

Community Resource Program



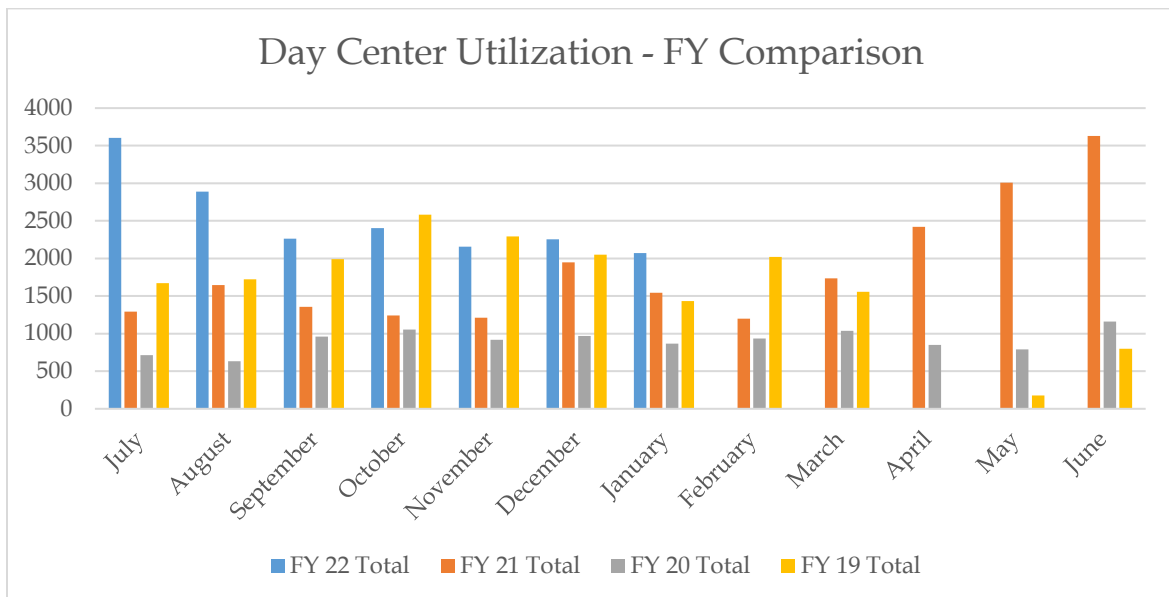
Mid-Willamette Valley
COMMUNITY ACTION
The ARCHES Project

615 Commercial Street NE
Salem, Oregon 97301

CRP Board Report - February 2022

The ARCHES Day Center is open six days a week. During these hours all traditional services are available, including: mail, showers, laundry, meals, and client care services. The Day Center hours are Monday - Saturday 9am - 4:30pm. In the event of inclement weather, the Day Center extends its service hours to align with emergency shelter operations.

Since opening day, the total number of duplicated Day Center visits is 95,145 - with an average daily attendance rate of 98. January 2023 showed a 10% increase in Day Center utilization over January 2022. Also during this same period, the Day Center saw five of its highest utilization days so far this winter season. With the days between January 19 - January 24 totaling 522 visits. This is largely attributed to the below average overnight and daytime lows for the season.

