

December 2023

Issue #5

Salem Housing Authority Program Management Report



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.

Salem Housing Authority participated in the "The Great Shakeout, the world's largest earthquake drill."

The drill happened on October 19th, 2023 @ 10:19 am. Everyone had to DROP, COVER and HOLD ON, and meet at our safety destination!!



Salem Housing Authority showed support to our Veterans in Operation Green Light from Nov 6 - Nov 12.

Honoring those who have served and protected, the lights were changed to shine bright on Green Light Day, reminding us of the bravery, sacrifice, and dedication of our active duty personnel, veterans, and their families.



Special Programs Team

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

For October, there was a lot of collaboration between agencies, including Church at the Park, Center for Hope and Safety, Easter Seals, and more, to meet the needs of unhoused and unsheltered people. Through these collaborations, we have seen folks get housed in Veterans housing programs and receive services through Easter Seals or our SHARRH program. Our Outreach Navigator reflects: “Seeing people's reactions to their new, fully furnished home with all their basic needs met has been the most fulfilling part.”

In addition to what is described above, below is a summary of our Outreach Navigators’ work in October:

Outreach Data Metrics	October
Outreach Occurrences (unsheltered)	8
Number of Unsheltered Neighbors Assisted	50
Referrals to Community Partners	8
Referrals Received from Community Partners	5
Outreach Events, Training and Meetings Attended	10
Housed HRAP Clients Receiving Case Management	9
Home Visits (housed clients)	36

Special Programs Team

Our Outreach Navigators assist individuals and families in the housing search process, provide linkage to supportive services to address barriers to housing, and administer flexible barrier removal funds for participating households to address application fees, security deposits/utility deposits, debts owed to previous property owners/utility companies, moving costs, fundamental needs at move-in, and/or other financial barriers for which there are no additional resources available.

SHARRH Data Metrics						
	June	July	August	September	October	TOTAL
Number of RRH Household Referrals	3	7	28	11	35	84
Number of RRH Households "housed"	1	1	15	12	28	57
Average Investment Per Household					\$2194	

Our Housing Navigator shares this reflection about a SHARRH participant: “There was a move-in for October that was particularly impactful for me. The client was fleeing domestic violence, where part of the abuse had been a lot of financial control. For this reason, she had never signed a lease or paid rent directly. She applied for an apartment and was told she would have to pay a \$4500 deposit, likely knowing she would qualify for the assistance. She felt the property management company was yet another person in her life trying to take advantage of her. She chose to turn down that property because she wanted to work with a rental company that would treat her professionally. It was a reminder for me that we do more than write checks. We also help people obtain personal agency and independence. Working with us, we were able to help her navigate what behavior she should expect from a property management company. We got her into a place with a more reasonable security deposit. In October, she signed a lease for the first time with a full understanding of her rights and responsibilities as a tenant.”



Special Programs Team Highlight

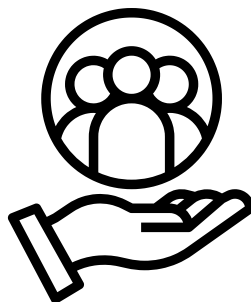
One of the most beautiful qualities of our Special Programs Team is how we all lean in, often going well beyond our job descriptions, to serve our clients and meet our community's needs. The unsung heroes of this work are often our Staff Assistants.

Our Staff Assistant shares an unexpected piece of her work during October: “I had the privilege to work with a domestic violence survivor this month who was down on her luck. She kept in close contact with me throughout her voucher process and was very dedicated to getting her needed support. She had gone through a terrible domestic violence situation, had her car stolen, and still managed to be present throughout her Voucher process. She is a strong woman with the courage to do what is necessary to stay safe. I commended her tenacity each time she called.”

A Housing Specialist reflects: “While I believe we all are at capacity with new stuff, I think they (the Staff Assistants) are much like the boots on the ground first responders for many messes and are so appreciated and recognized. Despite their work intensity, they remain fun and engaging and deserve so much recognition.”

Our Landlord Navigator says it best: “I want to recognize our outstanding team and their efforts and unwavering support in assisting our clients. It is commendable how dedicated everyone is to ensuring our clients are cared for. The collaborative spirit and tireless contributions to our mission make a significant impact!”

This mission-driven commitment guides our work, the team we have created, and the community we support.



Housing Specialist

Our Housing Specialists on the Special Programs Team work with designated voucher holders:

Mainstream Vouchers, Emergency Housing Vouchers, and Project Based Vouchers.

These voucher holders are assigned to specific Housing Specialists in an effort to continue trauma-informed care and provide supportive services to households who may experience additional barriers to housing stability. The majority of participants served by these Housing Specialists have experienced chronic homelessness, report a disabling condition, and have very limited or no income.

