting into an inpatient program through Eastern Oregon Recovery Services.

We handed out about 250 bottles of water during the warmer days. An additional 100 bottles were handed out during the month.

We provided hygiene kits, medical kits, and animal food (about 20 pounds of cat food and 80 pounds of dog food). We also handed out about a dozen leashes to those who needed them for their dogs.

Today was a good reminder of what we are trying to help avoid.

We came upon this shrine [honoring the memory of someone who had passed away while experiencing homelessness] while wrapping up outreach this afternoon. This is a perfect example of what we are trying to avoid. Maybe. Just maybe we can help avoid another family going through this.

This shrine is under the bridge on 14th Street, just down the street from us."

SPECIAL PROGRAMS

Special Programs Team May 2024

Special Programs consists of three distinct teams that come together to serve our community: Outreach Navigators, Landlord Navigator, Housing Specialists, and Family Self Sufficiency Coordinators.

Special Program Vouchers	Total Allotment	Total Leased
Mainstream Vouchers (MS)	190	152
Emergency Housing Vouchers	34	31
Project Based Voucher (PBV)	294	147

Housing Specialists

One of the Housing Specialists on our team share the following reflections on their work this past month:

Our Special Programs Housing Specialists often go above and beyond to assist some of our more vulnerable housed clients. We have a recently housed client at Sequoia who's been bouncing from job to job and feeling inadequate about paying rent, let alone other bills. Our team has been cheering him on, remaining in communication with on-site supportive service staff at Sequoia, and holding the important line of encouraging, but not sugar-coating our policies and procedures. When participants have sporadic or seasonal work, our policy is to count equal to the last four quarters of earnings, which means some participants have to be diligent about saving and budgeting. We are happy to share our participant has found employment, they have renewed confidence in their self-sufficiency and ability to budget, and they are establishing community at Sequoia.

SPECIAL PROGRAMS

Housing Specialists

Special Programs Housing Specialist Data Metrics	May
Annual Recertification Completed	5
Tenant Requests Completed	5
Tenant Requests Denied	2
Family Size Changes	2
Moves	7
Issuance of Voucher	7
Mandatory Conferences	3
Terminations	0
Port-Outs	0

Landlord Navigator

Our Landlord Navigator describes one element of her work this past month:

"As a landlord and navigator assisting clients with their home search, I recently received a heartfelt phone call from a previous client whom I had assisted. This client faced numerous barriers in her search for housing, but with determination, I was able to locate a private landlord willing to work with her. A couple of months after moving into her new home, she called to express her deep gratitude. She thanked me for my unwavering support and for not giving up on her. She shared how much she appreciates the Section 8 program, the dedicated staff, and the opportunity it has given her to live a better life. Her previous living situation was leading her down an unhealthy path, and this new opportunity has been a significant positive change for her.

This call was a powerful reminder of the impact we can have on individuals' lives by providing them with stable housing and support. It reinforces the importance of our work and the positive outcomes it can achieve."

SPECIAL PROGRAMS

Family Self Sufficiency

For the month of May, our FSS team supported 130 active participants. Of these 130 participants, 73 achieved monthly escrow deposits.

In May, the FSS team focused on creating Financial 101 workshops for participants and Voucher clients. The team is focusing on recruitment and education. This included revamping the interior and lobby FSS walls. These walls share our participants' success stories, past and current data for the program, and the lobby board will be added to the waiting area giving a brief synopsis of the FSS program for future participants to see what the program can do for them.

The team attended trainings for HUD strong families, IDA financial coaching, quarterly FSS Coordinator webinar, continued to host FSS Briefing Sessions, went to the last West Salem SIT meeting of the year, and gave Info Session of the FSS at Yaquina and Redwood Community meetings for engagement.

