



Salem
Housing
Authority



Salem Housing Authority PROGRAM MANAGEMENT REPORT

NOVEMBER 2024

ISSUE #15



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.

YAQUINA HALL

Yaquina Hall, a historic building, has been repurposed into a residential hall comprising 51 one-bedroom units and one studio unit (52 total units) to provide on-site supportive services that will address the unique needs of the community members experiencing homelessness and those with disabilities in developing permanent housing. It is situated on the grounds of the former nurses' dormitory at the Oregon State Hospital Campus.

On June 2023, Yaquina Hall received the Ben Maxwell Award for Historic Preservation Month for excellence in historic preservation for residential use. Yaquina Hall is listed on the National Register of Historic Places.

On October 10th-11th, at the National 2024 Historic Tax Credit Conference in Kansas City, Missouri, an award was presented to the City of Salem's Community Planning and Development Director, Kristin Retherford, and Salem Housing Authority's Nicole Utz and Jessica Blakely. The award was given for the adaptive reuse of Yaquina Hall, showcasing major community impact through the utilization of historic tax credits in residential development. Salem Housing Authority was the first Housing Authority to receive such an award.

We couldn't have done it without the help of our partners in the project. In addition to Salem Housing Authority and the City of Salem, other partners in the project included:

- US Bank Bancorp
- Oregon Housing and Community Services
- Oregon Health Authority
- NOAH (Network for Oregon Affordable Housing)
- Housing and Urban Development (HUD)
- AC & Co. Architecture
- Walsh Construction



**YAQUINA
HALL**







CUSTOMER SERVICE

Customer Service

As of September 30th, 2024, Salem Housing Authority Front Desk:

Front Desk	Total
US Mail Processed	486
Drop Box Items processed	471
Clients seen in-person	610
Phone calls - returned	456
Email responses	218

Most Common Questions:

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

The majority of the phone inquiries we receive typically relate to requests for waitlist status, inquiries about the application process for our programs, and requests for transfers to other employees.

We also receive emails regarding waitlist status checks, housing, emergency housing resources, and instructions on how to apply.

Interactions at the front desk include scheduling appointments with a housing specialist, inquiring about housing opportunities, checking waitlist status, and accessing available resources.

ADOPT A STREET

Salem Housing Authority's Team and families did an Adopt-A-Street pick-up on October 26th, 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.



SECTION 8

Voucher Lease Up

As of September 1, 2024, the following Salem Housing Authority Vouchers were under lease:

Section 8 Voucher	Total Allotment	Total Leased	Housing Assistance Payments
Housing Choice Vouchers	2,845	2,624	\$2,389,746
Family Unification Program (FUP)	119	101	\$112,019
Veterans Affairs Supportive Housing (VASH)	113	106	\$81,864
Mainstream Vouchers	192	149	\$132,028
Emergency Housing Vouchers	34	30	\$30,538



3,303
Total
Allotment



3,010
Total Leased



\$2,746,195
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 September 2024, the Voucher program brought more than \$2.7 million dollars into the economy in Salem and Keizer through payment of HAP.

SECTION 8

Monthly Activities Report

Monthly Activity	Total
Annual Recertifications Completed	79
Write-ups Completed	82
Intake Appointments Completed	1
Resident Requests Completed (rent adjustments for lower income)	13
Family Size Changes Completed	15
Move-ins Completed	14
Vouchers Issued (for moves)	22
Terminations - EOP	9
Voluntary Terminations (client gave up assistance)	3
Hearings	1
Port Outs	12
Port In Appointments Completed	5
Mandatory Conferences	9

***Successes and Other Good Vibes**

Hold onto your hats, folks! One Housing Specialist has some thrilling news to share: "One of my clients aced her citizenship test and is now waving her brand-new US Citizen flag!" Talk about a stellar reminder of how the Voucher program can launch participants into a world of possibilities and help them crush their dreams!

**EMPLOYEE OF THE
MONTH
JUSTIN WEST**



JUSTIN
WEST

ABOUT
— me

EMPLOYEE
INTERVIEW

What inspired you to pursue your career path, and what do you love most?

After working in the casino industry for 15 years, I decided I wanted a career that positively impacted my community. Aside from helping folks find and keep their housing, what I love most about my job is getting to work with so many interesting humans, both coworkers and residents. Getting to experience everyone's personalities and quirks.

What do you like to do outside of work, and how do you balance it with your professional life?

I love traveling. I love to cook and check out new restaurants. I listen to a lot of music and go to concerts when I get the chance. I go through occasional bouts of creativity of all types. Making music, painting, drawing, bag making. I'd like to start making apparel next. With so many interests, finding things in common with the folks I work with makes it easier.

