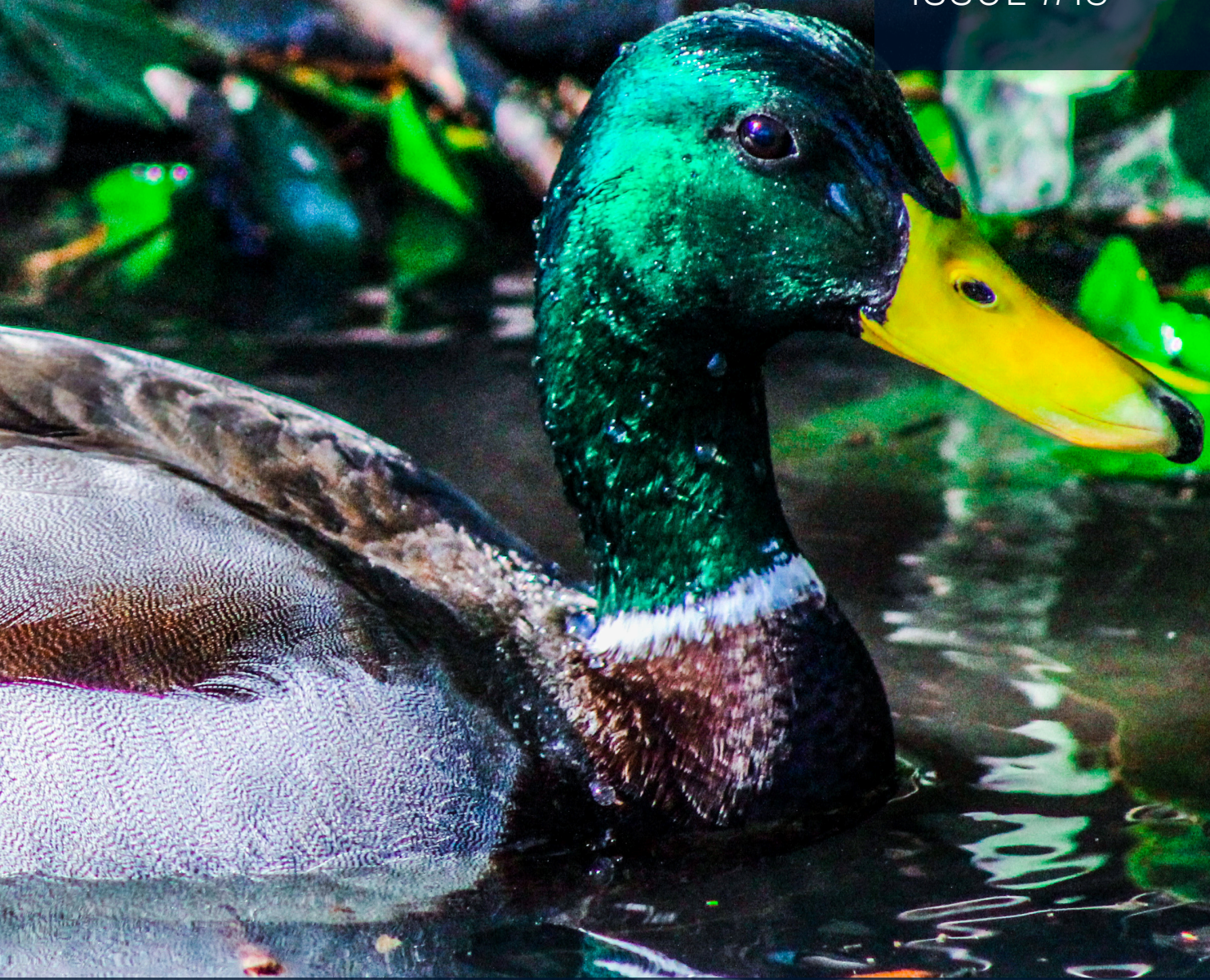




Salem  
Housing  
Authority

**MARCH 2025**

ISSUE #18



*Ducky - Our charming little creek buddy hanging out next to SHA's Robert Lindsay Tower!  
~ 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.



**WOU**

SHA is thrilled to announce a dynamic new partnership with Western Oregon University (WOU) to offer occupational therapy fieldwork and doctoral capstone experiences for university students. This collaboration marks an important step in enhancing educational opportunities for future healthcare professionals while simultaneously enriching the lives of residents in SHA communities.

