



Salem  
Housing  
Authority

**FEBRUARY 2025**

ISSUE #17

**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.



## Outreach Navigators

On January 28th, SHA hosted its fourth S.H.A.R.E.(Salem Housing Authority Resource Event). This year, we collaborated and assisted in this year's Point in Time Count(PIT), counting individuals in Wallace Marine Park and across the city. We also helped the command center team come up with locations and shared our expertise.

### Salem Housing Authority Resource Event:

- We handed out 98 goodie bags (which included shampoo, deodorant, hand-warmers, socks, gloves, and a beanie). Since every attendee received a goodie bag, we estimate having served around 100 attendees.
- We also served about 60 lbs. of pulled pork along with chips and water for lunch.
- DHS achieved significant success at this event, assisting 20 individuals through their mobile office. Their services included:
  - Signing people up for SNAP benefits
  - Replenishing SNAP funds for those that lost food in the recent Wallace flood.
  - Signing people up for OHP.
  - Printing letters stating the individuals receive public benefits (which is needed to get a free phone).
- We were able to count more people for the PIT count! We don't know the final numbers, our combined efforts added an estimated 20 folks to this important collection of data.
- We had 19 service providers attend, which is the most we've had for any SHARE event.



SHARE



# CUSTOMER SERVICE

## Customer Service

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

Front Desk	Total
US Mail Processed	113
Drop Box Items processed	472
Clients seen in-person	598
Voicemail - returned	523
Email responses	38

### Most Common Questions:

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

One new hire has joined the customer service front desk, which should help improve response times. We are currently experiencing a high volume of requests from applicants checking their status on the waiting list.

Applicants can easily check their status using their phone, computer, or tablet. Visit [www.salemhousingor.com/status-check](http://www.salemhousingor.com/status-check) or [www.waitlistcheck.com](http://www.waitlistcheck.com) to find the estimated wait times, which reflect the current situation as of today. Please remember that these times are only estimates; actual waiting list durations depend on funding and available vacancies and may change at any moment.

To learn more about our application process and waiting list process, visit our admissions and continued occupancy policy for Salem Housing Authority's public housing program. [Plans and Policies – Salem Housing Authority](#).

### 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 January 1st, 2025, the following Salem Housing Authority Vouchers were under lease:

Section 8 Voucher	Total Allotment	Total Leased	Housing Assistance Payments
Housing Choice Vouchers	2852	2595	\$2,400,103
Family Unification Program (FUP)	119	96	\$106,556
Veterans Affairs Supportive Housing (VASH)	113	104	\$80,655
Mainstream Vouchers	192	146	\$127,870
Emergency Housing Vouchers	34	29	\$30,511



**3,310**

Total Allotment



**2,970**

Total Leased



**\$2,745,695**

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 January 2025, the Voucher program brought more than \$2.7 million dollars into the economy in Salem and Keizer through payment of HAP.

## Inspections

The team completed 349 inspections in January, 42 of which were Initial inspections. Approximately 44% passed, and 38% failed. About 10% resulted in a no-show or denial of entry.



## SECTION 8

### **Section 8 Team Highlights as of January 31st, 2025**

We were released from a shortfall in the Housing Choice Voucher program and continue to work closely with the HUD field office to monitor forecasted expenses for the year against anticipated HUD funding to avoid a shortfall in 2025. We anticipate receiving more information regarding voucher program funding in the first quarter of 2025.

We received a new allocation of 25 Veterans Affairs Supportive Housing(VASH) vouchers, which will be added to our program effective March 1, 2025. We look forward to working with our partners at the VA to increase the number of Veterans moving from homelessness to permanent housing in our community.

We have received an allocation of 7 Foster Youth to Independence(FYI) Vouchers. These time-limited vouchers are designated for young adults ages 18-24 who have aged out of the foster care system and are currently homeless or at risk of homelessness.

In collaboration with the Oregon Department of Human Services and Church at the Park's Youth Shelter program, we will be issuing these vouchers to eligible individuals. Additionally, we will encourage FYI Voucher recipients to enroll in our Family Self-Sufficiency program, which offers support and community connections to help them achieve stability and independence during their assistance period.

### **Successes and Other Good News**

One Housing Specialist praised the Section 8 team and their part in helping an individual lease up at Redwood Crossings, stating, "Section 8 contributed to the successful new lease at Redwood Crossings by processing the screening application in one day which led to the client's successful lease up within 9 days. He expressed his gratitude for the help in getting him off the street and into a home. This is a reoccurring event that happens frequently at the Salem Housing Authority with the collaboration of all departments. The Section 8 Team is amazing and reflects great teamwork and dedication."

