



Mid-Willamette Valley  
**COMMUNITY ACTION**  


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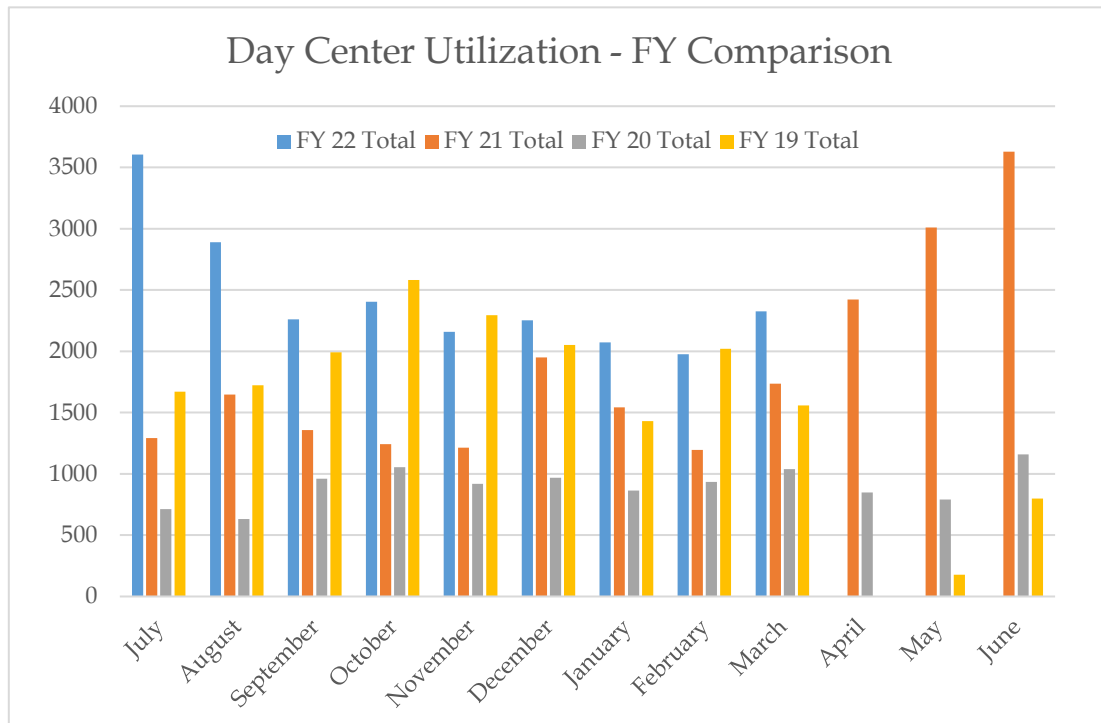
**The ARCHES Project**