Occupational Therapists (OTs) are dedicated healthcare professionals who help individuals regain, develop, and maintain essential life skills to promote independence and well-being. Through this partnership, OT students will have the invaluable opportunity to apply their academic knowledge in real-world settings, working under the supervision of licensed professionals. Their hands-on experience will be focused on developing and implementing therapeutic activities that support residents in leading more independent and fulfilling lives.

This initiative will introduce engaging new programs across select SHA properties, designed to promote both life skills and leisure activities. Residents can look forward to workshops and interactive sessions covering essential skills such as problem-solving, communication, household management, meal preparation, and financial literacy. In addition, students will help facilitate recreational and leisure activities that foster creativity, self-expression, and social engagement—helping residents explore new hobbies and interests that bring joy and fulfillment.



Beyond the direct benefits to students and residents, this partnership underscores SHA's commitment to fostering innovation and community well-being. By connecting emerging healthcare professionals with real-world experiences, we are not only shaping the next generation of occupational therapists but also creating meaningful opportunities for residents to enhance their quality of life.

We are currently in the development phase of this program, with a targeted launch later this year. As we continue building this initiative, we look forward to sharing more updates and details in the coming months. This is just the beginning of an exciting journey, and we can't wait to see the positive impact it will bring to both students and residents alike!

## Fair Housing Month Champion Sponsorship

SHA is proud to announce our Fair Housing Champion sponsorship of the Fair Housing Council of Oregon's (FHCO) Fair Housing Month, themed "Community Includes All of Us." Alongside other dedicated sponsors, over \$50,000 has been raised to support FHCO's vital work in promoting fair housing justice across the state.

Fair Housing Month, observed each April, marks the passage of the Fair Housing Act of 1968, a landmark law that prohibits discrimination in housing based on race, color, religion, sex, disability, familial status, and national origin. This month serves as a crucial time to reflect on the progress made in advancing fair housing rights while also recognizing the work that still needs to be done to ensure equal access to housing for all. Events, workshops, and outreach programs hosted throughout the month aim to educate and empower communities, reinforcing the importance of inclusive, bias-free housing opportunities.

The logo consists of the words "FAIR" and "HOUSING" stacked vertically in a bold, yellow, sans-serif font. The text is set against a dark blue rectangular background.

FHCO, a nonprofit organization committed to enforcing fair housing laws and fostering equitable housing practices, plays a pivotal role in the fight against housing discrimination in Oregon. Through training, investigations, and policy advocacy, FHCO provides essential resources for renters, homebuyers, landlords, and housing providers. Their mission aligns closely with SHA's commitment to supporting communities where everyone has the right to safe and fair housing. As a Fair Housing Champion sponsor, SHA is honored to be featured on FHCO's widely distributed fair housing poster, acknowledged across social media campaigns, and included in the Fair Housing Month banner on FHCO's website. Additionally, SHA will be recognized on thank-you and sponsor acknowledgment posters at regional events throughout the state.

Additionally, Melanie Fletcher, Assistant Housing Administrator, was asked by FHCO to be a judge in its 2025 Fair Housing Poster Contest, an annual initiative that engages students in promoting the importance of fair housing and inclusive communities. Open to young artists across Oregon, the contest encourages participants to create artwork that reflects the theme of fair housing for all. Winning posters will be featured in FHCO's statewide outreach efforts, including educational materials and public displays. This contest serves as a powerful way to inspire awareness and dialogue about housing justice while showcasing the creativity and vision of Oregon's youth. This will be Melanie's third time serving as a FHCO Poster Contest judge. She states, "I am truly honored to be asked to participate in the selection of the 2025 fair housing poster contest winners. It's such a joy to see the creative ways that children statewide interpret the theme of fair housing in their artwork."

We take great pride in our partnership with FHCO, supporting their statewide efforts to promote fair housing education, outreach, and advocacy. By working together, we continue to uphold the principles of equity and inclusion, ensuring that housing opportunities remain accessible to all.



In celebration of Fair Housing Month, the  
Fair Housing Council of Oregon presents:

# FAIR HOUSING HISTORY FRIDAYS

A series of free, virtual, lunch-hour presentations.  
Fridays in April, 12:00 - 12:45 PM



## Oregon's Exclusion Laws

Learn about Oregon's early laws that excluded Black settlers from owning land.

<https://bit.ly/April42025>



## Sundown Towns & the Klan

Learn about the rise of Sundown Towns and how the Klan shaped Oregon politics in the 1920s.

