



Salem
Housing
Authority

JANUARY 2025

ISSUE #16

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.

On December 14th, 2024, the Salem Housing Authority took part in the annual Shop with a Cop event, an initiative organized by Believe in Your Community to support local law enforcement and create meaningful experiences for families and children.

This year, the Salem Housing Authority successfully implemented a new process for the Shop with a Cop event, resulting in significant cost savings. Everything was done paperless and streamlined through the Salem Housing Authority.

An email invitation was sent to individuals in our housing and project-based voucher programs, and within three hours, all available slots were filled.

Families received an email congratulating them and containing their tickets for the event day.

On the day of the event, the check-in process was efficient and streamlined, enabling families to complete their check-in quickly and smoothly.

There were over 500 kids who participated and over 100 volunteers.

SHOP WITH A COP





SHOP WITH A COP





SHOP WITH A COP



CUSTOMER SERVICE

Customer Service

As of December 31st, 2024, Salem Housing Authority Front Desk:

Front Desk	Total
US Mail Processed	400
Drop Box Items processed	458
Clients seen in-person	574
Phone calls - returned	304
Email responses	23

Most Common Questions:

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

Due to the holiday season and reduced staffing, our response times are currently longer. We are experiencing a high volume of requests from applicants wanting to check their status on the waiting list.

You can easily check your status using your phone, computer, or tablet. Visit www.salemhousingor.com/status-check or www.waitlistcheck.com to find the estimated wait times, which reflect the current situation as of today. Please remember that these times are only estimates; actual waiting list durations depend on funding and available vacancies and may change at any moment.

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](#).

Notifications are mailed when your name is approaching the top of the waiting list. If you have a change in address, phone number, or family status or become disabled or elderly (age 62+), please notify us promptly in writing with our update form.

To update your information, click here - [Household Update Form - Household Update Form – Salem Housing Authority \(salemhousingor.com\)](#).

SECTION 8

Voucher Lease Up

As of December 31st, 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	2,566	\$2,372,577
Family Unification Program (FUP)	119	97	\$108,051
Veterans Affairs Supportive Housing (VASH)	113	105	\$83,317
Mainstream Vouchers	192	148	\$131,798
Emergency Housing Vouchers	34	30	\$32,736



3,303
Total
Allotment



2,946
Total Leased



\$2,728,479
Housing Assistance
Payments

On average, during the 2024 calendar year, 3,210 families were housed each month through all SHA Voucher types combined. **Nearly \$35 million in Housing Assistance payments were made during the year across all programs.**

SECTION 8

Inspections

The team completed 220 total inspections in December. Of these, 45 were initial inspections, and 58% passed the first time! 175 biennial inspections were also completed and 55% passed the first time.

This month, the inspection team also worked on a public awareness campaign regarding changes to smoke detector requirements for federally assisted units. We were able to connect with the Salem Fire Department, and they graciously issued a press release about those changes and posted it on their Facebook page. The inspection team also worked on updating our website to include important inspection information for property owners and managers.

Successes and Other Good News

As we wrap up 2024, Section 8 staff have some highlights to report.

In November, several staff volunteered at the SHARE event at Oak Park Church. One Housing Specialist states, “I had the privilege of volunteering at the SHARE event at Oak Park Church this month. My job as a volunteer was serving coffee and creamer to those coming in for items or waiting for lunch. I got to speak with many of the [folks] that came through the door, as many wanted something hot and yummy to drink. I heard some of their stories and got to meet and pet all their pups - there were a lot! Everyone who got coffee was so kind. I just couldn’t believe they were in such a difficult situation but were so warm and thankful for what we had to offer. The Oak Park Church volunteers did an amazing job putting on the event. You can tell they truly care about their community. It was a great experience getting to work beside those in our community striving to make it a better place, very humbling, and I look forward to participating again at future community events.”

SECTION 8

Another Housing Specialist saw one of her clients graduate from the Family Self Sufficiency (FSS) program in November and receive her \$4,500 escrow account balance. "I met her in person when she was awarded her certificate and check. It was amazing to hear about her accomplishments!"

One Housing Specialist reports that during December, "I was able to volunteer with the Shop with a Cop event. This is my third year assisting with this event, and I can easily say it is one of the highlights of my Christmas season. Seeing the families face-to-face serves as a reminder of who we serve. Seeing the kids smile serves as a reminder of why. I had the opportunity to ask the kids what they bought, and it was amazing how many of them used their gift cards and shopping experience to buy something for someone else. My favorite was a boy, around 10, who was buying his uncle protein powder because *'he is trying to get buff but not doing so good.'* It was easily the best line of the day! Watching our public service personnel interact with the kids is heartwarming and encouraging as it helps break down some of the pre-conceived notions they may have about law enforcement. I am thankful for the chance to assist once again and look forward to next year!"

