

APRIL 2025

ISSUE #19

Tulips are blossoming at the Robert Lindsey Tower! A splendid herald of Spring!

Photo taken by Sarah Murray

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.

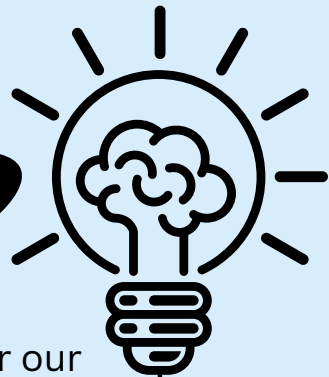


WASHINGTON D.C.



Salem Housing Authority Mascot - Sammy!

DID YOU KNOW?



There is a chance for our board of commissioners to engage in Housing Authority Advocacy, keep yourself updated on the latest initiatives.

Inquire with Jessica Blakely for more information!



WASHINGTON D.C.

Nahro Advocacy

<https://www.nahro.org/advocacy/>

Nahro Housing updates from Washington

<https://www.nahro.org/advocacy/>



CUSTOMER SERVICE

Customer Service

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

Front Desk	Total
US Mail processed	29
Drop Box Items processed	545
Clients seen in-person	597
Voicemail - returned	401
Email responses	156

Most Common Questions:

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

Here are the front desk updates for March:

- Two wait lists will open this month: the SF Accessible 1-bedroom on March 8 and the Yaquina 1-bedroom on March 22.
- To date, we have received approximately 450 applications: 330 for SF and 120 for Yaquina (estimates only).
- Our voicemail is completely caught up, and calls are now being returned within two working days.
- The increase of in-person visits is likely due to recent openings on the wait lists.
- The decrease in US mail is linked to more mail being deposited into the drop box during lunch closures.

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 March 31st, 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	2,579	\$2,444,862
Family Unification Program (FUP)	119	97	\$109,318
Veterans Affairs Supportive Housing (VASH)	138	101	\$84,412
Mainstream Vouchers	192	142	\$129,338
Emergency Housing Vouchers	34	29	\$32,027



3,310
Total
Allotment



2,948
Total Leased



\$2,799,957
Housing Assistance
Payments

SECTION 8

Total Allocation versus Total Leased: A common question about the voucher program is, “If you have a certain number of vouchers, why are they not all being used?”

Section 8 voucher funding, administered by the U.S. Department of Housing and Urban Development (HUD), is designed to assist low-income families in affording housing in the private market. Here’s a breakdown of how it works:

1. **Allocation of Vouchers:** HUD allocates a certain number of Housing Choice Vouchers (HCVs) to local Public Housing Authorities (PHAs). These vouchers are intended to help eligible families pay for housing costs, allowing them to rent units in the private market.
2. **Fully Leased Definition:** The program is considered "fully leased" when either:
 - The total number of vouchers allocated to the PHA has been utilized (i.e., all vouchers are being used by families).
 - The funding allocated for the vouchers has been exhausted (i.e., the PHA has spent all the funds available for rental assistance).

This means that even if vouchers are still available, if funding runs out, the PHA cannot assist any more families until additional funding is received.

3. **Funding Mechanism:** The vouchers’ funding is based on the number of families served and the cost of housing in the area. HUD provides funding to PHAs based on the number of vouchers they are authorized to administer, but the actual expenditure may vary depending on local housing market conditions and the number of families that utilize the vouchers.

4. **Impact of Funding:** If a PHA reaches its funding limit before all vouchers are leased, it may have to stop issuing new vouchers or may need to prioritize existing participants. This can lead to waiting lists for families seeking assistance.

Currently, contract rents and utility costs in Salem-Keizer are higher than the amount we are funded from HUD. This means that funding is expended before we reach the maximum number of families that can be leased according to the voucher allocation.

SECTION 8

Section 8 Team Highlights as of March 31, 2025

We have begun issuing a limited number of vouchers to new families. At this time, without a finalized budget, we are issuing vouchers to meet attrition from the program by starting with local preference applicants referred by community partners and any families who were in the Voucher Eligibility process when we were placed in a shortfall in 2024. We will continue this approach until the budget is finalized and we have more certainty on funding for the remaining calendar year.

