



Salem  
Housing  
Authority

**APRIL 2026**

ISSUE #31

**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.

# SHA GLOSSARY

**Section 8 Housing Choice Vouchers (HCV):** SHA administers the Section 8 Housing Choice Voucher Program providing subsidies to eligible participants to rent from private landlords. The Housing Choice Voucher Program may support up to a maximum of 3,310 households per month, or until all funding is expended.

**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 care system and need to return to their parent's home.

**Veterans Assistance Supportive Housing Programs (VASH):** SHA administers VASH Vouchers in partnership with the Veterans Administration (VA). The VA screens and refers eligible veterans to SHA. The VASH tenant-based program provides vouchers to at-risk homeless veterans.

**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 for families who are homeless or at risk of homelessness.

**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). These vouchers assist individuals and families who are homeless, or at-risk of being homeless, or were recently homeless or have a high risk of housing instability. Eligible families are referred directly from the Continuum of Care to SHA. EHV's include special administrative fees to help remove barriers to housing for participating families, including assistance with application fees, deposits, and utility arrears.

# SHA GLOSSARY

**Project-Based Voucher (PBV):** Is a housing program where rental assistance is attached to a specific housing unit rather than the tenant. The tenant receives assistance as long as they are living in the unit.

**Occupancy Rate:** Is the number of units vacant divided by the total number of units.

**Properties:** Salem Housing Authority owns and manages a portfolio of 789 units and has 1,181 units in partnership with other developers.

**Vacant Unit:** Is a unit that is rent-ready, or is still in progress for repairs and maintenance.

**Renovations:** Remodel.

**Disposition:** The sale of a unit.

**Annual/Biennial Inspections:** The U.S. Department of Housing and Urban Development (HUD) requires the Public Housing Authority to inspect each unit under lease at least annually or biennially, depending on policy, to confirm that the unit still meets housing quality standards. The inspection may be conducted in conjunction with the family's annual reexamination or separately.

**Initial Inspections:** The PHA conducts initial inspections in response to a request from the family to approve a unit for participation in the Housing Choice Voucher program.

**Fair Housing:** The laws that govern what SHA is allowed to do as a landlord.

**Public Housing:** A low-income housing project (property) that is subsidized by public funds.

# SHA GLOSSARY

**Resident Advisory Board Member:** The Resident Advisory Board (RAB) represents the residents of the Public Housing and Voucher Program participants assisted by the Public Housing Authority (PHA).

Being a member of the Resident Advisory Board plays a significant role in the planning process, development, and future modifications of the PHA Plan. Salem Housing Authority's goal is to collaborate and make sure we are getting input from our residents and providing the best practices available to our residents.

**Individual Development Account (IDA):** It helps you save more toward some of the most important investments you'll make in your life. Families or individuals with limited financial resources may be eligible to receive matching funds toward an approved purchase.

Visit <https://casaoforegon.org/learn-about-idas/> to learn more.

**Voucher:** A subsidy. Can be either Housing Choice (individual) or Project-Based.

**Subsidy:** Monetary assistance either by HUD, Section 8, or other programs.

\***HUD** stands for **U.S. Department of Housing and Urban Development**. It is an executive branch agency responsible for national housing policy and community development. HUD administers programs that provide **housing assistance**, ensure **fair housing opportunities**, and **support homeownership programs**.

**Housing Assistance Payments** (also called "**HAP**") are made monthly directly to property owners on behalf of leased Voucher participants.

# SHA GLOSSARY

- **Low-Income Housing Tax Credit (LIHTC):**

The Low-Income Housing Tax Credit (LIHTC) program provides tax credits for developers to:

- construct,
- rehabilitate, or
- acquire and rehabilitate qualified low-income rental housing.

These development projects include multifamily and single-family rental housing units. Eligible applicants include for-profit, nonprofit, and housing authority developers. OHCS reserves and allocates credits to eligible properties through the Oregon Centralized Application process.

