



Mid-Willamette Valley  
**COMMUNITY ACTION**  


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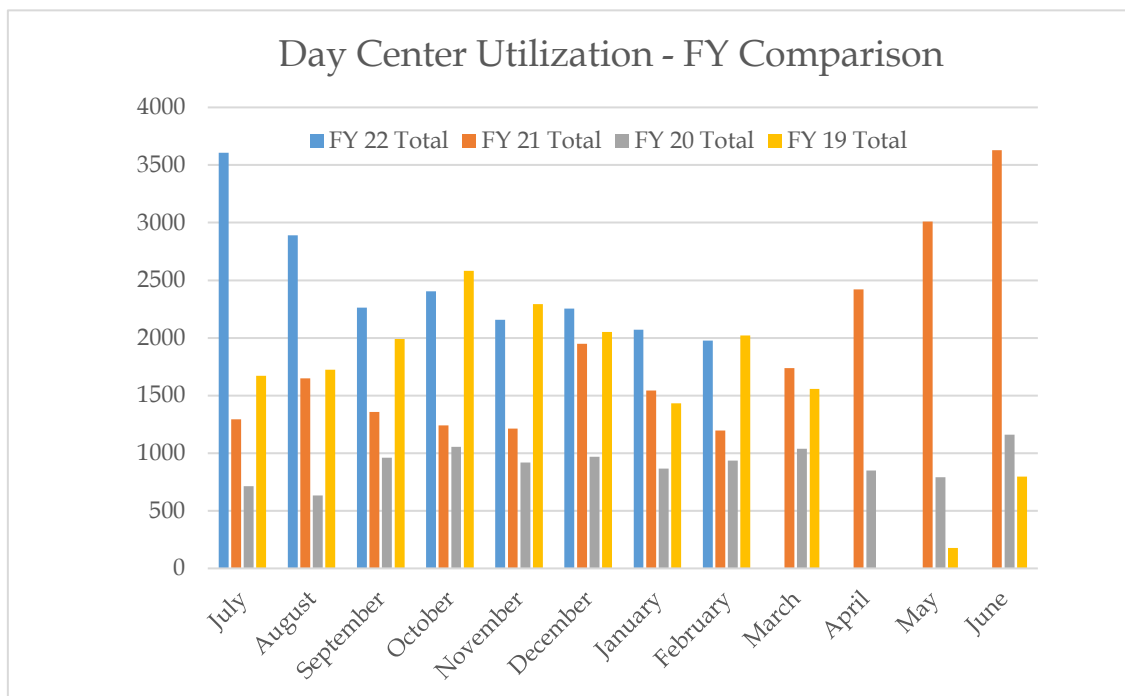
**The ARCHES Project**

615 Commercial Street NE  
 Salem, Oregon 97301

**CRP Board Report - March 2023**

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 97,122 - with an average daily attendance rate of 94. February 2023 showed a 37% increase in Day Center utilization over February 2022. Also during this same period, the Day Center saw three of its highest utilization days so far this winter season. With the days between February 23 - February 28 totaling 495 visits. This is largely attributed to the below average overnight and daytime lows for the season.