	Vouchers Awarded	Vouchers Leased
Mainstream Vouchers (MS)*	192	142
Emergency Housing Vouchers (EHV)**	34	31
Project Based Voucher (PBV)	118	112

*Mainstream Voucher funding is currently fully expended. We will continue to issue Vouchers as participants leave the program.

**Emergency Housing Vouchers may not be re-issued to new families after September 30, 2023. Families who were issued a Voucher before September 30th will continue to receive assistance until they exit the program.

Below is a summary of the work completed by our Special Programs Housing Specialists in October:

Special Programs Housing Specialist Data Metrics	October
Annual Recertification Completed	36
Tenant Requests Completed	2
Tenant Requests Denied	1
Family Size Changes	0
Moves	2
Issuance of Voucher	1
Mandatory Conferences	5
Terminations	3
Port-Outs	0

Family Self-Sufficiency

The **Family Self-Sufficiency Program (FSS)** is a five-year voluntary program designed to help individuals and families achieve economic self-sufficiency by providing services, including case management and referrals to supportive social services such as: employment, job preparation and readiness, vocational training, education, trade school-apprenticeships, small business development, credit counseling, money management, budgets, savings, homeownership, individual development accounts (matched savings account), and workshops.

Salem Housing Authority's local goal in operating the FSS Program is to match housing-assisted families with a broad range of highly collaborative existing community services to support FSS families in achieving economic self-sufficiency. Economic self-sufficiency is defined as having the sustainable skills necessary to maintain employment paying a "living wage." This wage would pay for the family's basic needs without the use of government subsidies (SHA FSS Action Plan).



**2 Graduated!!
Congratulations**

Family Self-Sufficiency Data Metrics	October
Total Active Contracts Beginning of the Month	143
Clients with Monthly Escrow Deposits	76
Graduates with Escrow	2
Escrow Paid Out (Graduates)	\$55,168
Exits (Voluntary or Involuntary Termed)	0
Clients Contacted: Calls, Emails, Visits, Letters	252
Client Referrals to Community Partners	23
Staff meetings, trainings, collaborations	33

Anyone participating in the Housing Choice Voucher or Public Housing program through Salem Housing Authority is eligible to join the FSS program. Our FSS Coordinators are eager to empower participants to achieve self-sufficiency and invest in themselves.





Family Self-Sufficiency Highlight



Family Self-Sufficiency Coordinators meet with participants independently to establish SMART (Specific, Measurable, Achievable, Relevant, and Time-Bound) goals.



Our FSS Team hosted a Lunch & Learn event in October, inviting FSS participants to meet with the team and community partners, including DevNW, Chemeketa Community College S.T.E.P.S program, and Liberty House.



We recently celebrated two graduations from the FSS program, which had a combined escrow amount of \$55,168.47. The journey of both these participants is truly inspiring and demonstrates how perseverance, support, resources, referrals, and FSS Coordinator case management can come together to make a real difference.

It's truly inspiring to see how far one of our graduates has come. Despite facing the challenge of bouncing around through 52 foster homes during her youth, she never lost hope and kept pushing forward.

A mother of 3 with an infant being diagnosed with a terminal illness, she enrolled in FSS on TANF with the belief that she “couldn’t” do it. She spent three years in the FSS program. She graduated, bringing home approximately \$9,000 a month in earned income and an Escrow check of \$21,732.77 that she intends to put toward purchasing a home for herself and her children. She not only received support, but also found the belief that she could do it, and she did!





Property Management

The Salem Housing Authority is the managing agent for the properties, which means that the Salem Housing Authority is the landlord. All questions, concerns, requests for repairs, etc. is addressed to the Housing Authority Property Manager.