## **Background**

LIHTC is a federal program used to finance the construction, acquisition, and rehabilitation of affordable rental housing for families and individuals with low incomes. The program was created in 1986 by the Tax Reform Act and made permanent in 1993.

LIHTC gives investors a dollar-for-dollar reduction in federal tax liability in exchange for investing in affordable rental housing. Investor's equity subsidizes the development, allowing units to rent below-market rates. In return, investors are eligible to receive tax credits paid in annual allotments over ten years. Financed projects must ensure tenant income eligibility requirements and restricted rents for 30-60 years after project completion. This means owners must keep rents below market rates and available to low-income tenants.

OHCS is the housing finance agency that allocates LIHTC for affordable housing developments.



On March 20th, 2026, Congresswoman Salinas, Madam Mayor Hoy of Salem, and City Manager Krishna Namburi of Salem visited South View Terrace to accept a check from Congresswoman Salinas.

In 2021, the residents of South View Terrace, a low-income senior housing facility, faced significant challenges during a severe ice storm that resulted in extensive power outages and disruption of critical services. Many elderly residents were left without heat and essential supplies, creating urgent health and safety concerns. In response to these dire circumstances, we sought assistance and were subsequently awarded \$500,000 in federal funding aimed at addressing these needs. This financial support was made possible through the dedicated efforts of Congresswoman Salinas, whose advocacy on behalf of our community has been invaluable. We extend our heartfelt gratitude to Congresswoman Salinas for her unwavering commitment and support, which has made a substantial difference in the lives of our residents during this difficult time.



# **STABILITY SUPPORT FUND PROGRAM**

This program provides one-time financial assistance to help remove barriers that may prevent someone from accessing or maintaining stable housing. The purpose of this support is to address a specific need so individuals can live more safely, comfortably, and independently in their home environment.

## **A UNIQUE SHORT-TERM PROJECT!**

**MARCH 15TH - JUNE 30TH, 2026, OR UNTIL ALL FUNDS ARE EXHAUSTED, WHICHEVER COMES FIRST.**

**THE LOCATIONS WE SERVE ARE SALEM, WEST SALEM, AND KEIZER.**

**Individuals and Families participating in the Stability Support Fund Program will receive:**

Flexible barrier removal funds (up to \$2500 per household) to address:

Rental arrears (past-due rent),

Utility arrears (past-due electricity, water, gas),

Security deposits,

Eviction-related costs,

Other one-time costs directly prevent housing stability.

## Stability Support Fund Application Submissions

	<i>Total Applications</i>	<i>Total Amounts Request</i>
Rental arrears (past-due rent),	29	\$58,477.08
Utility arrears (past-due electricity, water, gas),	20	\$18,005.71
Security deposits,	15	\$25,005.00
Eviction-related Costs	7	\$14,750.00
Other one-time cost	21	\$38,060.12
Short-Term Motel Stays	2	\$5,000.00
	<b>94</b>	<b>\$159,297.91</b>

Our goal is to assist 20 or more households in Salem, West Salem, and Keizer. that are experiencing unsheltered homelessness. We aim to provide access to rental assistance or affordable housing, where housing and utility costs do not exceed 50% of the household's monthly gross income.

# CLIENT SERVICES

## Customer Service

**As of March 31, 2026, Salem Housing Authority Front Desk provided the following service:**

The Front Desk role at the Salem Housing Authority (SHA) typically involves a variety of responsibilities aimed at providing excellent customer service and facilitating effective operations within the organization.

Front Desk Activities	Total
US Mail processed	55
Drop Box Items processed	258
Clients seen in-person	1,017
Voicemail returned	172
Email responses	236

## Frequently Asked Questions and Answers:

- **How long will I wait for housing?** We can confirm if you're active on a waiting list, but we cannot estimate your waiting time. It depends on when current residents move out or if additional funding becomes available.
- **When will the waitlist open?** We don't have a set date for when the waitlist will open. Please check our website at [salemhousingor.com](http://salemhousingor.com) or follow us on Facebook for updates. We also provide information in the Salem Reporter. Notifications will be posted at least two weeks before the waitlist opens.
- **How do I apply for housing?** When the waiting lists are open, you can apply online by visiting our website and selecting "Apply Now." If you need assistance, feel free to visit our office at 360 Church Street SE, where you can use our kiosks. Staff members are available to help you if needed.