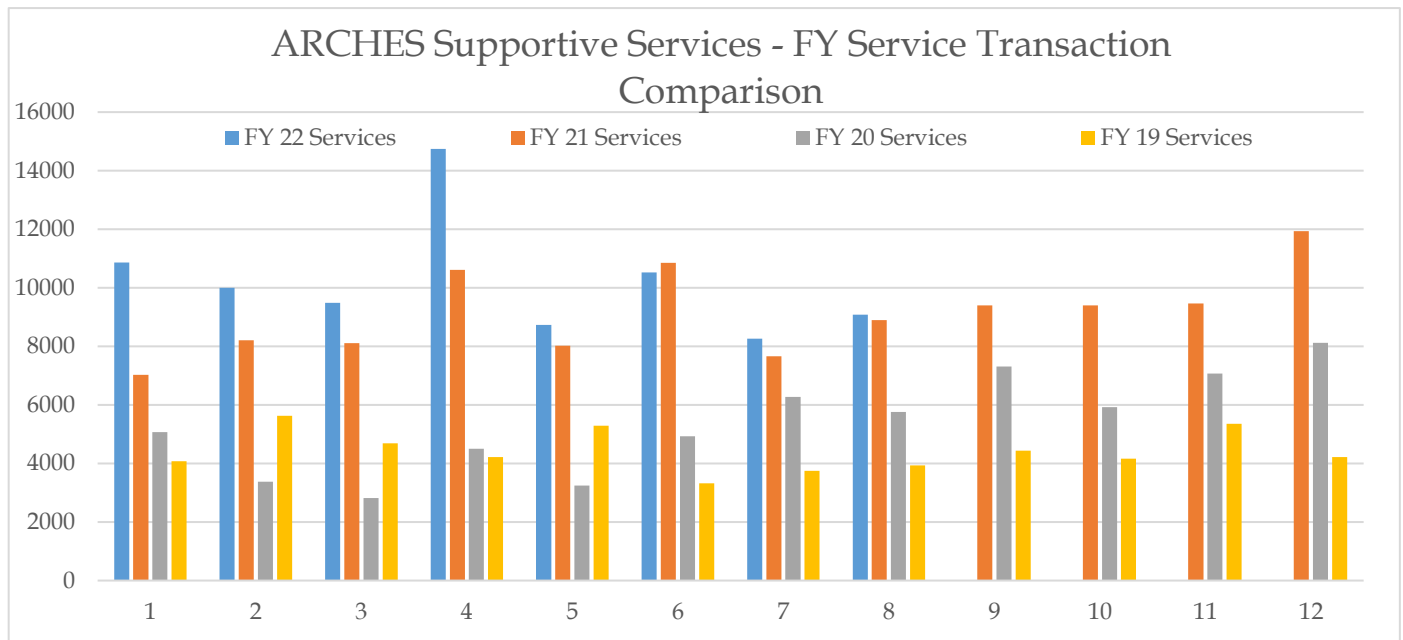


**ARCHES Basic Needs & Supportive Services:**

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	206	699	7040	438	274	87	218	92	24
March Total									
April total									
May Total									
June Total									
FY 2022 Total	1216	6826	63067	3854	1972	862	1950	1035	897
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 February, ARCHES provided **9,078 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 7,040 meals**.

*Since July 2022, 81,670 services have been provided to over 2,063 unique visitors to the ARCHES Day Center. This is a 119% increase of unique visitors from the time period prior, July 2021 – February 2022.*



**Success Story:** *Tanner Project*

*“John came to Tanner Project on April 8<sup>th</sup>, 2021 after having been living in his truck with his dog since Christmas 2020. He had never been homeless before and was feeling extremely hopeless. For the first 6 months of residency he struggled with overwhelming depression. Making it difficult for him to get out of bed. Both case management and behavioral health staff assisted John in getting the physical and mental health care he required. Additional supports provided to John included: scheduling much needed appointments, advocating for medication access, transportation to appointments, and helping John take his dog out on very difficult days.”*

*“Eventually John was able to make and attend appointments on his own. Additionally, he was able to identify positive social supports. After a year of being at Tanner, John identified that he would benefit from having in-home care to help him maintain the cleanliness of his space. Staff connected him to Senior Disability Services. Through this services, they were able to get John an in-home care. A benefit that will follow him to a permanent residence upon Tanner exit.”*

*“Today John is connected with HUD-VASH, has a housing voucher, and is just a few weeks away from signing a lease to his new apartment. John has made great progress and has shown incredible resiliency during his time at Tanner Project. He is now, with the help of his in home care, fully self-sufficient and experiencing hopefulness for his future.”*

- Sara Webb, ARCHES Sheltering Program Director

**Program Showcase:** *ARCHES Diversion Assistance Program (ADAP)*

Beginning in March 2022, ARCHES began providing COVID related emergency rental assistance utilizing state funds called the *Diversion Assistance Program*. These Oregon Housing and Community Service directed funds were the fifth installment of emergency rental assistance aimed at reducing evictions as a result of the pandemic. Since that time, ARCHES has served 719 individuals (263 Households) resulting in a complete spenddown of client service dollars. Totaling \$3.6 million. Of this allocation, MWVCAA also sub-granted \$500,000 to Polk County and Family Community Outreach. Upon program close, 66% of everyone served self-reported as Hispanic, or BIPOC.

In the weeks ahead, MWVCAA is preparing for an additional wave of ADAP funding. Which at current estimates is believed to be an additional \$2.5 million. Of this, a dedicated percentage will be sub-granted to community partners to ensure geographic and racial equity.

**ARCHES Housing & Specialty Programs:**

For the 2022 Fiscal Year, ARCHES will report monthly **on new households and individuals** served by our housing stabilization programming. This data is represented in two categories. The first category, focusing on ARCHES housing programming (*Table 1*), outlines our residential facilities, rapid re-housing services, rental assistance, barrier removal, and deposits. The second category is specialty programming (*Table 2*), which is inclusive of services that provide basic need supports, as well as self-sufficiency development.

