



Salem  
Housing  
Authority

**MAY 2025**

ISSUE #20



Can you spot Sammy and Jessica at the Salem Capitol?

Housing Opportunity Day; it's a day dedicated to raising awareness about housing issues and advocating for policies that support affordable housing. Ask Jessica for more information.

# 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.

# CUSTOMER SERVICE

## Customer Service

As of April 30th, 2025, Salem Housing Authority Front Desk provided the following service:

Front Desk	Total
US Mail processed	77
Drop Box Items processed	636
Clients seen in-person	533
Voicemail - returned	236
Email responses	206

### Most Common Questions:

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

### Important Announcement: Our Main Office will be closed.

The Salem Housing Authority's main office will be open from 8 a.m. to 12 p.m. on May 8th and will be closed to the public from noon on May 8th through May 16th, 2025. We will reopen on May 19th.

We will be installing new carpet, and during this transformation, staff will have the opportunity to work at alternative stations. Thank you for your understanding as we enhance our workspace!

Our dedicated front desk staff will remain available to assist you with phone calls and emails. Please note; however, that responses may take a little longer than usual.

*We appreciate your understanding and patience!*

To learn more about our application process and waiting list process, visit our Public Housing Admissions and Continued Occupancy plan under Section 8 and Public Housing Plans. [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 April 30, 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	2,569	\$2,521,862
Family Unification Program (FUP)	119	96	\$107,081
Veterans Affairs Supportive Housing (VASH)	138	107	\$90,807
Mainstream Vouchers	192	142	\$128,819
Emergency Housing Vouchers	34	29	\$32,326



**3,310**  
Total  
Allotment



**2,943**  
Total Leased



**\$2,880,895**  
Housing Assistance  
Payments



## SECTION 8

### Successes and Other Good News

A Housing Specialist reports, “A heartfelt shout out to the Section 8 Department for seamlessly holding it all together, even as we bid farewell to a few valued team members embarking on new career paths. It's our commitment to collaboration and mutual support that truly strengthens our team and fosters an inspiring work environment. Together, we are not just a team; we are a community!”

Another Housing Specialist stated, “I had the privilege of issuing a Family Unification Program (FUP) voucher to a dedicated father with four young children, who were previously living in a cramped two-room shelter. Now, they are on the exciting journey of moving into their very own home! It's truly inspiring to see how hard this dad has worked to turn his life around. Moments like these are what make my job so fulfilling!”

A third Housing Specialist stated, “It was truly gratifying to take the time to assist a client with her unit application. She was facing several challenges in her search for a place, and we carefully navigated each barrier together. It's wonderful that our current capacity enables us to dedicate extra time to these meaningful conversations. Her heartfelt gratitude, expressed repeatedly, was a beautiful reminder of the impact we can have. Moments like these are what inspire me and reaffirm our purpose in this work.”



# DANNY CHAVEZ

# GINGER MELTON AWARD

Salem Housing Authority recognizes an extraordinary individual whose kindness and dedication make a real difference in our community.

The Ginger Melton Award is not just about recognizing good deeds—it's about celebrating those who embody kindness in their everyday work, who lead with compassion, and who inspire others through their unwavering commitment to helping those in need. This year, we have the great privilege of presenting this award to Danny Chavez, who exemplifies all of these qualities and more.

Danny's commitment to our mission at Salem Housing Authority is evident in everything he does. His work maintaining affordable housing units goes far beyond just a job—it's a passion fueled by a genuine desire to help others. He understands that housing is not just about buildings; it's about people, families, and the foundation for a better life.

But what truly sets Danny apart is the kindness with which he approaches his work. Whether communicating with a resident, supporting a colleague, or tackling a challenge, he does so with patience, respect, and a warm heart. His dedication to excellence isn't just about getting the job done—it's about ensuring that every person he interacts with feels heard, valued, and supported.

Danny's kindness isn't something he demonstrates occasionally—it's a constant, defining trait. His ability to make people feel comfortable, his willingness to lend a helping hand, and his positive attitude create an atmosphere where everyone feels welcome and respected. He reminds us that kindness is a powerful force, one that strengthens our community and brings us closer together.

Danny, your kindness, compassion, and dedication inspire us all. Your work has made a lasting impact on the lives of so many, and we are proud to recognize and celebrate you. On behalf of everyone at Salem Housing Authority, it was my great honor to present you with the Ginger Melton Award.