EMPLOYEE OF THE MONTH HAILEY KEYHOE THOMMEN



Hailey was nominated by several of her peers for her ability to multi-task and work on several different tasks and projects at any given time. She keeps up with everything asked of her in a professional and orderly manner. She is also willing to jump in and help others whenever needed. Hailey is creative and innovative in finding ways to educate residents and landlords on the program's new requirements. She is always seen smiling and exuding positive energy to the team. Hailey has also been said to be the glue that holds the Section 8 team together!

Congrats, Hailey, on a job well done!
- Nicole Utz

HAILEY
KEYHOE
THOMMEN

ABOUT
— me

EMPLOYEE
INTERVIEW

Here's what Hailey's peer had to say about her:

~ She excels in her everyday jobs and tasks while thinking of new, innovative ways to help clients, outreach for landlords, and safety and sanitation processes for our inspectors (among many others). She always gives her best customer service. Even when the caller is angry or upset, she stays professional and is always trying to help to the best of her ability.

~ Hailey is always seen smiling and radiating positive energy. I often chat with my coworkers during breaks. Today, she assisted a housing specialist and a staff assistant in resolving a confusing issue brought up by a landlord. I've observed her helping others with complex problems many times before.

~ Hailey consistently goes above and beyond for landlords and clients. Her ability to learn and address questions for both clients and landlords enables Housing Specialists to focus on other tasks.

~ She brings positive energy to the agency and works hard! Although her plate is full and she takes her job seriously, she finds lighthearted ways to cope with the stresses of our work. She brings smiles to the faces of all her coworkers!

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

A close-up photograph of a person's hands, wearing black fingerless gloves, holding a small, simple house model made of cardboard. The house has two square windows and a triangular roof. The background is blurred, showing a person in a tan jacket. A blue banner with white text is overlaid on the top right of the image.

SPECIAL PROGRAMS

Special Programs Team Year-End Recap 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.

Our Special Programs Team reflects on 2024 with the following highlights:

- The final cohort of HRAP graduated on schedule with their Section 8 vouchers!
- Every member of the last cohort remains housed with their vouchers!
- Our outreach efforts have fostered a close-knit community dedicated to addressing local needs.
- There are moments in outreach when circumstances change rapidly. *"One day, a woman I've known for two years approached our group, sharing that she was experiencing domestic violence and was ready to escape. We quickly gathered as a team to explore options, and miraculously, we managed to place her in the pods at C@P. She is currently in the shelter and actively participating in the program."* - as stated by one of our outreach navigators.

SPECIAL PROGRAMS

Our Special Programs Team reflects on 2024 with the following highlights:

- “Rapid Re-Housing Program.”
- “I am proud of myself for pulling back and slowing down, giving my clients the time and space to make well-thought-out life decisions.”
- “I am setting boundaries for myself when it comes to self-care.”
- “Getting hired into a position with SHA! I get to work with awesome people!”
- “Sequoia Crossings property was leased up in 2024!”
- “Laserfiche is becoming more streamlined and organized.”
- “We’ve had productive and solution-based conversations regarding our mission-driven work.”
- “I’ve learned a lot through training: Nan McKay Housing Choice Voucher Rent Calculating, Ryan Down, AHMA, Burnout in the Workplace, VAWA training, and discrimination and racism in homelessness.”
- “Having positive connections with co-workers and outside agencies.”
- “We created, implemented, and coordinated FSS Info sessions.”
- “I completed many amazing financial coaching, CBEL, Ryan Dowd training, and workshops at the FSS conference and RE: Conference.”
- “Stayed consistent in client communication—had lots of good, meaningful and forward focused conversations and connections with clients, helped connect them to resources and see progress in their goals.”
- “I created an outstanding newsletter every quarter.”



SPECIAL PROGRAMS

FSS GRADUATION SUCCESS STORY

"The FSS program impacted my life by encouraging me and providing the motivation I needed to go from a broke, unemployed single mom raising three intellectually disabled kids to a full-time working mom with two adult children and one young teen who is now financially stable and looking forward to purchasing our very own house.

The accomplishments I achieved during the FSS program include free financial training through DevNW. We learned how to manage our money better and improve our credit scores.