Family Self Sufficiency Data Metrics	May
Total Active Contracts Beginning of the Month	130
Graduates with Escrow	0
Escrow Paid Out (Graduates)	0
Total Escrow in Savings for all Current Participants	NA
Exits (Voluntary or Involuntary Termed)	2
Extensions	0
Clients Contacted: Calls, Emails, Visits, Letters	130

PROPERTY MANAGEMENT

Property Name	# of Units	Waiting List Status	Vacant Unit Status	Move in/out Activity	Annual Inspections Completed	AR/IR Completed
Brush College Village	21	WL Closed	1 Vacant Unit	1 Move-in and no move-outs	All annual inspections completed in May.	1
Englewood East Apartments	50	WL Closed	4 Vacant Units	1 Move-in and no move-outs	None	5
Englewood West Apartments	54	WL Closed	3 Vacant Units	2 Move-ins and no move-outs	None	5
Glen Creek	29	WL Closed	2 Vacant Unit	None	All annual inspections completed in May.	1
Livingston Village	26	WL Closed	None	None	All annual inspections completed in May.	0
Meadowlark Village	32	WL Closed	3 Vacant Units	None	All annual inspections completed in May.	0
Northgate Village	28	WL Closed	5 Vacant Units	1 Move-ins and no move-outs	All annual inspections completed in May.	4
Parkway East Apartments	46	WL Closed	2 Vacant Units	No move-ins and 1 move-out	Completed in January 2024.	4
Parkway West Apartments	79	WL Closed	4 Vacant Units	No Move-ins and 1 move-outs	Completed in January 2024.	5
Redwood Crossings	37	WL Closed but accepting referrals for local preference applicants (homeless, referred from partner organization)	9 Vacant Units	None	0	0
Robert Lindsey Tower	62	WL Closed	2 Vacant Units	1 move-in and no move-outs	0	10
Sequoia Crossings	60	PBV - WL is closed, but accepting local preference referrals PSH - no waiting list, CE referrals only	None	1 move-in and no move-outs	0	0
Scattered Sites	77	WL Closed	3 Vacant Units (2 units are offline for extensive remodels)	None	0	6
Shelton Village	25	WL Closed	3 Vacant Units (all units offline for disposition)	None	0	1
Southfair Apartments	42	WL Closed	9 Vacant Units	None	All annual inspections completed in September.	0
Southview Terrace Apartments	60	WL Closed	1 Vacant Unit	None	All annual inspections completed in March.	1
Yaquina Hall	51	WL Closed	1 Vacant Unit	None	All annual inspections completed in July.	0

PROPERTY MANAGEMENT

Property Management Highlights

At SHA Property Management, we are pleased to announce the addition of new team members: 2 Property Management Coordinators, 1 Lead Mechanic, a Mechanic, and a Staff Assistant. We are excited to welcome them to our team and look forward to providing them with the support they need to succeed.

Focusing on filling vacant units

Over the past several months, average vacancy days for our units has increased above our typical average due to staffing challenges. To help fill vacant units, our new PMCs will be focusing on screening new residents. This will help reduce vacancy days and provide a robust way for PMCs to learn all about the various programs and compliance requirements for our properties.

Redwood Crossings

Arches held a community BBQ for the residents on May 16, 2024. Hot dogs, hamburgers, potato salad, and baked beans were served, and music was played in the courtyard!

Sequoia Crossings

A big birthday celebration is held each month for all residents who have a birthday during that month.

South View Terrace

I'm pleased to inform you that the lighting upgrade has been successfully completed.

Yaquina Hall

A Spring Clean Up event was held on May 28, 2024, to help residents clear out their units and get rid of things they no longer need. Arches offered cleaning supplies to residents who agreed to allow Arches to do a post spring clean-up inspection to help them be prepared for the upcoming annual inspections.

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."

Upcoming Highlighted Events:

- Camp Rosenbaum - July 21st, 2024
- Company BBQ - July 31st, 2024
- National Night Out - August 6th, 2024
- Shop with a Cop - August 10th, 2024