*Congratulations, and thank you for all that you do!*

*Nicole Utz*





*in  
loving  
memory*

**VIRGINA MELTON**

A person wearing a firefighter's uniform and a black glove is holding a small house made of cardboard. The house has two square windows and a triangular roof. The background is a blurred image of a fire. An orange banner with a diagonal red stripe is in the top right corner.

# SPECIAL PROGRAMS

## Special Programs Team April 30th, 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	197
Foster Youth to Independence (FYI)	7	0

**\*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.



## Housing Specialist

# SPECIAL PROGRAMS

### Program Updates:

We are excited to announce that we have successfully recruited and filled our vacant Housing Specialist position on our Special Programs Team. Our new team member is currently undergoing training to familiarize themselves with both HUD requirements and our PHA policies. They will take on a full caseload in June and will complete their Nan McKay Housing Specialist training, a leading certification in the industry, later this summer.

April brought a significant highlight for us: After many months of delays, we were finally able to execute our HAP contract for our Project-Based Voucher units at both Englewood West and Southview Terrace.

This much-anticipated milestone will provide project-based rental assistance to a total of 40 seniors in our community, ensuring they will never pay more than 30% of their adjusted income in housing costs. We are actively processing files, receiving signed leases, and we are optimistic about submitting HAP (Housing Assistance Payments) retroactively to the start of the contracts by the end of May. This initiative will offer much-needed financial relief to our seniors and marks a moment of celebration after extensive collaboration among multiple teams.

One of our Special Programs Housing Specialists shared the following reflection: “I want to highlight and give a shout-out to the Section 8 team, including staff assistants and inspectors, for all the behind-the-scenes work they do that isn't always recognized. They are the real rock stars!”

Housing Specialist Data Metrics	April
Annual Recertification Completed	13
Resident Requests Completed	6
Resident Requests Denied	0
Family Size Changes	4
Moves	12
Issuance of Voucher	12
Mandatory Conferences	2
Terminations	2
Port-Outs	0

## Family Self Sufficiency (FSS)

# SPECIAL PROGRAMS

This month in the Family Self-Sufficiency (FSS) program, we celebrated several graduates. Among them was one individual who secured their dream job within the Salem-Keizer School District and received an escrow check exceeding \$6,000 as a result of their hard work! This amount reflects the increase in the client's earned income since they began the program.

We also met with multiple clients to discuss their goals. One client recently enrolled in a welding school and is thoroughly enjoying it, while another is exploring options with Chemeketa to enroll in their Commercial Driver's License (CDL) program to obtain a Class A license.

In addition, two of our FSS coordinators completed Nan McKay Housing Specialist training and successfully passed the corresponding exam. They will be transitioning to housing specialist work with our FSS clients while still continuing their work within the FSS program later this summer.

We are excited to announce that a third FSS Coordinator has been hired to join our team and has begun their training. Once they complete the FSS onboarding process and achieve the necessary certifications, they will also be able to provide Housing Specialist training. It's an exciting time of growth for FSS!

Family Self Sufficiency Data Metric	April
Total Active Contracts at the Beginning at the Month	142
Graduates with Escrow	3
Escrow Paid Out (Graduates)	\$82,842
Total Monthly Escrow Current Participants	\$29,601
Exits (Voluntary or Involuntary Termed)	0
FSS Briefing Session Participants	8
New Enrollments	4
Clients Actively Engaging with Coordinators	50





# SPECIAL PROGRAMS

## **\*\*Outreach Final Report\*\***

This is the final report from our Outreach team, also known as SPOT and formerly HRAP. The team will sunset on May 16, 2025.

As we reflect on the legacy left by the team after eight years of service to our community, we reached out to former team members for stories, memories, or reflections. One former team member shared the following:

### **\*\*Participant Success Story: Honoring Charlie's Journey\*\***

“Charlie spent more than three years living unsheltered in Wallace Marine Park, facing daily challenges related to mental illness, substance use, and survival. Known to many outreach teams and first responders, he frequently cycled in and out of emergency rooms and jails, often overlooked by systems that weren't equipped to meet his needs.

Through the Homeless Rental Assistance Program (HRAP), Charlie was given the opportunity to step into housing, his first home in over a decade. The transition wasn't easy, but with consistent and compassionate case management, he began to stabilize. Charlie made every rent payment, kept his medical and behavioral health appointments, and even started reconnecting with family.

He shared that the simple dignity of having a front door and a space of his own brought him peace he hadn't known in years.