Property Name	# of Units	Waiting List Status	Vacant Unit Status	Move in/out Activity	Lease Enforcement Activity	Eviction Activity	Tenant Charge Collection	Outstanding Tenant Accounts Receivable	Annual Inspections Completed	AR/IR Completed
Brush College Village	21	1 BR - 384 1 BR ADA - 56 2 BR - 949 2 BR ADA - 21 3 BR - 1150 4 BR - 122 All waiting lists are closed.	None	None	One eviction that resulted in a stipulated agreement due to one tenant assaulting another. One violation for blocking the walkway.	None	No outstanding tenant charges.	None	0	3
Englewood East Apartments	50	EES 1br - 131 Applicants, EES 2br - 79 Applicants, EEL 1br - 691 Applicants, EEL 2br - 33 Applicants, All WL Closed.	4 Vacant Units	2 Move-outs	None	None	No outstanding tenant charges.	1 - 30 Day Notice	0	5
Englewood West Apartments	54	1,143 Applications, WL is open	1 Vacant Unit	None	None	None	No outstanding tenant charges.	None	0	5
Glen Creek	29	All PH waitlists closed, PH 3bdrm - 704 applicants, PH 4bdrm - 345 applicants, PH 5 bdrm - 71 applicants	4 Vacant Units	None	None	None	No outstanding tenant charges.	1- 30-Day Notice and 1 - 30/14 Notice	0	3
Livingston Village	26	1 BR -461 1 BR ADA - 78 2 BR - 296 3 BR - 1192 4 BR - 99 All waiting lists are closed.	None	None	None	None	No outstanding tenant charges.	None	0	1
Meadowlark Village	32	1 BR - 384 1 BR ADA - 56 2 BR - 258 3 BR - 1114 4 BR - 122 All waiting lists are closed.	1 Vacant Unit	None	None	None	No outstanding tenant charges.	1 - 30-Day Notices	0	1
Northgate Village	28	1 BR -461 1 BR ADA - 78 2 BR - 296 3 BR - 1192 4 BR - 99 All waiting lists are closed.	2 Vacant Units	None	None	One Sheriff Lockout	No outstanding tenant charges.	1 - 30-Day Notice	0	0
Parkway East Apartments	46	2 BR - 615 3 BR - 479	None	1 Move-in	None	None	No outstanding tenant charges.	3 - 30-Day Notices, all remedied by payment in full	Building 3 Completed	1
Parkway West Apartments	79	2 BR - 785 3 BR - 367	1 Vacant Unit	1 Move-in and 1 Move-out	One violation for noise complaints and five patio notices.	None	No outstanding tenant charges.	4 - 30-Day Notices, 3 paid in full	Building 9 Completed	8
Redwood Crossings	37	1,044, WL Closed	2 Vacant Units	1 Move-out	Violations for poor housekeeping, unauthorized pets, and other issues with animals.	None	Tenants with outstanding tenant charges have been offered to work off their outstanding balances.	1/30/2014	0	0
Robert Lindsey Tower	62	1,434 Applications, WL is open	2 Vacant Units	None	None	None	No outstanding tenant charges.	None	0	3
Scattered Sites	77	All PH waitlists closed, Scat 2bdrm - 1629 applicants, Scat 3bdrm - 750 applicants	7 Vacant Units	1 Emergency Transfer	None	None	3 - Balance Due Notices for tenant charges	8 - 30-Day Notices	0	2
Shelton Village	25	All PH waitlists closed, PH 3bdrm - 704 applicants, PH 4bdrm - 345 applicants, PH 5 bdrm - 71 applicants	4 Vacant Units	None	One 30/14 for unauthorized occupant.	None	None	None	0	2
Southfair Apartments	42	All WL are closed. Currently on WL: - SF PBV 1 BEDS - 332 - SF PBV 2 BEDS - 176 - SF PBV 3 BEDS - 142 - SF PBRA 1 BEDS - 403 - SF PBRA 2 BEDS - 295 - SF Accessible 1 bed (LIHTC) - 185	1 Vacant Unit	1 Move-out	Two violations for housekeeping.	None	None	3 - 30-Day Notices	None	1
Southview Terrace Apartments	60	1,183 Applicants; WL closed	3 Vacant Units	1 Move-out	None	None	None	1 - 30-Day Notice	None	3
Yaquina Hall	51	32 Applicants	None	1 move out, 1 transfer, and 1 move-in	(2) 30/14's for unauthorized guests, (1) 30/14 for removal of puppies, 2 notices of violation for smoking in apartment - as the weather gets colder, more people are smoking in the building or just outside the doors.	None	No outstanding tenant charges.	5- 30 Day Notices, 3 resulted in payment agreements	None	0



Property Management



Occupancy for October 2023

During October, Salem Housing Authority units were 95% occupied. As of October 31, 2023, 99% of all rent charged to Salem Housing Authority property residents has been collected.

Property Management News

The Property Management team spent much of October preparing for multiple audits, site reviews, and inspections from Oregon Housing and Community Services and investors.

In October, we welcomed four new residents to our properties. New move-ins were at Englewood West, Parkway East, Parkway West, and Southview Terrace.

During the month, there were nine move-outs: two at Englewood East, one at Parkway West, two at Redwood Crossings, two at Shelton Village, one at Southview Terrace, and one at Yaquina Hall. Most of the move-outs were due to personal reasons. Two moves were due to lease enforcement, but eviction was avoided by the tenant vacating the unit voluntarily.

The Property Management team looks forward to training on the new Emphasys Elite software system in the coming months and preparing to go live with the latest software the first week of December.

Property Maintenance

A maintenance work order provides maintenance, repair, or operations work, such as replacing a part, returning an asset to operating condition, or performing an inspection.