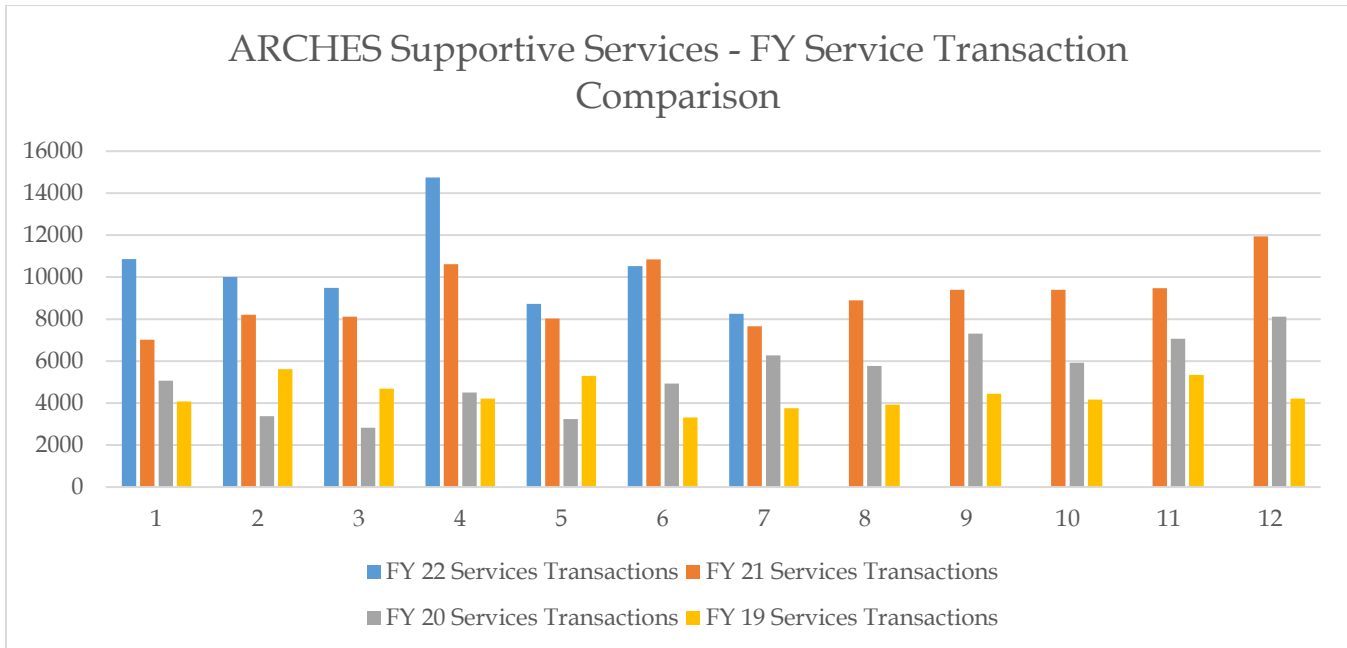


Community Resource Program

ARCHES Basic Needs & Supportive Services:

Basic Needs & Supportive Services									
Month	New client Mail Boxes	Checking Mail	Meals	Calls	Pet Food	Hygiene Packs	Showers	Laundry	Client Care
July Total	125	947	8354	567	178	149	272	162	105
August Total	118	971	7505	593	122	168	181	122	222
September Total	244	1292	6362	775	220	110	229	146	108
October Total	138	1108	11572	619	342	127	423	207	204
November Total	86	641	7025	179	262	82	207	115	130
December Total	136	705	8504	336	343	79	238	123	63
January Total	163	463	6705	347	231	60	182	68	41
February Total									
March Total									
April total									
May Total									
June Total									
FY 2022 Total	1010	6127	56027	3416	1698	775	1732	943	873
FY 2021 Total	699	13035	81015	4445	1554	2577	2454	1504	2302
FY 2020 Total	496	11871	37078	9066	559	642	2293	863	1534
FY 2019 Total	735	11685	22326	16505	793	371	605	105	305
FY 2018 Total	750	9908	23145	17505	1863	403	N/A	N/A	N/A

Current utilization of Day Center Supportive Services continues to grow, especially in comparison to FY 2021 and FY 2020. During January, ARCHES provided **8,260 supportive service transactions**. The vast majority of Supportive Services tracked during this time period were in the meal category, including **breakfast, lunch, and evening meals; providing 6,705 meals**. There was also a decline in shower utilization, likely attributed to the below seasonally cold weather and an understandable reluctance getting wet.



Community Resource Program

Program Showcase: *Veteran Service Office (VSO)*

Opening in July 2018, MWVCAA has been home to Marion County’s Veteran Service Office. A program which helps veterans, as well as family members of veterans, access, obtain, and/or maintain Veteran Administration benefits. This team is located at 780 Commercial Street, open Monday – Friday. This 4 FTE team works to increase a household’s financial stability by filing and assisting with claims related to injuries afflicted during active service.

During Quarter 2 (October – December 2022) 938 office visits were conducted in order to file 140 claims. Resulting in \$480,498 in back claim benefits and \$119,428 in on-going monthly payments to Veterans.

Program Update: *Emergency Services*

On November 1, 2022 MWVCAA formally entered the designated warming shelter season. Between then and March 31, 2023 if overnight temperatures reach 32 degrees or below emergency shelter sites will activate. This is made possible by funding provided by the City of Salem and Oregon Housing and Community Services. ARCHES warming shelters are low barrier. Accepting anyone regardless of disability status, household size, sobriety level, or pets.

As part of the Emergency Services network, MWVCAA subgrants funds to local organizations to operate inclement weather shelters in rural communities. These subgrants were awarded to: Recovery Outreach Community Center (ROCC) in Mill City, Polk County, and Neighbors Serving Neighbors in Woodburn. As a result of these funds, the total seasonal network impact includes:

- 3,018 bed nights provided during 185 activations
- Over 2,473 in operating hours

Organization	Total Activations	Operating Hours	Bed Nights	# of Pets	# of Volunteers	# of Staff
MWVCAA - Salem	24	288	1536	112	50	291
ROCC - Mill City	57	937	278	55	30	122
Polk County Warming Network	46	552	385	14	15	140
NSN -Woodburn	58	696	819	61	32	234
TOTALS	185	2473	3018	242	127	787

Program Update: *Expansion of services at Redwood Crossing*

As a pilot program, ARCHES is offering trainings to Case Managers, Housing Navigators, and direct client services staff related to the Social Determinates of Health. A framework used by the U.S department of Health and Human services (Healthy People 2030) to improve conditions in someone’s environment that affect their health, functioning, and quality-of-life outcomes. All of which directly impacts someone ability to obtain and maintain housing. Skills learned during these trainings not only enhance current service delivery but also overlap with some of ARCHES’ traditional methodologies. Making it the perfect training opportunity for staff seeking additional professional development.