<https://bit.ly/April112025>



## Redlining and Segregation

Learn how redlining and restrictive covenants shaped housing patterns across the state.

<https://bit.ly/April182025>



## Exclusionary Zoning

Explore how urban renewal, gentrification, and exclusionary zoning contribute to unequal access to housing today.

<https://bit.ly/April252025>



For questions or learning accommodations, please contact Marlee Baker at [mbaker@fhco.org](mailto:mbaker@fhco.org). To request language translations, please submit the request two weeks prior to the session to Shyle Ruder [sruder@fhco.org](mailto:sruder@fhco.org) or call (800) 424 - 3247 x 113

# CUSTOMER SERVICE

## Customer Service

As of February 28th, 2025, Salem Housing Authority Front Desk provided the following service:

Front Desk	Total
US Mail Processed	111
Drop Box Items processed	345
Clients seen in-person	470
Voicemail - returned	784
Email responses	149

### Most Common Questions:

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

Front desk staff are gearing up for the two waiting lists to open: SF Accessible 1-bedroom on March 8 and Yaquina 1-bedroom on March 22. We have had several questions regarding the waitlist openings. Many clients think it's the Section 8 Voucher program waitlist. We want to clarify that it isn't, and at this time, we do not have an ETA on when that list will reopen.

We made quite a bit of headway on the voicemails this month. Front desk anticipate staff will be completely caught up by the end of the first week of March, and we will show more phone calls received and less VM returned.

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 February 28th, 2025, the following Salem Housing Authority Vouchers were under lease:

Section 8 Voucher	Total Allotment	Total Leased	Housing Assistance Payments
Housing Choice Vouchers	2852	2594	\$2,424,071.20
Family Unification Program (FUP)	119	97	\$110,172.00
Veterans Affairs Supportive Housing (VASH)	113	102	\$80,656.52
Mainstream Vouchers	192	142	\$131,590.00
Emergency Housing Vouchers	34	29	\$31,015.00



**3,310**

Total Allotment



**2,964**

Total Leased



**\$2,777,504.72**

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 \$2.8 million dollars into the economy in Salem and Keizer through payment of HAP.

SHA leases to the money amount available, not the by the allotment number.

## Inspections

The team completed 323 inspections in February, with more than 50% of them passing.





## SECTION 8

### **Section 8 Team Updates as of February 28th, 2025:**

We were released from the shortfall in the Housing Choice Voucher program. Although we have not received our finalized funding information for the 2025 calendar year, the current forecast shows potential for leasing up vouchers and no shortfall. Based on this information, we plan to begin issuing a limited number of vouchers, starting with local preference applicants referred by community partners.

We have started working with applicants referred for Foster Youth to Independence (FYI) vouchers. These limited-time vouchers are specifically intended for young adults aged 18 to 24 who have aged out of the foster care system and are currently homeless or at risk of becoming homeless.

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

“I had the opportunity to help one of my disabled clients get out of his lease due to a Reasonable Accommodation. He will be able to move closer to his support system. He and his [family member] came to the office and were very grateful for the extra work I put into assisting the family.”

- *Stated a Housing Specialist.*

“After the Family Self-Sufficiency program presentation at the Section 8 staff meeting, I had several face-to-face meetings with my clients. A couple of them expressed a genuine interest in participating and attending the FSS briefing session. I hope this encourages them to sign up for the program. I believe that having presentations from other departments and social service agencies not only motivates staff to share information but also encourages client participation.”

- *Stated a Housing Specialist.*

“I want to highlight the Section 8 team, who consistently work together to maintain strong teamwork. They are all rock stars!”

- *Stated a Special Programs Housing Specialist.*

Lastly, we would like to congratulate a Housing Specialist, Gabriella Cordy, who was asked to be featured in the Quarterly Newsletter of Legal Aid Services of Oregon for the collaboration she has done with them this last year. Gabriella says, “It was an honor to be thought of, and I enjoyed putting together my responses.”