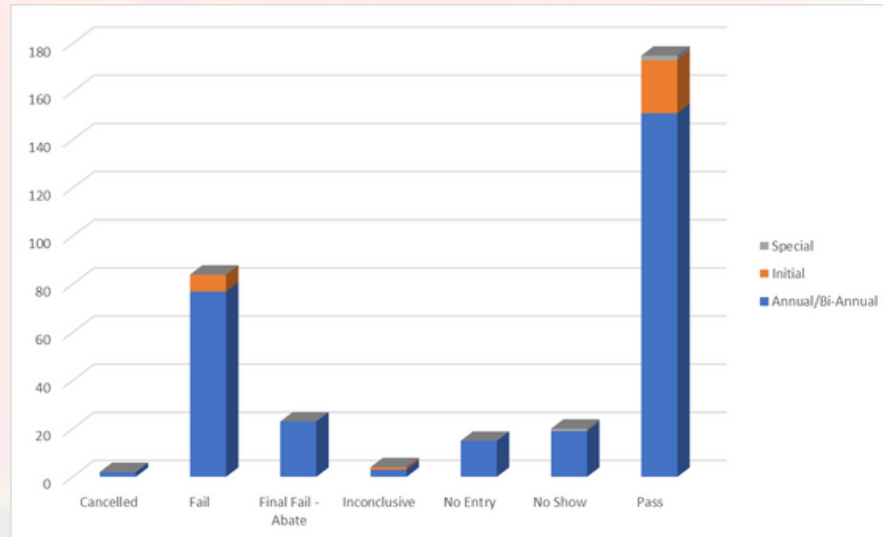
We issued seven (7) Foster Youth to Independence (FYI) Vouchers to eligible applicants during March, and they are now “shopping” for housing with their vouchers. We look forward to our first lease-ups with this new program.

More info about FYI: The HUD Foster Youth to Independence (FYI) Voucher program is an initiative designed to assist young adults who have aged out of the foster care system and are at risk of homelessness. Launched in 2019, the program provides Housing Choice Vouchers specifically for youth aged 18 to 24 who have experienced foster care and are transitioning to independent living. By offering rental assistance, the FYI Voucher program aims to promote housing stability and self-sufficiency for these vulnerable individuals. Eligible youth can use the vouchers to secure affordable housing in the private market while receiving supportive services to help them navigate the challenges of independent living. This program is part of HUD's broader efforts to address homelessness and improve outcomes for youth in foster care. See <https://www.hud.gov/hud-partners/public-indian-housing-fyi>.

SECTION 8

Inspections

The team completed 350 inspections during the month of March, with 48% of them passing, and approximately 34% receiving a failure rating.



Successes and Other Good News

A Housing Specialist reports, “One of my clients is about to graduate from the Family Self-Sufficiency (FSS) program with over \$30,000 in escrow. She will be moving from Salem and has accepted a new job. I was able to meet with her briefly in the front lobby, and I am so happy to see that her hard work and determination have paid off.”

Another Housing Specialist stated, “I assisted a four-person household in moving from an overcrowded 1-bedroom apartment built in 1978 to a single-family home built in 1997. This new home provides ample room for the children and a nice yard for them to enjoy playing in during the warm weather. They had been living in the 1-bedroom unit since 2017, and the family had outgrown it. This move would not have been possible without the Housing Choice Voucher program and the hard work and dedication of our team members. This is just one of the many remarkable accomplishments that happen at the Salem Housing Authority every day. Amazing work by everyone involved, including the landlord’s participating in the program, without it, this would not have been possible.”

EMPLOYEE OF THE MONTH JENNIFER VARGAS



Her contributions to property maintenance and her ability to support her colleagues, while maintaining clear and efficient communication with tenants, truly set her apart. Her consistent nominations reflect how much her peers appreciate her reliability, calm demeanor, and strong work ethic. Jenny seems to value the qualities of a true team player, always striving to improve workflow and fostering a positive, respectful, environment.

- Nicole Utz

JENNIFER VARGAS

EMPLOYEE OF THE MONTH

Here's what Jennifer's peers had to say about her:

~ "Jenny answers our maintenance line, which is crucial to our maintenance team and provides needed customer service to our tenants. She ensures that clients' calls are answered promptly and that the process is clearly communicated. When customers voice concerns about a particular issue or lack of response from the maintenance team, Jenny takes the initiative to see their concerns through."

~ "Jenny's positive attitude and can-do attitude contribute to a positive team culture that promotes respect and civility. Her support for all the members of the property management team is appreciated and acknowledged by all on our team."

~ "She has a way of communicating with the maintenance team that makes them feel respected and supported. In her first year on our team, she has quickly become the backbone of the property management team. Jenny can be relied upon to provide coverage, fill in gaps, and work cooperatively with others."

~ "Exceptional employee who has been consistent and willing to learn what is needed to help herself, others, and the agency."

~ "You will never catch Jenny without a smile on her face.

One important trait she has is that she is always willing to get involved to produce solutions regardless of the situation. She is doing a fantastic job building a good rapport with tenants and onsite staff at these challenging PSH properties."

~ "Jenny seeks to understand her role and responsibilities fully, is not afraid to reach out and get clarification, and actively listens."