# EMPLOYEE OF THE MONTH GABRIELLA CORDY



*Gabriella has received several nominations over the past few months. She has demonstrated knowledge of the mission through her ability to recognize local and agency resources to support the clients that she serves. She has been recognized for her ability to collaborate with other departments and team members to achieve optimum results and advocates for clients when needed.*

Congrats, Gabriella, on a job well done!  
- Nicole Utz

**GABRIELLA  
CORDY**

**EMPLOYEE  
OF THE  
MONTH**

**Here's what Gabriella's peers had to say about her:**

*~ Gabriella is really good at keeping up to date about local and agency resources, and she recommends them to voucher holders. A little while ago, she referred a voucher holder to our Rapid Re-Housing program and then went above and beyond to help this person. She demonstrated she knew about Outreach's programs (RRH) and other local services to refer her client to.*

*~ Gabriella and April are really pouring their hearts into decorating the department tree with different themes. It's wonderful to see how much joy it brings to everyone during the different seasons they celebrate together. Their creativity truly lights up the atmosphere and spreads warmth and cheer.*

*~ She is consistently providing new ideas*

*~ She is someone you can always count on, and her willingness to help brings so much warmth and support to those around her.*

*"Congratulations, Gabriella! You have been a tremendous asset to the Salem Housing Authority family!"*



# SPECIAL PROGRAMS

## Special Programs Team January 2025

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

Special Program Vouchers	Total Allotment	Total Leased
Mainstream Vouchers (MS)	192	146
Emergency Housing Vouchers	34	29
Project Based Voucher (PBV)	*294	195

**\*Project-Based Vouchers (PBVs) awarded include those that have not yet been contracted.**

There are various projects currently in active leasing, along with multiple awards that have been granted but are not yet included in our total leasing count.

# SPECIAL PROGRAMS

## Housing Specialists

Our Housing Specialists have accomplished the following in the month of January:

Special Programs Housing Specialist Data Metrics	January
Annual Recertification Completed	7
Resident Requests Completed	5
Resident Requests Denied	1
Family Size Changes	5
Moves	32
Issuance of Voucher	3
Mandatory Conferences	1
Terminations	3
Port-Outs	0

“I am proud of our team as we embrace the new opportunities Elite brings. Together, we collaborate seamlessly, supporting one another with questions and solutions.” - Stated a Special Programs Housing Specialist.

“We began our planning for the FYI vouchers with great enthusiasm. I met with my team, and we envisioned the program's potential, strategizing our next steps with a focus on client success. It’s thrilling to consider how we’ll meet the clients where they are, empowering them to thrive and ensuring their vouchers don’t expire.” - Stated a Special Programs Housing Specialist.

# SPECIAL PROGRAMS

## Family Self Sufficiency (FSS)

In January, the FSS team started an outbound call list that kept them busy. Our contact list has over 5,000 clients, and we have reached out to each one a minimum of three times or until we can have a conversation with them.

The purpose of these phone calls is to tell eligible SHA assisted residents about the FSS program, as it is an optional benefit offered to Public Housing clients and Voucher Holders.



Family Self Sufficiency Data Metric	January
Total Active Contracts Beginning of the Month	127
Graduates with Escrow	2
Escrow Paid Out (Graduates)	\$12,218
Total Monthly Escrow Current Participants	\$28,072
Exits (Voluntary or Involuntary Termed)	1
FSS Briefing Session Participants	16
Extensions	0
Clients Actively Engaging with Coordinators	11

If a resident is curious about learning more, we invite them to attend one of our ‘Briefing Sessions’. Our Briefing Sessions are offered twice a month, one in-person offered at the Salem Public Library and one virtual option offered on Microsoft Teams.

A Briefing Session is a 30-minute slideshow presentation that explains the FSS program in more detail. After a resident has attended one, they can apply for the program and continue with the enrollment process.

We also were able to award a recent FSS graduate \$11,925 in escrow! Our FSS graduate plans on purchasing a home in the near future and will contribute her escrow funds towards the cost. Our FSS graduate states, “The FSS program gave me the encouragement and motivation I needed, I received free financial training, learned how to manage our money and build up our credit scores. I now have a full-time job I enjoy...I am truly thankful for the resources, encouragement and motivation.”