	Total Work Orders	Emergency	Non-Emergency	Avg Days to Close	Total Days to Close
Work Orders From: 10/01/2023 Thru: 10/31/2023					
Brush College Village 9	3	0	3	2	2
Englewood East	18	1	17	4.17	25
Englewood West	13	0	13	5.5	11
Glen Creek Village	3	0	3	5.33	16
Livingston Village 4	2	0	2	16.5	33
Meadowlark Village 9	6	0	6	4	24
Northgate Village 4	4	0	4	9	36
Parkway East	7	0	7	1.14	8
Parkway West	31	0	31	2.81	59
Redwood Crossings	12	0	12	11.13	89
Robert Lindsey Tower (RAD)	25	1	24	7.92	190
S08 Scattered Sites	5	0	5	5.67	17
S15 Scattered Sites	3	1	2	2	2
S16 Scattered Sites	2	0	2	1	1
Shelton Village	0	0	0	0	0
SouthFair	1	0	1	0	0
Southfair Apartments	1	0	1	8	8
Southfair PBV	4	0	4	16	16
Southview Terrace	15	0	15	6.87	103
Yaquina Hall	15	1	14	3.36	47
Total All Projects Listed:	170	6	166	5.73	687





Section 8

The Housing Choice Voucher program, commonly known as Section 8, is the federal government's major program for assisting very low-income families, elderly, and persons needing special features or accommodations to to afford decent, safe, and sanitary housing in the private rental market.

Inspections

The inspections team continues to complete initial and biennial inspections as we transition to a new software system.



Initial Inspections Status Report

Total Completed for the month	74
Passed	47
Of the passed inspections, number that passed the first time	27
Of the passed inspections, number that passed reinspection	20
Failed - still waiting repairs	7
Scheduled/waiting to schedule	20



Annual/Biennial Inspections Status Report

Total Completed for the month	77
Passed	45
Of the passed inspections, number that passed the first time	13
Of the passed inspections, number that passed reinspection	32
Failed - still waiting repairs	30

Housing Assistance Payments (or “HAP”) are made monthly directly to property owners on behalf of leased Voucher participants. During October, the Voucher program brought over \$2.4 million dollars into the economy in Salem and Keizer through payment of HAP.

Monthly Activities

Annual Recertifications completed	209
Write-ups completed	202
Intake Appointments completed	27
Tenant Requests completed (rent adjustments for lower income)	14
Family Size Changes completed	9
Move-ins completed	17
Vouchers issued (for Moves)	12
Terminations - EOP	4
Voluntary terminations (client gave up assistance)	1
Hearings	1
Port outs	5
Port In Appointments completed	6
Mandatory Conferences	12



Voucher Lease Up

On October 31, 2023, 2,991 Salem Housing Authority Vouchers were under lease:

<i>Section 8 Voucher</i>	Total Allotment	Total Leased	Housing Assistance Payments
Housing Choice Vouchers	2819	2636	\$2,153,107
Family Unification Program (FUP)	119	96	\$101,878
Veterans Affairs Supportive Housing (VASH)	109	84	\$57,386
Mainstream Vouchers	192	142	\$109,299
Emergency Housing Vouchers	34	31	\$31,815
Total Vouchers	3277	2991	\$2,454,911

Section 8 Housing Choice Vouchers (HCV): The Housing Choice Voucher Program may support up to a maximum of 3,277 households per month, or until all funding is expended. Currently, the HCV program supports 2991 households.

Family Unification Vouchers 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. Currently 96 households are served with Family Unification Vouchers.

Veterans Assistance Supportive Housing Programs (VASH): The VASH tenant based program provides vouchers to at risk homeless veterans. Currently, the VASH program houses 84 households.

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. Currently 142 households are housed with Mainstream Vouchers. SHA receives 5 to 10 monthly referrals from ARCHES.

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). Currently, all vouchers have been utilized.

Section 8 Team Highlight



Waiting List and Intake

As of October 31, 2023, we had 121 Vouchers issued to individuals and families who are actively seeking housing. This month, we ended with a total of 130 new applicants from the voucher waiting list in the eligibility screening process and 9 new families with units that are pending Housing Quality Standards inspection.

Successes and Other Good News

During October, one Housing Specialist was working with a Voucher holder who was experiencing homelessness, living in their vehicle with a child while looking for a place to rent. The family was approved for a unit but needed assistance paying the security deposit. The SHA Special Programs Team connected the family with resources, and the family was able to move into their new home.

Another voucher family with four children had been living “doubled up” (sharing a unit with another family) for the last two and a half months. After diligently searching for a rental, the family secured a unit and could move into their own home.

These individual stories remind us that the voucher program is not just about rental assistance; it is about creating a place for families to call “home.”