- *Section 8 Team.*

# EMPLOYEE OF THE MONTH JEANETTE SHADRICK



*Team members have witnessed Jeanette use kindness, compassion, and patience with the volume of clients that are served through our front desk. Jeanette has learned the process of setting good boundaries in a respectful and kind manner to ensure she can continue to provide all customers with the service they deserve.*

***Common comments throughout several months of nominations:***

*"Knowledgeable, calm and composed, extreme care and empathy, supportive and encouraging"*

*Jeanette has shown her team members by embodying qualities that are vital in a customer-focused role. Her ability to balance kindness with setting boundaries while maintaining a high level of empathy and professionalism is fulfilling the mission of the housing authority in your work! This kind of feedback speaks volumes about her dedication and the positive impact she has on both the team and clients.*

*Congratulations, Jeanette! It's clear you are making a difference every day!*

*- Nicole Utz*

# JEANETTE SHADRICK

# EMPLOYEE OF THE MONTH

## Here's what Jeanette's peers had to say about her:

~ I always see Jeanette talking so kindly and patiently with clients, I am amazed how she keeps her cool with even the most difficult of clients. We should all take lessons from her on how to keep calm and treat people with respect. I am right next to the front so I can hear her all day, not once has she ever not treated someone with respect, kindness, and been loving even when a client is aggravated. But she sets good boundaries too!

~ Jeanette is always friendly to everyone in the office and offers to help wherever needed. Anything I have asked for assistance with or had questions about, she has been prompt in answering and very helpful.

~ Jeanette is so kind, always takes an interest in how you're doing, and really listens to you when you talk. She treats clients and staff with kindness and respect.

~ Jeanette handles an extremely high volume of work and does so with poise and compassion. As someone who covers the front desk, I know the difficulty of the position and the wide range of topics and issues that are presented throughout the day, let alone the months. Jeanette is always client-forward yet sticks to policy, and in the very complex agency that we work in, she always tries to provide the right answer.

~ Jeanette is the front line of defense for our workers who are also handling massive amounts of work; Jeanette answers simple questions and seeks involvement from others when needed. Jeanette helps protect our team's time and focus so that we can get work done and answer those harder questions as quickly as we can.

~ I have been working side by side with Jeanette before during some very difficult client and person interactions, and Jeanette always tries to lead with compassion and care first. Many folks who walk into our office aren't actually clients and are just looking for quick assistance, which we can't provide, but Jeanette does her best to give them the most up-to-date information possible, and then having something improves their day.

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



# SPECIAL PROGRAMS

## Special Programs Team February 28th, 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

**\*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 February:

<b>Special Programs Housing Specialist Data Metrics</b>	<b>February</b>
Annual Recertification Completed	11
Resident Requests Completed	4
Resident Requests Denied	2
Family Size Changes	2
Moves	5
Issuance of Voucher	2
Mandatory Conferences	1
Terminations	4
Port-Outs	1

# SPECIAL PROGRAMS

## Family Self Sufficiency (FSS)

### Program Updates:

The month of February was full of change and implementation, we are steadily working on enrolling folks, double-checking caseloads and client data for accuracy. We have revamped our briefing sessions, and offer in-person and virtual sessions every month, while working through our outbound call list of 5,000 voucher holders.



Family Self Sufficiency Data Metric	February
Total Active Contracts Beginning of the Month	130
Graduates with Escrow	0
Escrow Paid Out (Graduates)	\$0
Total Monthly Escrow Current Participants	\$29,525
Exits (Voluntary or Involuntary Termed)	0
FSS Briefing Session Participants	21
New Enrollments	6
Clients Actively Engaging with Coordinators	28

**Salem Housing Authority received a Small Business Prosperity Grant, \$5,000.00 from the Marion County Funds, through collaboration with the Urban Development Department of the City of Salem!**

We met with Habitat for Humanity and went over the application process for FSS participants to apply for their homeownership program. A few who meet qualifications have picked up applications.

We have been awarded more Individual Development Account(IDA) funds and are working on selecting folks to participate in this matched savings opportunity.



**6 New Enrollments!!!**

## Outreach Navigator

# SPECIAL PROGRAMS

Our outreach team continues to support unsheltered neighbors find suitable and safe housing opportunities.

We leveraged our resources to meet community needs. For example, on 02/28, we provided bus passes to individuals who wanted to get new clothes and directed them towards Grace Church and Oak Park Church at a collaborative outreach at Claggett.

We work in partnership with community organizations to enhance our outreach efforts. As a result of our collaboration, we have assisted the Willamette Valley Physicians Health Authority (WVP) and Church at the Park (C@P) in following up with hard-to-reach clients. On February 21, WVP successfully connected with a client, and on February 28, C@P provided transportation for a client to an appointment at the new Family First Day Center.

We remain committed to utilizing Rapid Rehousing funds, removing barriers for four more households this month. They are now in their new homes. These funds pay application fees and security deposits and provide some basic needs. This ensures the household has plates to eat on, shower curtains and towels, and a warm bed to rest while they start a new chapter.