# Property Data & Work Order Data

# PROPERTY MANAGEMENT

Property Name	# of Units	Vacant Unit Status	% Occupied
Brush College Village	21	1 Vacant Unit	95%
Englewood East Apartments	50	2 Vacant Units	96%
Englewood West Apartments	54	8 vacant units being kept offline ahead of upcoming renovations.	85%
Glen Creek	29	5 Vacant Units	83%
Livingston Village	26	None	100%
Meadowlark Village	32	None	100%
Northgate Village	28	None	100%
Parkway East Apartments	46	1 Vacant Unit	98%
Parkway West Apartments	79	4 Vacant Units	95%
Redwood Crossings	37	4 Vacant Units	89%
Robert Lindsey Tower	62	3 Vacant Units	95%
Sequoia Crossings	60	None	100%
Scattered Sites	77	4 vacant units, 1 unit offline for extensive remodel	95%
Shelton Village	25	4 Vacant Units (all units offline for disposition)	84%
Southfair Apartments	42	5 Vacant Units	88%
Southview Terrace Apartments	60	5 vacant units are offline for extensive remodels	92%
Yaquina Hall	51	None	100%
<b>Totals:</b>	<b>779</b>		<b>94%</b>

## January 1-31, 2025

Property	Total Work Orders	Total Days Open	Average Days Open
Englewood East	9	34	3.78
Englewood West	16	69	4.31
Parkway East	6	6	1.00
Parkway West	14	25	1.79
Public Housing Multifamily	7	64	9.14
Public Housing Scattered Sites	13	99	7.62
Redwood Crossings	46	127	2.76
Robert Lindsey Tower	7	42	6.00
Salem Housing Preservation 4	13	73	5.62
Salem Housing Preservation 9	19	153	8.05
Sequoia Crossings	8	17	2.13
Southfair	16	86	5.38
Southview Terrace	6	74	12.33
Yaquina Hall	10	17	1.70
<b>Grand Total</b>	<b>190</b>	<b>886</b>	<b>4.66</b>

## Property Management Highlights for January 2025

# PROPERTY MANAGEMENT

This month, Property Management was able to work with two residents regarding lease violations. Both families worked closely with Property Management and Maintenance to remedy the situation and avoid further issues. We are always happy when we can help families retain their housing and continue to build positive rental histories.

### **Brush College**

Residents aided Property Management by helping clean up the property and by preventing traffic through the area.

### **Englewood East and Englewood West**

Tenants participated in a food share program led by Marion-Polk Food Share, tenant-led community meetings, and a monthly potluck.

### **Redwood Crossings**

The tenants have been very grateful to have SHA staff located at the Redwood building full-time. They frequently visit the office to check in, and one of the tenants has been regularly bringing coloring pages for the staff.

### **Robert Lindsey Tower**

Two turkeys were provided to tenants for their annual holiday dinner. Marion Polk Food Share was onsite, providing food donations to tenants.

### **Sequoia Crossings**

The property was fully leased up at the end of January. Monthly community meetings are being hosted by onsite ARCHES supportive services, to encourage communication and a sense of community.

### **Yaquina Hall**

In December, we completed the annual inspections of all tenant units, with most tenants shining through their evaluations. The dedicated Property Management and Resident Services staff have been fostering a spirit of tenant education around unit care while encouraging the meaningful clean-out of belongings. We are also thrilled to welcome new onsite supportive services staff from ARCHES, who have already made great strides in building strong, trusting relationships with our tenants.



## BRUSH COLLEGE VILLAGE

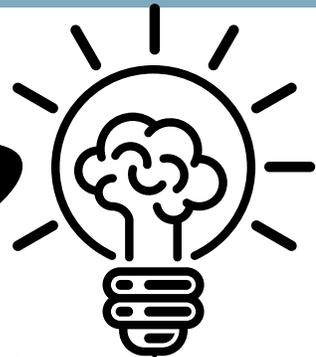
### **Brush College Village has 22 rental units.**

Rent at this property is based on household income. Tenants pay 30% of their adjusted monthly income, minus an allowance for electricity, water, and sewer. Trash collection is included in the rent. Tenants have the option of adding phone service, internet, and cable television at their own expense.

### **Brush College Village general information and eligibility:**

The property was funded with two different kinds of funding: Low Income Housing Tax Credits (LIHTC) and Section 8 Project-Based Rental Assistance (PBRA). To be eligible for a unit, you must meet eligibility for both LIHTC and PBRA. The Tenant Selection Plan will help you see if you are eligible.

***DID YOU  
KNOW?***



The property has lovely garden beds where residents can easily grow their own fruits and vegetables! It's such a wonderful way to enjoy gardening and share delicious, homegrown treats with neighbors and friends!

INTERESTING FACT



1560-1596 Brush College Road NW,  
Salem, Oregon 97304

# 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.

**We invite you to share your voice!**

Your insights in our Program Management Report Survey will empower us to enhance the information you receive.

**<https://forms.office.com/g/TQCckDSerz>**



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latest news and updates!!*



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