What attracted you to this company, and what are you hoping to accomplish?

Honestly, one of the things that attracted me the most to SHA was that I already knew the people who work with me. Everyone was just so genuine and nice, and there was something about everybody that seemed so familiar. It felt like I belonged. I'm hoping to keep finding ways to improve and identify things that I'm strongest at within the company so that I can grow.

What motivates you the most in a work setting, and what do you find most fulfilling in your work?

Getting to work directly with people is my jam, and helping them resolve issues they're having has been so fulfilling.

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



Special Programs Team September 2024

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	149
Emergency Housing Vouchers	34	30
Project Based Voucher (PBV)	*294	145

***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

Family Self Sufficiency (FSS)

Family Self Sufficiency Data Metric	September
Total Active Contracts Beginning of the Month	122
Graduates with Escrow	0
Escrow Paid Out (Graduates)	0
Total Monthly Escrow Current Participants	\$28,396
Exits (Voluntary or Involuntary Termed)	2
Extensions	0
Clients Actively Engaging with Coordinators	55

October has been a busy month for FSS networking and growth insights. Two major events this month were the Neighborhood Partnerships RE conference, where over 250 community partners gathered and learned about reclaiming Oregon's housing and economy. Next was our FSS National Conference where we had the opportunity to learn about how other FSS programs engage clients and provide supports to get maximum success rates for not only their FSS program but also their participants. Goal setting and how to have conversations around finances, funds that programs use to support effective FSS coordination and retention, were some of the conversation highlights as well as the future of FSS programs and improvements HUD is making to ensure the longevity of FSS. It was very motivating to hear how collective, proactive, and inventive other FSS programs engage within the community and truly interact financially and personally with clients to achieve self-sufficiency.

Within our FSS program we have had a lot of movement in October. Three new participants were enrolled, briefing sessions bumped up to two times a month for more recruitment, we began enrolling clients into the IDA program through CASA, and a participant who graduated before her five-year mark and received \$4,615.12.

SPECIAL PROGRAMS

Housing Specialists

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

Special Programs Housing Specialist Data Metrics	September
Annual Recertification Completed	8
Resident Requests Completed	7
Resident Requests Denied	2
Family Size Changes	2
Moves	7
Issuance of Voucher	4
Mandatory Conferences	0
Terminations	5
Port-Outs	1

Our Housing Specialists reported: "We are making significant progress with our Project-Based Voucher properties and successfully leasing them. Currently, we are focused on Mahonia, Hope Plaza, Redwood, Yaquina, Southfair, Southview Terrace, and Englewood West.

It's wonderful to send clients Good News Letters (GNLs) and receive their heartfelt gratitude for these opportunities. Conducting our GNLs and briefings in person has a very positive impact on the community – clients can see the location of our buildings, get comfortable with our processes, and meet us face to face.

I truly enjoy hearing everyone's unique stories. Just this week, I assisted an elderly client who shared her experiences teaching ESL at Chemeketa."

SPECIAL PROGRAMS

Outreach Navigators

Our Outreach Navigators have accomplished the following in the month of September.

Outreach Navigators	September
Referrals to Addiction Services	14
Assist with Transportation Barriers	1
Coordinated Entry Assessments	14
RRH (Rapid Rehousing) Active Households/Placements	21
Exits (Voluntary or Involuntary Termed)	2
Extensions	0
Trainings and Collaborative Meetings	6

Through our collaborative outreach efforts, we successfully connected two individuals to medical services. One of them had a family member traveling from out-of-state to visit, while we facilitated the other individual's transportation to Urgent Care for necessary medical attention.

During our work, offering addiction services to those experiencing homelessness, one individual mentioned several younger people who were actively using drugs. He requested multiple cards in hopes of providing addiction services to this younger demographic.

Additionally, a local business owner expressed gratitude to our team for our efforts in helping find a safe location for an unsheltered person on his property.



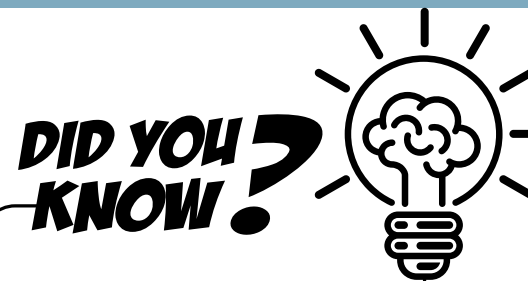
SALEM PARKWAY EAST & WEST

Parkway East has 46 rental units.

Parkway East General Information and Eligibility:

The property was funded with Low Income Housing Tax Credits (LIHTC), Housing Development Grant Program (HDGP), and HOME program funds.