We were able to hand out emergency blankets during the cold spell in February. These individuals were referred to us by the Salem Police Department (SPD). We were also able to give quite a few blankets and other warm-weather items to Northwest Human Services, which was able to give them to medically fragile patients they met in the field.

In the spirit of collaborative outreach, we continue to promote dialogue between providers. Service providers have redefined what outreach entails. It's not about handing out supplies; it's about building that rapport and getting people connected to services. Seeing our service providers get out of their comfort zone has been rewarding. They are connecting with individuals to meet their needs that are more than just basic needs supplies. They are looking at the bigger picture.

We facilitated ten coordinated entry assessments during the month of February, both via phone and in the field.

# Property Data & Work Order Data

# PROPERTY MANAGEMENT

Property Name	# of Units	Vacancies	% 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	1 Vacant Unit	99%
Redwood Crossings	37	1 Vacant Unit	97%
Robert Lindsey Tower	62	3 Vacant Units	95%
Sequoia Crossings	60	2 Vacant Units	97%
Scattered Sites	77	4 vacant units, 1 unit offline for extensive remodel	94%
Shelton Village	25	4 Vacant Units (all units offline for disposition)	84%
Southfair Apartments	42	5 Vacant Units	88%
Southview Terrace Apartments	60	7 vacant units are offline for extensive remodels	88%
Yaquina Hall	51	1 Vacant Unit	98%
<b>Total</b>	<b>779</b>	<b>46</b>	<b>94%</b>

## February 1-28, 2025

Property	Total Work Orders	Total Days Open	Average Days Open
Englewood East	8	50	6.25
Englewood West	14	105	7.50
Parkway East	6	7	1.17
Parkway West	9	6	0.67
Public Housing Multifamily	2	28	14.00
Public Housing Scattered Sites	11	101	9.18
Redwood Crossings	12	22	1.83
Robert Lindsey Tower	4	85	21.25
Salem Housing Preservation 4	15	114	7.60
Salem Housing Preservation 9	11	122	11.09
Sequoia Crossings	14	55	3.93
Southfair	10	49	4.90
Southview Terrace	15	129	8.60
Yaquina Hall	19	76	4.00
<b>Grand Total</b>	<b>150</b>	<b>949</b>	<b>6.33</b>



## Property Management Highlights for February 2025

# PROPERTY MANAGEMENT

Property Management is working on creating a Resident Stipend Program to assist with litter pick-up at our properties. We anticipate launching this initiative in March to aid in community curb appeal and overall resident experience.



Linda Raridon, Englewood East resident, poses with the snowman.

### **Englewood East**

Tenants have a weekly movie in the community room on Fridays at 2 pm. This month, tenants held a Tenant Association Meeting on February 10, a tenant-led monthly potluck on February 13, and BINGO hosted by tenants on February 28. Tenants enjoyed the Valentine's Day snow and built a snowman!

### **Englewood West**

Tenants hosted a Dinner with Friends on February 12. Marion Polk Food Share was on-site for Food Share Day on February 26. Blanchet Catholic School students came to visit on February 12 and brought Valentine's cards for the residents.

### **Redwood Crossings**

Over the last couple of months, 15 of the 37 units at Redwood Crossings have been filled with new residents. The new residents have added positive new energy to the building and have quickly become part of the close knit community.

### **Robert Lindsey Tower**

Marion Polk Food Share was onsite providing food donations to tenants for Food Share Day on February 26.

### **Sequoia Crossings**

A Valentine's Day Party was held for all residents in the Community Room with goody bags and activities.

### **Yaquina Hall**

A Valentine's Day Party was held in the Community Room by Supportive Services, with cookie decorating and crafts.



### **Redwood Crossings is a 31-unit property.**

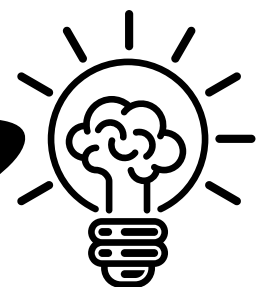
Redwood Crossings is Salem Housing Authority's supportive housing development. Redwood Crossings offers single-room occupancy units for single-person households, including a private living/sleeping area and kitchenette with a shared bathroom and foyer for each two units. The development also includes one 1-bedroom apartment.