During the month of February, 57 new households (94 persons) received housing support. In addition, 13 households exited into self-sufficiency, meaning they are able to live independently of

ARCHES assistance moving forward. There were also 25 households actively participating in the housing search process, working closely with navigation staff for placement. Since tracking began in July 2019, 814 households have exited ARCHES programing into permanent housing solutions.

ARCHES Housing Programs											
Table 1											
Core Programs	Households Served	Individuals Served	Pets	Avg VI-SPDAT Score	Adults	Children	Households Searching	Households in Housing	Household PH Exists	Marion Households	Polk Households
Home TBA	0	0	0	0	0	0	0	0	0	0	0
ERA	0	0	0	0	0	0	0	0	0	0	0
HUD CoC	2	4	0	7.5	2	2	2	0	0	2	0
City of Salem - TBRA	2	4	0	8.5	2	2	0	2	0	2	0
EHA	0	0	0	0	0	0	0	0	0	0	0
KP Home	17	19	8	8.5	17	2	5	12	0	15	2
DHS Fresh Start RRH	2	5	0	12.5	3	2	2	1	0	2	0
DHS Navigators	1	2	0	12	1	1	1	0	0	1	0
HSP	3	11	0	10	4	7	0	1	4	2	1
Navigation Center	Program Pending										
Redwood Crossing	2	2	0		2	0	3	0	3	2	0
ARCHES Inn - Wildfire	1	2	0	10	2	0	1	0	1	1	0
ARCHES Inn - Homeless	4	4	3	12.5	4	0	2	0	1	4	0
ARCHES Inn - Shelter +	3	3	2	10	3	0	1	0	1	3	0
OHA-VRAP	0	0	0	0	0	0	0	0	0	0	0
Tanner's Project - GPD	4	4	1	6.7	4	0	0	2	2	4	0
Tanner's Project - State Bed	3	3	0	10.5	3	0	0	0	0	3	0
VET DRF	4	4	1	9	4	0	0	2	0	2	0
EHA	0	0	0	0	0	0	0	0	0	0	0
WRRRA	3	5	0	0	5	0	0	0	0	3	0
OERA - ADAP	6	22	0	0	13	9	1	5	1	5	1
<b>February Clients Served</b>	<b>57</b>	<b>94</b>	<b>15</b>	<b>9.96</b>	<b>69</b>	<b>25</b>	<b>18</b>	<b>25</b>	<b>13</b>	<b>51</b>	<b>4</b>

Specialty Services engaged 825 households in this most recent period (February 2022). The two most common services are VSO assistance (veterans) and Outreach programs.

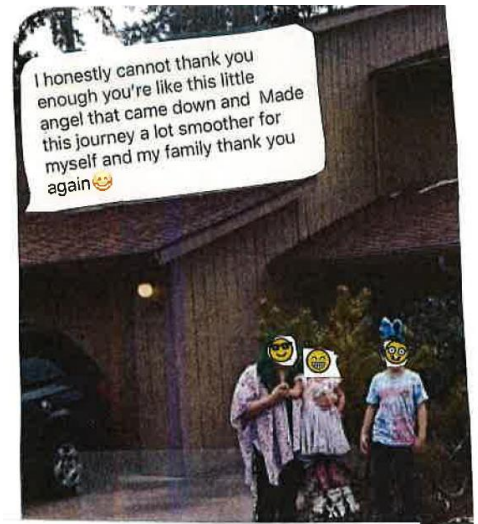
ARCHES Specialty Programs							
Table 2							
Specialty Services	Households Served	Adults	Children	Veterans	Fleeing DV	BIPOC/LatinX Individuals	Total Unique Served
Marion County VSO	396	396	2	396	0		398
RENT	7	7	2	1	0	2	9
Birth Certificates	0	0	0	0	0	0	0
Coordinated Outreach	229	0	0				229
Mobile Showers	70	70	0				70
Fuerza Campesina	86	161	19	0	0	195	195
<b>October Clients Served</b>	<b>788</b>	<b>634</b>	<b>23</b>	<b>397</b>	<b>0</b>	<b>197</b>	<b>901</b>
Coordinated Entry - HP	95	105	43	7	15	0	148
Coordinated Entry - Homeless	62	75	70	6	10	0	145
<b>Coordinated Entry - TOTAL</b>	<b>157</b>	<b>180</b>	<b>113</b>	<b>13</b>	<b>25</b>	<b>0</b>	<b>293</b>

**Program Showcase:** *Santiam Outreach Community Center*

*“Here at the Santiam Outreach Community Center we have been doing great things! In partnership with Recovery Outreach Community Center, SOCC is hosting a very active warming center that has served over 50 unique individuals over this cold season. We have been able to provide a hot meal and a safe place for these individuals to stay alive, while also working to help meet their individual needs through resource coordination.”*