### **\*Client Services:** New Name, Same Exceptional Service

We are pleased to announce that SHA has unified several divisions into a single, client-focused division: Client Services. This new division encompasses Front Desk Office Staff, Resident Services, and the Landlord Navigator.

By merging these divisions, we enhance our ability to collaborate while providing comprehensive support to our clients and help them engage with us in meaningful ways.

Citizens can continue to expect the same high standard of customer service they have come to rely on. The following is a brief summary of the division's responsibilities.

# CLIENT SERVICES



## Resident Services

Resident Services at the Salem Housing Authority (SHA) typically focuses on enhancing the quality of life for residents living in public housing and affordable housing communities. Their responsibilities may include:

- **Water Bill Assistance:** We assisted a resident whose water service had been disconnected due to a significant overdue payment balance. With help from our Resident Service Coordinator, we found resources that enabled the resident to pay their outstanding balance, resulting in the reinstatement of their water service.
- **Mental Health Resources:** We assisted a resident in need of mental health services. With our help, the resident was able to find suitable support.
- **Support for Moving Anxiety:** A resident felt severe anxiety about moving from Glen Creek after living there for 10 years. However, after receiving guidance from our Resident Services Coordinator, the resident is now looking forward to the move.

# CLIENT SERVICES

## Landlord Navigator

Key statistics for our work in assisting voucher holders in utilizing their vouchers:



Landlord Navigator Statistics	Total
Leads Provided	131
Voucher Holders Engaged	59
Passed Inspections of Engaged Participants	18
Pending Inspections for Engaged Participants	5

- **Leads Provided:** These are the units identified by our team to assist participants in finding available options on the market that generally meet our program requirements. Participants can choose to apply for these units or any other unit they discover on their own in order to use their voucher.
- **Voucher Holders Engaged:** This refers to the number of voucher holders who have been referred to our Landlord Navigator, where we assist them in finding a unit or home.
- **Passed inspections:** The number of voucher holders who found a unit or home that has successfully passed its required inspection, which is typically the final step before approval to move in!
- **Pending inspections:** The number of voucher holders who have found a unit or home, but that unit has not yet passed its required inspection.

# HOUSING CHOICE VOUCHER PROGRAM

## Voucher Lease Up

As of March 31, 2026, the following Salem Housing Authority Vouchers were under lease:

Vouchers	Total Allotment	Total Leased	Housing Assistance Payments
Housing Choice Vouchers	2,819	2,713	\$2,813,504
Family Unification Program (FUP)	119	95	\$118,481
Veterans Affairs Supportive Housing (VASH)	138	131	\$108,582
Mainstream Vouchers	192	134	\$129,182
Emergency Housing Vouchers	34	23	\$21,699

*SHA leases up to the maximum amount of money available, not by the allotment number.*



**3,302**  
Total  
Allotment



**3,096**  
Total Leased



**\$3,191,448**  
Housing Assistance  
Payments

## Housing Choice Voucher Program Updates from our HCV Operations Manager

# HOUSING CHOICE VOUCHER PROGRAM

*March was a fast-paced and demanding month for the HCV team, characterized by both ongoing challenges and significant progress. The first half of the month, in particular, saw a surge in activity, with high volumes of move requests, annual recertifications, landlord packets, and client communications requiring immediate attention.*

*A key achievement for the team was the finalization and implementation of a new moving process. This improvement is expected to save time for both staff and clients while creating a more efficient and streamlined experience. The team also began to utilize DocuSign more consistently, which significantly improved turnaround times for document completion, particularly for Good News Letter applicants. Furthermore, staff made strides in completing annual recertifications despite competing priorities and successfully processed a substantial number of landlord packets and client requests.*