615 Commercial Street NE  
 Salem, Oregon 97301

**CRP Board Report - April 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.

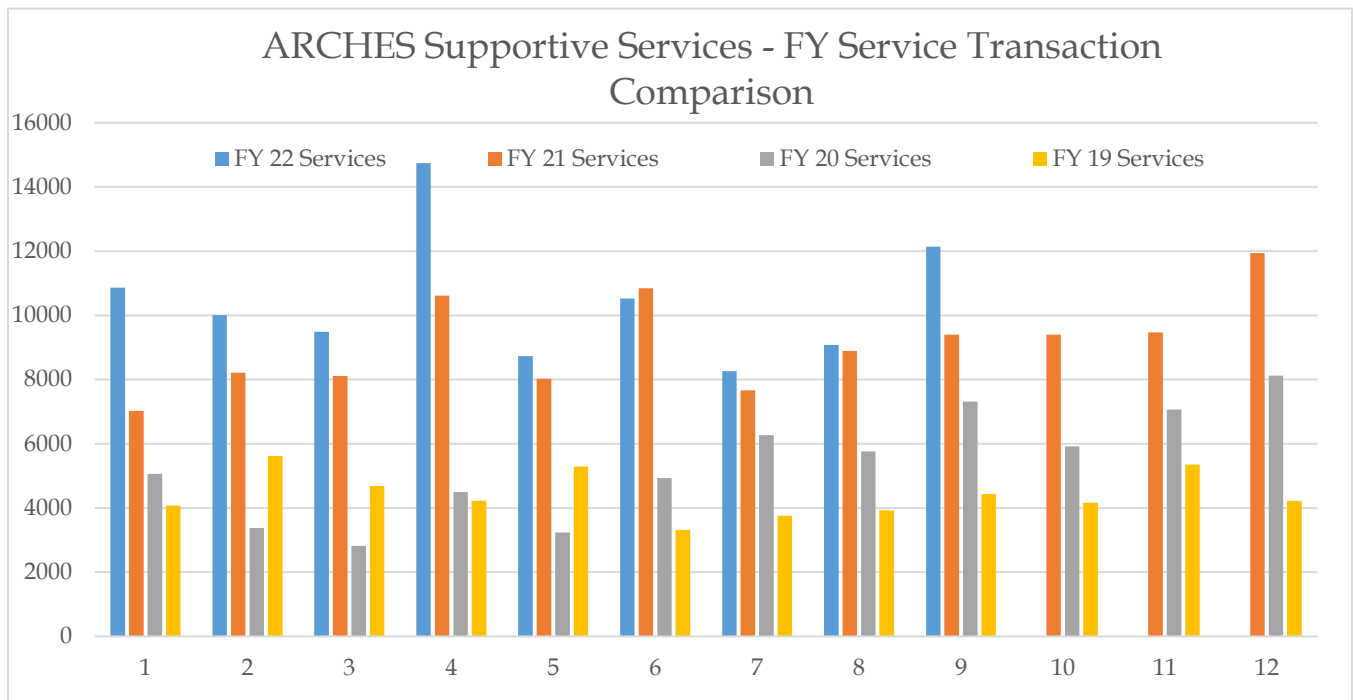
Since opening day, the total number of duplicated Day Center visits is 99,448 - with an average daily attendance rate of 94. March 2023 showed a 5% increase in Day Center utilization over March 2022. Also during this same period, the Day Center saw its highest utilization day so far this winter season. With 122 unique visitors on March 27th. March was also the highest utilization month since October 2022.



**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	222	1060	9161	826	296	147	293	121	16
April Total									
May Total									
June Total									
FY 2022 Total	1438	7886	72228	4680	2268	1009	2243	1156	913
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 remain high, especially in comparison to FY 2021 and FY 2020. During March, ARCHES provided **12,142 supportive service transactions**. This is the second highest utilization month this fiscal year, and is 29% higher than the number of engagements in March 2022. The vast majority of Supportive Services tracked during this time period were in the meal category, including **breakfast, lunch, and evening meals; providing 9,161 meals**.



### **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 884 individuals (299 Households). Oh which 227 were Marion County households, and 72 households were residents of Polk County. MWVCAA also sub-granted \$500,000 to Polk County and Family Community Outreach.

Not only did the ADAP team serve a large portion of Marion and Polk counties, they also served a diverse population.

- Self-reported race/ethnicity of households:
  - 145 White/non-Hispanic (48%)
  - 101 Hispanic (34%)
  - 28 Black or African American (9.5%)
  - 7 Hawaiian or Pacific Islander (2%)
  - 4 Asian (1.5%)
  - 3 American Indian or Alaskan Native (1%)
  - 11 Unknown or refused to answer (4%)

As of April, ADAP has spent \$1,888,328.42 in direct client services; \$1,260,767.34 in Marion County and \$627,561.08 in Polk County. Assistance can include; arrears only, arrears plus 1 to 6 months of rent as a one-time payment (average is arrears + 3 months), or arrears with ongoing monthly payments for those enrolled in case management. There is a 6-month maximum of assistance, not including arrears. The average level of assistance is arrears plus 3.8 months of rent.