Community Resource Program

As a part of this directive ARCHES has enrolled 7 FTE into either Community Health Worker or Peer Support Services training programs. All of which have been offered as zero cost to the agency. These FTE are primarily stationed at Redwood Crossings as this location has a high degree of medically fragile individuals while also offers the chance for regular interventions. To-date, one FTE has completed the training and certification phase with Orgeon Health Authority, while the remaining are working towards graduation.

“Redwood Crossing Supportive Services is excited to expand our scope of work with the addition of a Community Health Worker, Jada Rojas. While working as a Case Manager, Jada successfully completed 90 hours of training with the Oregon Community Health Workers Association. Jada hit the ground running and took some serious initiative. Using this training as an opportunity to learn and to connect with many vital community partners. As a result, an additional array of resources, referrals and services are now available to all clients. Jada has shown unmatched dedication to the supportive services program at Redwoods. She is a trusted member of our team who plays a vital role in connecting with clients. I'm extremely proud of Jada and excited to support her continued success.”

- Lucy Briseno, ARCHES Program Manager

Program Showcase: Evergreen – Veteran Housing

MWVCAA and Dev NW have partnered to create additional Veteran specific housing in Salem, OR. To be located at 905 Cottage St NE, Dev NW will remodel the former Evergreen Church location into 17 units of Veteran affordable housing, 9 of which will be Permanent Supportive Housing. Evergreen will provide the next step to Veterans graduating from Tanner Project. This coordination ensures that Veterans who begin services at Tanner Project can continue uninterrupted at Evergreen; adding an essential step to the permanent housing continuum. MWVCAA has also been contracted to be the onsite service provider.

The ground breaking event to kick-off remodel is scheduled for Tuesday, February 21, 2023 at 5pm-7pm.



Evergreen Groundbreaking

Please join DevNW in celebrating the construction of 17 affordable housing units in Salem. These units will be available to veterans and provide full wraparound support services. Food and drinks will be provided.



Tuesday
February 21, 2023
5pm-7pm

905 Cottage Street NE,
Salem, OR 97301

GMA ARCHITECTS

MEILI
CONSTRUCTION

Please RSVP to anna.hindley@devnw.org

Please note that the building is not ADA accessible

Success Story: ARCHES Housing Opportunity Program (AHOP)

Community Resource Program

"J.S came to us at the end of November 2022. He was needing assistance with finding a place to live. At that time he was staying at Union Gospel Mission, and had been homeless since moving to Salem in 2020. Over the next two weeks, J.S completed our RENT Tenant Education Program. During his time in the six session workshop he learned his rights and responsibilities as a tenant, gained knowledge of landlord/tenant law, how to plan a budget, and how to effectively communicate with landlords and neighbors. "



"Shortly after graduation, J.S received a housing voucher for West Valley Housing in November 2022. An opportunity which would cover all of his portion of the rent once he moved into a unit. However, this voucher is only valid if redeemed within 120 days. ARCHES wrote a letter on his behalf asking for an extension, which he received in December. J.S had been doing the footwork to find a place and been unsuccessful. He applied for a unit on 1/12/23, and was told he had a balance owed to a previous landlord, that was required to be paid before they could proceed with his application. ARCHES staff were able to work with the former Landlord take care of that balance. Resulting in J.S being approved for his new home!"

"This was not the end of the story for J.S. Like many new tenants, the last hurdle was the requirement from the property management that the utility start-up deposit be paid in full. ARCHES was able to assist with that amount as well prior to move-in. J.S moved into a new 1-bedroom unit on his own, on January 27th 2023. All totaled, ARCHES assisted with approximately \$1,200 in move-in expenses, as well as vital housing navigation services, to help J.S on his way to self-sufficiency. "

- Breezy Aguirre, ARCHES Program Director

J.S' story was covered in the Statesman Journal article "Finding a place to live".

<https://www.statesmanjournal.com/story/news/local/2023/01/29/finding-a-home-even-with-a-housing-voucher-is-a-complex-process/69820489007/>

Program Update: Navigation Center

As the Navigation Center, in partnership with the City of Salem, nears remodel completion. MWVCAA is working diligently to prepare for program operations. Activities include: Program Policy and Procedure development, staff hiring and training, furniture purchasing, and partner agreements. Tentative dates for a virtual walk-through, media tour, and Grand Opening are scheduled for March 2023. Formal invites to follow.

Photos below showcase the following from left to right: Supportive Services hallway, sleeping room, day space, and Behavioral Services front lobby.

MWVCAA
The ARCHES Project

Looking to help others and make a valuable and significant difference in your community?

NAVIGATION CENTER JOB FAIR!

when? February 16th 8:30 am - 5 pm	APPLY NOW!	where? YMCA 685 Court St NE, Salem Oregon 97302
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mwvcaa.org/careers/

Currently Hiring

- Case Managers
- Housing Navigators
- Kitchen Coordinators
- Program Coordinators
- Site Assistants
- Supportive Services Coordinators

Community Resource Program