All units are restricted to households with income below a certain percentage of the Area Median Income (AMI). To be eligible for a restricted unit, you must meet the eligibility criteria for the Low Income Housing Tax Credit (LIHTC) program. The Tenant Selection Plan will help with eligibility.

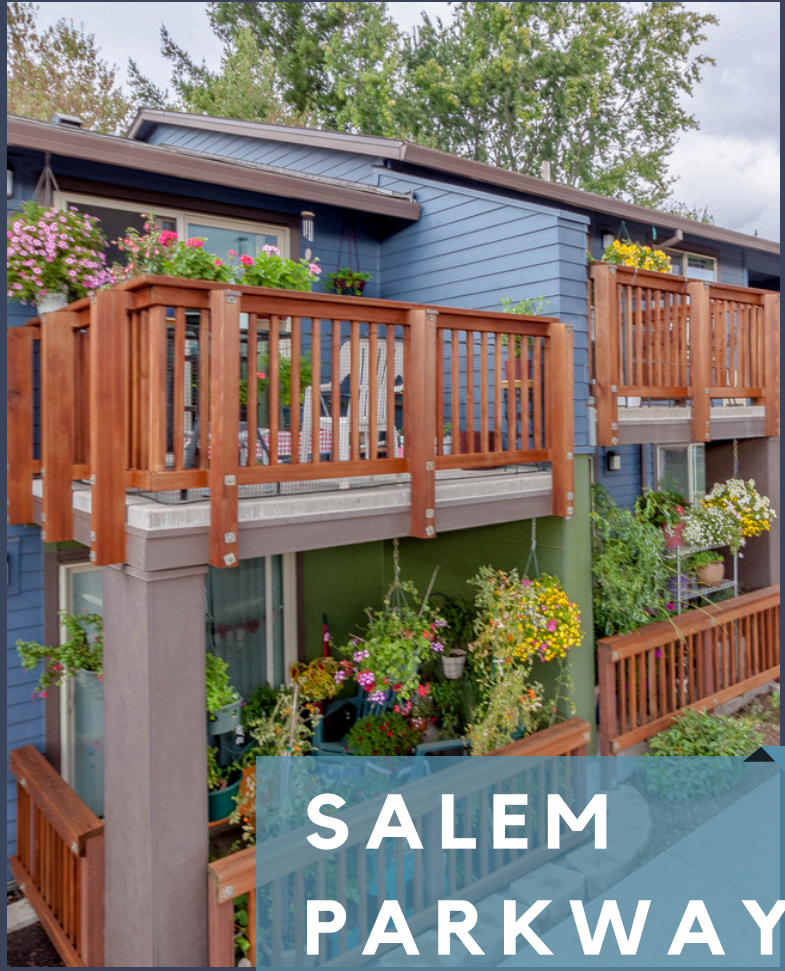


Parkway East and West are 124 units of affordable two-bedroom and three-bedroom units in NE Salem

INTERESTING FACT



3103-3163 7th PI NE, Salem OR 97303.



**SALEM
PARKWAY
EAST & WEST**





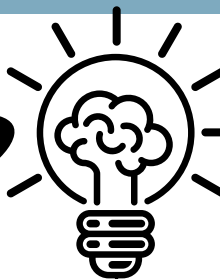
SALEM PARKWAY EAST & WEST

Parkway West has 78 rental units.

Parkway West General Information and Eligibility:

The property was funded with Low Income Housing Tax Credits (LIHTC), General Housing Account Program (GHAP), and Housing Development Grant (HDGP) funds. Some units are restricted to households with income below a certain percentage of the Area Median Income (AMI). To be eligible for a restricted unit, you must meet the eligibility criteria for the Low-Income Housing Tax Credit (LIHTC) program. The Tenant Selection Plan will help with eligibility.

**DID YOU
KNOW?**



Nicole Utz embarked on her inspiring journey with the Salem Housing Authority 20 years ago!

INTERESTING FACT



3103-3163 7th PI NE, Salem OR 97303.



**SALEM
PARKWAY
EAST & WEST**





Photograph by Sarah Murray

Happy Thanksgiving

A decorative graphic for Thanksgiving. The word "Happy" is in a smaller, orange, cursive font, and "Thanksgiving" is in a larger, orange, serif font. The text is surrounded by autumn-themed illustrations: a pumpkin, several leaves in shades of orange and yellow, and a turkey tail fan.

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:

- Multiple Waiting Lists Closing - November 17th @ 11:59pm.
- Salem Housing Authority Resource Event in Collaboration with Oak Park Church - November 21st from 11am - 2pm.
- Office Closed November 28th and 29th for Thanksgiving.