~ "Jenny consistently fosters a positive workplace culture. She arrives with a cheerful attitude and takes initiative by organizing events, such as coordinating Halloween costumes and planning potlucks for the team. Her uplifting energy is evident the moment when she walks into the room, creating a welcoming and motivating environment for everyone around her."

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

A close-up photograph of a person's hands holding a small, simple house made of cardboard. The house has two square windows and a triangular roof. The person is wearing a dark, long-sleeved garment. The background is blurred, showing what appears to be a person's face in profile.

SPECIAL PROGRAMS

Special Programs Team March 31st, 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	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 currently down one Housing Specialist on our Special Programs team, but this isn't slowing us down, and we are actively recruiting to fill the vacancy. Our Housing Specialists on Special Programs work with our Project-Based Vouchers (PBVs), Permanent Supporting Housing properties (PSH), Mainstream Vouchers (non-elderly, disabled households), and Emergency Housing Vouchers (EHV). These are often clients who have experienced complex trauma, may have experienced unsheltered homelessness, and at times need additional support to navigate their housing stability.

Housing Specialist Data Metrics	February
Annual Recertification Completed	13
Resident Requests Completed	2
Resident Requests Denied	0
Family Size Changes	1
Moves	6
Issuance of Voucher	6
Mandatory Conferences	1
Terminations	0
Port-Outs	1

One Housing Specialist shared the following “win” for March: “My positive thing was being able to create a ‘Recert Day’ for our PBV site, Redwood Crossings. I got great feedback from staff there and tenants that it was helpful for the supporting services (ARCHES) to put a face to the emails and letters that tenants receive. I also collaborated with on-site supportive services and case managers who responded to common questions like moves, requesting tenant-based vouchers, income changes, and what those processes look like. About 90% of clients who were in the recertification process attended the day, and others who had questions also stopped by. I was able to bring forms and documents that are commonly needed, in addition to the recertification packet to be completed. This helps streamline the process and cuts down on post-service delays and transportation barriers for our clients with limited mobility. It was an opportunity to be a ‘boots on the ground’ Housing Specialist and bring the agency to the clients who are still learning the agency’s triangle partnership of landlord / SHA / tenant roles. It not only creates an understanding of those three different roles, but also cuts down the administrative burden on paper flow, calls, and requests.”

Family Self Sufficiency (FSS)

SPECIAL PROGRAMS

Family Self Sufficiency Data Metric	March
Total Active Contracts Beginning of the Month	139
Graduates with Escrow	1
Escrow Paid Out (Graduates)	\$2,088
Total Monthly Escrow Current Participants	\$29,525
Exits (Voluntary or Involuntary Termed)	1
FSS Briefing Session Participants	22
New Enrollments	10
Clients Actively Engaging with Coordinators	28

Program Updates:

The month of March was filled with community partner meetings, including Work Source, Family Building Blocks, the Kroc, and others. We enrolled two people this month while also hosting two briefing sessions, a Financial 101 workshop, distributing flyers for free tax assistance, and sending out our newsletter. We have expanded and grown this month by participating in a weeklong Nan McKay Housing Choice Voucher training. Once we complete our training, we will be better equipped to serve our enrolled participants, provide trauma-informed care, and implement a more holistic FSS model.



Outreach Team

SPECIAL PROGRAMS

During March, our team supported fifteen households' move into safe and stable housing with our Rapid Rehousing Funds (RRH) as provided through Governor Kotek's Executive Order. We will continue to utilize these funds to remove barriers to stable housing for our neighbors experiencing homelessness or fleeing domestic violence. The fifteen households that moved in during March included families, disabled seniors, someone exiting human trafficking, and someone moving into sober living.

The Outreach team made referrals to Law Enforcement Assisted Diversion (LEAD), Seed of Faith Safe Parking and Rental Assistance Program, Willamette Valley Physicians Health Authority (WVP), Church at the Park (C@P) Village of Hope, and Easter Seals.

While completing outreach in encampments, the team was able to get two animals connected to veterinary services, one through Recovery Ranch Sanctuary (RRS). RRS provides crowdsourced funding for its veterinary services through its Facebook page. You can check them out on Facebook to donate to care for needy animals.

The team counted approximately 90 engagements (conversations about resources, referrals, Coordinated Entry assessments, answering questions, service coordination, etc.) with around 30 individuals over the course of the month. We handed out cold-weather supplies (socks, hand warmers, first aid, emergency blankets) to Northwest Human Services (NWHS) and provided water and MREs to the Salem Police Department (SPD).

March illuminated, again, the need for Coordinated Entry Assessments in our community. Thirty were completed this month, including assessments on the Lancaster and Portland Road fields.