Reflecting on my life since I began the program, I can see a significant transformation. My family entered the FSS program in a broken state and with very low income. I attended DevNW workshops to learn about budgeting and how to improve my credit scores. Through this process, I discovered a career that I enjoy and enrolled in training classes related to the job. I have continued my education with ongoing training. Today, I'm working full-time, and both of my adult children are also employed full-time.

"I highly recommend this wonderful program! I am truly grateful to all the members of the FSS team who supported us on our journey to full-time employment and improved credit scores. Thank you for the encouragement, motivation, and resources you provided along the way."

"We achieved our goals of full time employment and will be able to purchase our own home in 2025!"

PROPERTY MANAGEMENT

Property Management Highlights for 2024

The SHA Property Management team is proud to report that in the calendar year of 2024, We leased up 175 units – that’s 175 individuals and families who received keys to their new homes in the past 12 months. This includes opening Sequoia Crossings, which added 60 subsidized units to the SHA portfolio.

2,022 work orders were completed, which is an average of almost 8 every workday during the year.

The month of December was especially busy as the team focused on leasing units. One Property Management Coordinator stated, “One of the families that moved into Northgate emailed me last week and said:

“Just want to say thank you again for getting me and my boys into our new home before Christmas. Thank you!! It was such a great Christmas. Had my whole family over and it made it feel like home finally.” Another family drew some pictures as a thank you for “giving them their first home they can make spaghetti in.”

Another Property Management Coordinator says, *“I was able to get a family living in the shelter into their 2-bedroom unit. The family was over the moon to have their own space!”*



PROPERTY MANAGEMENT

ACCOMPLISHMENTS

As we prepare to enter a new year, it’s an opportune time to reflect on the significant accomplishments of our property management team throughout 2024. We successfully leased and welcomed 172 individuals and families into their new homes, with that count expected to increase to 175 by the end of the year. In our commitment to maintaining quality service, we completed an impressive total of 2001 work orders, ensuring that our residents' needs were promptly addressed. Our dedicated maintenance team turned 142 vacant units, preparing them for new tenants and enhancing the overall community.

Throughout the year, we issued 4656 notices of entry, facilitating necessary inspections and maintenance while respecting our residents' living spaces. We took action on 161 notices of lease violations, upholding the standards of our community, and issued 422 termination notices to ensure the integrity of our leasing agreements. Additionally, we are proud to highlight the successful opening of Sequoia Crossings, which added 60 much-needed subsidized units to our housing options, furthering our mission to provide affordable living solutions.

Work Order Stats
January 1, 2024 - December 31, 2024

Property	Total Work Orders	Total Completed as of Year End	Total Days Open	Average Days Open
Englewood East	121	119	794	6.56
Englewood West	152	147	1,749	11.51
Market	11	11	22	2.00
Parkway East	122	102	1,665	13.65
Parkway West	187	141	2,375	12.70
Public Housing Multifamily	135	110	5,768	42.73
Public Housing Scattered Sites	154	142	1,324	8.60
Redwood Crossings	116	112	2,658	22.91
Robert Lindsey Tower	217	199	6,719	30.96
Salem Housing Preservation 4	151	147	4,348	28.79
Salem Housing Preservation 9	173	158	3,719	21.50
Sequoia Crossings	114	110	357	3.13
Southfair	136	131	2,948	21.68
Southview Terrace	238	225	6,731	28.28
Yaquina Hall	170	168	369	2.17
Grand Total	2,197	2,022	41,546	18.91



ENGLEWOOD WEST

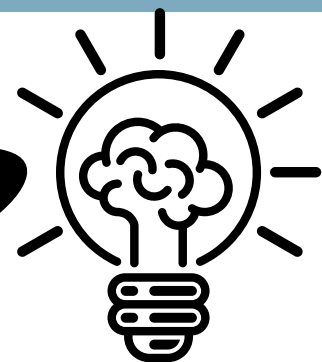
Englewood West is a 54-unit property for seniors.

Englewood West is located at 1068 Park Avenue NE, Salem, Oregon. Occupancy of units at this property is limited to elderly households(head of household, spouse, or co-head must be age 62+ or above).

Englewood West general information and eligibility:

The property was funded with Low Income Housing Tax Credits (LIHTC). To be eligible for a unit, you must meet eligibility for LIHTC.

**DID YOU
KNOW?**



At the Englewood West, we had volunteers from Center 50+ come over on Christmas Eve. They met residents in the community room for caroling and gave gifts to each tenant that attended.

INTERESTING FACT



1068 Park Avenue NE, Salem Oregon

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.

Upcoming Highlighted Events:

- Salem Housing Authority Resource Event with PIT @ Wallace Marine Park on January 28th 11 am - 2 pm.