*Throughout the month, the staff worked diligently to balance administrative responsibilities with a high volume of calls and emails. One ongoing challenge was the increasing urgency and expectations from both landlords and clients, with many looking for immediate responses and quick processing times. Limited administrative support added to the workload pressures, especially for time-intensive tasks such as preparing and mailing recertification notices.*

*Despite these challenges, the team continued to make a strong impact on the families they serve. Staff supported several households through critical situations, including assisting clients facing eviction by coordinating with community partners and adjusting tenant portions based on income changes. One notable success involved a Family Self-Sufficiency (FSS) graduate who received an escrow disbursement of over \$16,000, which will help her achieve long-term goals such as education savings. Additionally, staff helped families successfully lease units, including rapid placements into PBV units, and received positive feedback from clients expressing gratitude for the support provided.*

## Housing Choice Voucher Program Updates from our HCV Operations Manager

# HOUSING CHOICE VOUCHER PROGRAM

*At the same time, ongoing funding limitations remain a challenge, as there are more families in need than available resources can support. Staff often navigate complex situations where assistance is required but not always feasible, which underscores the importance of continued advocacy and resource development.*

*I am proud of the HCV team's dedication and perseverance throughout March. In the face of increasing demands, evolving processes, and resource limitations, they have remained committed to delivering high-quality service with professionalism, compassion, and integrity. Their ability to adapt, support one another, and make a difference in the lives of our clients speaks volumes about the strength of this team and the vital work they do every day.*



## Property Management Updates

# PROPERTY MANAGEMENT

Property Name	# of Units	Vacant Unit Status	Occupied
Brush College Village	21	None	21
Englewood East Apartments	50	None	50
Englewood West Apartments	54	14 Vacant units (being kept offline ahead of upcoming renovations)	40
Glen Creek	29	4 Vacant Units	25
Livingston Village	26	None	26
Meadowlark Village	32	None	32
Northgate Village	28	1 Vacant Unit	27
Parkway East Apartments	46	None	46
Parkway West Apartments	79	1 Vacant Unit	78
Redwood Crossings	37	4 Vacant Units	33
Robert Lindsey Tower	62	2 Vacant Units	60
Sequoia Crossings	60	3 Vacant Units	57
Scattered Sites	77	12 Vacant units (all units offline for disposition)	65
Southfair Apartments	42	2 Vacant Units	40
Southview Terrace Apartments	60	14 vacant units (are offline for extensive remodels)	46
Yaquina Hall	51	1 Vacant Units	50

## Success Stories of Property Management Coordinators

# PROPERTY MANAGEMENT

### Public Housing and Salem Housing Properties:

- **Resident Services Referrals and Outcomes**

Several referrals were made to Resident Services, resulting in successful connections to essential resources, including assistance with utility costs and rental arrears. These interventions have helped households maintain housing stability.

- **Staff Recognition**

The Resident Services Coordinator provides exceptional support in assisting tenants with barrier removal services. Her efforts have directly contributed to improving access to resources and supporting long-term housing stability for the households served.

- **Glen Creek Redevelopment – Tenant Engagement**

The first tenant meeting about relocation took place on March 18, 2026, at Glen Creek. During this meeting, residents were informed about the upcoming property rehabilitation plans and the relocation options available to them. Households are being offered Tenant Protection Vouchers or the opportunity to transfer to other properties owned by the Salem Housing Authority. Additionally, Resident Services support will be available to assist tenants throughout the transition process as needed.

# 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>**



# WE ARE HIRING



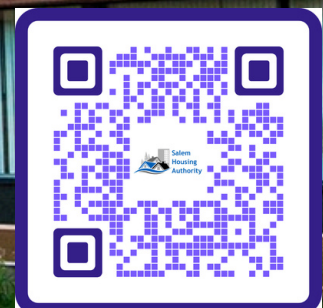
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Join Our  
Team

- **Financial Analyst**  
Closing Date: 04/19/2026  
(Full-Time Position)
  - **Property Management Coordinator**  
Closing Date: 04/26/2026  
(Full-Time Position)
- 

**APPLY NOW:**

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SCAN ME