*“The Santiam Outreach Community Center is a working relationship between Recovery Outreach Community Center (ROCC) and ARCHES. Together we wrap around individuals and offer peer support alongside resource navigation to help clients get to where they need to be. Through this partnership, we have been able to recently house most of our individuals or families that have stayed with us this winter season.”*

*“Pictured is a family of three who was experiencing domestic violence, in addition to their rent funds being stolen causing them to have a 72 hour notice. SOCC was able to help this family to relocate to a safe location by assisting with navigation services, as well as provide deposit and on-going rental assistance. Giving the mom relief as she sought stable employment.”*



*“In addition to resource navigation and peer support, SOCC offers a variety of services including: support groups, showers, and mail services, and rental assistance. We also collaborate with fellow support agencies by sharing our space to bring their services to the canyon. We have bi-weekly visits from DHS, Marion County Drug and Alcohol, Linn County Drug and Alcohol, Easter Seals, Family Building Blocks, and Fostering Hope.”*

- Lisa Brunson, SOCC Resource Coordinator

**Rural Resource Services: Marion and Polk Counties**

Resource Services provide prevention funds for households experiencing an unexpected and unavoidable emergency in Marion and Polk Counties. These services, include: rent arrearages, utility shutoffs, as well as emergent utility and security deposits. Navigation and referral services are also a key feature of this program; creating linkages to external service providers in order to improve self-sufficiency for households moving forward.

During the months of January and February, 38 households were assisted thus avoiding homelessness. 94% of these services occurred **outside the city limits** of Salem, serving our rural communities

	Resource Services - Homeless Prevention								
	Households Served	Individuals Served	Adults	Children	Households Searching	Households in Housing	Household PH Exists	Marion Households	Polk Households
Seymour Center	2	5	4	1	1	1	1	2	0
Polk County	21	63	31	32	1	20	21	1	20
Woodburn	7	12	7	5	0	7	2	7	0
SOCC - Mill City	8	17	12	5	5	3	0	8	0
<b>Clients Served</b>	<b>38</b>	<b>97</b>	<b>54</b>	<b>43</b>	<b>7</b>	<b>31</b>	<b>24</b>	<b>18</b>	<b>20</b>

**Success Story: Wildfire Recovery and Resiliency (WRRRA)**

*“One household assisted in February, was Lydia, a single retired woman whose home was a complete loss after the Labor Day 2020 fires. Unfortunately for Lydia, she put her trust in a contractor who took advantage of a number of people rebuilding their homes, and did not complete her build after being paid. The contractor is*

*currently incarcerated and it is unlikely that Lydia will recoup any of the funds previously paid out. Additionally, Lydia has been living in Salem in an apartment during the home rebuild, which requires her to frequently drive back and forth to her property. This has been a source of stress and a financial burden as she has been paying rent throughout the build process."*

*"WRRRA was able to assist with \$96,880.00 of the \$112,880.00 needed to complete the home build. With the remaining funds being provided by the Santiam Canyon Long Term Recovery Group, Santiam Canyon Wildfire Relief Fund, and State Flex funds that Disaster Services accesses. The new contractor completing the build is hoping to complete her home month, which will hopefully see Lydia return to the canyon community this spring."*

*-Kaela Lombardi, WRRRA Program Manager*

**Success Story:** ARCHES Housing Opportunity Program (AHOP)

*"One success story that comes to mind is the story of Jessica, a single young mother of three young children who had been struggling with homeless for several months. Jessica had been working in the food industry when the COVID-19 pandemic hit, and unfortunately lost her job as a result of the economic downturn."*

*"Jessica was referred to our housing assistance program by a community outreach worker, and after an initial assessment, we were able to find her and her children a safe and stable home. Our team also provided her with case management to help her get back on her feet."*

*"Over the course of several months, Jessica worked hard to overcome the challenges she faced, including finding new employment in a different industry, managing her finances, and caring for her children. She regularly attended our case management meetings on budgeting, job readiness, and worked with her case manager to set achievable goals for herself and her family."*

*Today, Jessica is living in her own apartment, and is employed at a local store. She has also been able to build up her savings and pay off some of her debts. Recently, Jessica sent a message to our program, expressing her gratitude for the support she received:*

*"Thank you so much, I'm not sure you guys at ARCHES understand how much appreciated you TRULY are... You guys have changed mine and my kid's life and we will forever remember this and be so grateful for the years to come!"*

*- Breezy Aguirre, ARCHES Housing Program Director*