We are preparing to collaborate with the Health-Related Social Needs pilot (HRSN) with OHA and Pacific Source. This included Community Business & Education Leaders (CBEL) training about attachment, community, and loneliness, Ryan Dowd training on Mental Health, Hoarding Training for Advocates, and Trauma-Informed Approaches for Housing. Next month, we will begin our Community Health Worker training and certification.

Property Management Data for March 2025

PROPERTY MANAGEMENT

Property Name	# of Units	Vacant Unit Status	Occupied	% Occupied
Brush College Village	21	1 Vacant Unit	20	95%
Englewood East Apartments	50	2 Vacant Units	48	96%
Englewood West Apartments	54	8 vacant units being kept offline ahead of upcoming renovations.	46	85%
Glen Creek	29	4 Vacant Units	25	86%
Livingston Village	26	1 Vacant Unit	25	96%
Meadowlark Village	32	None	32	100%
Northgate Village	28	None	28	100%
Parkway East Apartments	46	None	46	100%
Parkway West Apartments	79	1 Vacant Unit	78	99%
Redwood Crossings	37	2 Vacant Units	35	95%
Robert Lindsey Tower	62	3 Vacant Units	59	95%
Sequoia Crossings	60	4 Vacant Units	54	90%
Scattered Sites	77	4 vacant units, all being kept offline for disposition.	73	95%
Shelton Village	25	4 Vacant Units (all units offline for disposition)	21	84%
Southfair Apartments	42	4 Vacant Units	38	90%
Southview Terrace Apartments	60	7 vacant units are offline for extensive remodels	53	88%
Yaquina Hall	51	2 Vacant Units	49	96%

Property Work Orders Data for March 2025

PROPERTY MANAGEMENT

Property Work Orders	Total Works Orders	Total Days Open	Average Days Open
Englewood East	7	41	5.86
Englewood West	9	64	7.11
Parkway East	5	8	1.60
Parkway West	14	46	3.29
Public Housing Multifamily	10	161	16.10
Public Housing Scattered Sites	18	170	9.44
New Enrollments	13	26	2.00
Clients Actively Engaging with Coordinators	8	126	15.75
Salem Housing Preservation 4	22	150	6.82
Salem Housing Preservation 9	10	74	7.40
Sequoia Crossing	15	35	2.33
Southfair	11	22	2.00
Southview Terrace	14	109	7.79
Yaquina Hall	11	30	2.73
Grand Total	167	1062	6.36

Property Management Highlights for March 2025

PROPERTY MANAGEMENT

Englewood East and Englewood West

This month, we saw weekly events at the properties, including Coffee in the Mornings on Thursdays, Game Day on Wednesdays, and Movie Day on Tuesdays. Additionally, there were multiple monthly activities, including a bake sale, a tenant association meeting, a monthly dinner with friends, a food share, a monthly potluck, and Bingo. A special activity was a Faux Stained Glass Picture class on March 7.

Livingston Village

The Property Management Coordinator (PMC) for Livingston Village had 14 recertification meetings this month for SHP 4%, and every resident showed up for their appointment! She states, "I was very excited to meet some new residents and that everyone could make it at the time I had allotted."

Northgate Village

We have started annual inspections and, so far, one violation and one reinspection! We have been thanking all the residents at home for their care of their homes, and made magnets with encouraging words to keep up the good work!

Parkway East & Parkway West

The spring flower and vegetable garden has already started blooming in the community garden at Parkway.

Robert Lindsey Tower

Tenants have begun planning for their gardens and dividing up garden boxes in the RLT community garden!

Yaquina Hall

Gentle Dental was onsite for dental screenings and followed-up with minor dental procedures.



SEQUOIA CROSSING

Sequoia Crossing is a 60-unit property.

Twenty units at Sequoia Crossings include project-based Permanent Supportive Housing (PSH) rental assistance provided by the State of Oregon. Referrals for these twenty units come directly from the Community Coordinated Entry system.

The remaining forty units have Project-Based Vouchers through the Section 8 program. The waiting list for these units has a preference for applicants who are referred through coordinated entry to the Salem Housing Authority.

Sequoia Crossing general information and eligibility:

To be eligible for a unit, you must meet the screening criteria outlined in this Tenant Selection Plan as well as the eligibility requirements for the Project-Based Voucher or Permanent Supportive Housing rental assistance program. The Tenant Selection Plan will help you see if you are eligible.



2950 Broadway ST NE, Salem, OR 97303

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>



WE ARE HIRING!

Join Our Team

- **Finance Operations Manager**

Closing Date: 4/28/2025

- **Financial Analyst**

Closing Date: 04/28/2025

APPLY NOW:

[HTTPS://WWW.GOVERNMENTJOBS.COM/CAREERS/CITY
OFSALEM?PAGE=1](https://www.governmentjobs.com/careers/cityofsaalem?page=1)



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