### **Redwood Crossings general information and eligibility:**

Units at Redwood Crossings have rental assistance through the Section 8 Project-Based Voucher program. The waiting list offers a local preference to applicants who have been assessed through the Coordinated Entry system to be appropriate candidates for Permanent Supportive Housing and are referred to the waiting list by partnering agencies. When the waiting list is open, anyone may apply, but if you are homeless or at risk of homelessness, we encourage you to contact a community [Coordinated Entry Assessment Site](#) and schedule a housing assessment or contact ARCHES at 503-399-9080.

## REDWOOD CROSSINGS

**DID YOU  
KNOW?**



Our first month of placement was during the Beachie Creek Fire in Sept. 2020, which presented its own set of challenges.

INTERESTING FACT



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## REDWOOD CROSSINGS

The difference between Permanent Supportive Housing (PSH) and Assisted Living can be explained in terms of the level of care provided, the population served, and the overall goals of each type of housing.

- **Permanent Supportive Housing (PSH):**

- **Target Audience:** PSH is typically aimed at individuals with complex needs, such as people experiencing chronic homelessness, those with mental health disorders, or those with disabilities. These individuals may need a higher level of support and a stable living environment to thrive.
- **Focus:** PSH provides affordable housing with wraparound services. These services often include mental health counseling referrals, addiction treatment referrals, social services, social activities, and case management.
- **Level of Care:** PSH is more focused on providing stability and helping residents integrate back into society with support. It's not necessarily about medical care, but rather holistic support that helps individuals manage their life challenges.
- **Goal:** The goal of PSH is to ensure people have a safe place to live while receiving the services they need to achieve greater independence and stability.



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- **Assisted Living:**

- **Target Audience:** Assisted living is typically aimed at older adults who need some help with activities of daily living (ADLs) like bathing, dressing, eating, and medication management. The population here usually has age-related health conditions or mild disabilities but doesn't need full-time medical care.
- **Focus:** Assisted living provides housing and support services, but it's more focused on offering help with personal care, meals, housekeeping, and social activities. It also allows residents to maintain a level of independence while receiving assistance as needed.
- **Level of Care:** The level of care is typically lower than that in nursing homes. It includes non-medical services like personal care and social support but may not provide intensive medical care or 24/7 healthcare staff.
- **Goal:** The goal of assisted living is to help residents live as independently as possible while receiving the necessary support to manage their health and personal care needs.

REDWOOD  
CROSSINGS

**Key Differences:**

- **Target Population:** PSH generally supports people with mental health challenges or disabilities, while assisted living caters to older adults who need assistance with activities of daily living.
- **Level of Care:** PSH offers more comprehensive social and community support, while assisted living provides more focused assistance on daily activities.
- **Services Offered:** PSH may include mental health services, case management, and addiction support, while assisted living focuses more on personal care and daily living assistance.

In summary, PSH is about providing stability and support for individuals with complex needs, while assisted living is designed to assist seniors with personal care and help them maintain independence.



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# 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>**



# PUBLIC NOTICE ANNOUNCEMENT



**Salem Housing Authority is now  
accepting applications for  
Southfair Apartments Accessible  
1-bedroom waiting list!!**

## **Southfair Waiting List :**

- Current rent for these units is \$900 per month.
- Section 8 and other types of rental assistance are accepted.
- Applicants with a verified need for the mobility accessibility features are prioritized for these units.
- Units are restricted to households with income at or below 60% of the Area Median Income, which is currently \$38,400 annually for 1 person.

**Accepting Applications  
Started 03/08/25 @ 9:00 AM  
Closing 03/30/25 @ 11:59 PM**

Scan the QR code for more information  
and instructions on how to apply.



# PUBLIC NOTICE ANNOUNCEMENT



**Salem Housing Authority will be  
accepting applications for  
Yaquina Hall waiting list!!**

**Yaquina Hall 1-Bedroom Apartment Waiting List :**

- **These units offer income-based rent through the Section 8 Project based voucher program.**

Residents pay approximately 30% of their monthly income for rent and utilities at these Yaquina Hall. Assistance is tied to the units and is not transferrable. These units are restricted to households with income at or below HUD's Very Low-Income Limit (50% Area Median Income), which is currently \$32,000 annually for 1 person. Supportive services are offered at the property, but engagement in services is **not required** as a condition of occupancy.

**Accepting Applications  
Starting 03/22/25 @ 9:00 AM  
Closing 04/13/25 @ 11:59 PM**



Scan the QR code for more information  
and instructions on how to apply.





Salem  
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