Charlie passed away while sheltered, with a roof over his head and people who cared about him. His story serves as a powerful reminder of what it means to be seen, supported, and housed—and of the profound impact programs like HRAP can have, even in the most complex cases. Charlie's life and legacy continue to inspire the work we do.”

## **\*\*Outreach Final Report\*\***

# SPECIAL PROGRAMS

Throughout April, we have focused on wrapping up projects for our Outreach team, communicating with community partners, and supporting our clients during this transition. The team has continued to support homeless individuals and families, as well as those precariously housed and fleeing domestic violence, using our Rapid Rehousing (RRH) funds. All clients currently engaged with these funds were notified in writing on May 1, 2025, about the program's ending and how to connect with us for barrier-removal financial assistance. We have already heard from several clients and will continue to support them with these financial services until the grant concludes. In addition to the over 250 households already served by SHA with RRH funds, we will do our utmost to assist the final 20 referrals in moving into their new homes.

Outreach supplies (emergency rations, cold and warm weather gear, hygiene kits, etc.) will continue to be stocked in our Emergency Needs Stations for our police, fire, and emergency responder partners. Surplus supplies will be distributed to our community partner outreach teams.

The team is also continuing their education with Oregon State University to become Community Health Workers (CHW). Upon course completion in late June, the team will be better equipped to utilize Health-Related Social Needs (HRSN) funds to serve our vulnerable neighbors. Of our three outreach team members, one is transitioning to Resident Services, and two are joining the Property Management team at SHA. The invaluable knowledge gained from the CHW course will enhance each of these roles as we continue to serve our community.

It has been an honor to be part of Salem's efforts to support our most vulnerable neighbors experiencing homelessness. We remain committed to supporting housing stability for all Oregonians as we shift towards eviction prevention efforts. In the meantime, we remember Charlie and reflect on the many individuals we have been able to support as they found their way indoors.



## Property Management Data for April 2025

# PROPERTY MANAGEMENT

Property Name	# of Units	Vacant Unit Status	Occupied
Brush College Village	21	1 Vacant Unit	20
Englewood East Apartments	50	2 Vacant Units	48
Englewood West Apartments	54	9 vacant units being kept offline ahead of upcoming renovations.	45
Glen Creek	29	4 Vacant Units	25
Livingston Village	26	1 Vacant Unit	25
Meadowlark Village	32	None	32
Northgate Village	28	None	28
Parkway East Apartments	46	2 Vacant Unit	44
Parkway West Apartments	79	1 Vacant Unit	78
Redwood Crossings	37	2 Vacant Units	35
Robert Lindsey Tower	62	5 Vacant Units	57
Sequoia Crossings	60	3 Vacant Units	57
Scattered Sites	77	6 vacant units, all being kept offline for disposition.	71
Shelton Village	25	8 Vacant Units (all units offline for disposition)	17
Southfair Apartments	42	5 Vacant Units	37
Southview Terrace Apartments	60	8 vacant units are offline for extensive remodels	52
Yaquina Hall	51	6 Vacant Units	45

## Property Management Highlights for April 2025

# PROPERTY MANAGEMENT

### Englewood East Activities

Tenant Meeting on 4/5, Garden Meeting on 4/8, Monthly Potluck on 4/10, Food Share on 4/23, Literary Circle with a guest teacher on 4/28, Movie Day every other Tuesday, Coffee Group on Thursday mornings, and Game Day each Wednesday.

### Englewood West Activities

Bunco Fundraiser 4/9, Garden Meeting 4/8, Tenant Meeting 4/14, Dinner w/Friends 4/16, Food Share 4/23, Literary Circle 4/28, Craft & Chat Time every Friday, Coffee Group every morning M-F, Movie Time every Friday afternoon, and Bingo on the last Friday of the month.

### Meadowlark Village

I'm pleased to announce that there have been no infestations or sightings in any units during the annual inspections so far! Two units required coaching and reinspection, but overall, the housekeeping standards have been met or exceeded in all units.

### Southview Terrace

Exciting news for the 25 tenants at Southview Terrace: they will be receiving Project-Based Vouchers. We have received approval from OHCS to draft and sign new leases, which will take place on 5/3/25!

### Parkway East & Parkway West

As the community dusts off the gloom of winter, the Community Garden people are busy getting their plots ready for the summer harvest of fresh vegetables and beautiful flowers.





# 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>**



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latest news and updates!!*



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