- \$6,315.48 is the average ADAP allocation per household
- \$3,121.47 is the arrearage paid by ADAP
- \$1,038.26 is the average on-going monthly rent payment

ADAP enrolls clients through a variety of access points, including: referrals from community partners, walk-ins at MWVCAA resource centers, as well as directly from FED Court hearings. Out of the 299 households served, 72 came directly from a MWVCAA staff member being at the courts in person. Thus interceding on the household's behalf and avoiding eviction.

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. With this funding, ADAP hopes to serve an additional 667 households.

### **ARCHES Housing & Specialty Programs:**

For the 2022 Fiscal Year, ARCHES will report monthly **on new households and individuals** served by our housing stabilization programing. 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

programing (Table 2), which is inclusive of services that provide basic need supports, as well as self-sufficiency development.

During the month of March, 68 new households (97 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 34 households actively participating in the housing search process, working closely with navigation staff for placement. Since tracking began in July 2019, 827 households have exited ARCHES programing into permanent housing solutions.

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	1	1	0	8	1	0	0	0	0	0	1
ERA	0	0	0	0	0	0	0	0	0	0	0
HUD CoC	0	0	0	0	0	0	0	0	0	0	0
City of Salem - TBRA	0	0	0	0	0	0	0	0	0	0	0
EHA	0	0	0	0	0	0	0	0	0	0	0
KP Home	17	32	11	9	30	2	13	17	0	15	2
DHS Fresh Start RRH	1	1	0	9	1	0	1	0	0	1	0
DHS Navigators	1	1	0	11	1	0	1	0	0	1	0
HSP	2	5	0	12	2	3	0	2	1	2	0
Navigation Center	Program Pending										
Redwood Crossing	1	1	0	12	1	0	0	1	2	1	0
ARCHES Inn - Wildfire	1	1	0	7	1	0	1	0	1	1	0
ARCHES Inn - Homeless	1	1	1	12	1	0	1	0	0	1	0
ARCHES Inn - Shelter +	15	20	8	10.9	20	0	10	0	1	15	0
OHA-VRAP	2	2	0	7	2	0	1		0	2	0
Tanner's Project - GPD	7	7	0	6.71	7	0	4	4	4	7	0
Tanner's Project - State Bed	10	10	4	4.87	10	0	0	0	0	10	0
VET DRF	4	5	0	11	5	0	2	2	0	4	0
EHA	0	0	0	0	0	0	0	0	0	0	0
WRRA	3	4	0	0	4	0	0	0	0	3	0
OERA - ADAP	2	6	0	0	3	3	0	2	4	2	0
<b>March Clients Served</b>	<b>68</b>	<b>97</b>	<b>24</b>	<b>9.23</b>	<b>89</b>	<b>8</b>	<b>34</b>	<b>28</b>	<b>13</b>	<b>65</b>	<b>3</b>

Specialty Services engaged 712 households in this most recent period (March 2022). The two most common services are VSO assistance (veterans) and Outreach programs, including Mobile showers.

Specialty Services	Households Served	Adults	Children	Veterans	Fleeing DV	BIPOC/LatinX Individuals	Total Unique Served
Marion County VSO	441	438	3	441	0		441
RENT	12	14	7	1	2	3	21
Birth Certificates	0	0	0	0	0	0	0
Coordinated Outreach	19	19	0				19
Mobile Showers	60	60	0				60
Fuerza Campesina	71	142	29	0	1	6	171
<b>October Clients Served</b>	<b>603</b>	<b>673</b>	<b>39</b>	<b>442</b>	<b>3</b>	<b>9</b>	<b>712</b>
Coordinated Entry - HP	71	99	104	5	8		203
Coordinated Entry - Homeless	124	138	52	19	21		190
<b>Coordinated Entry - TOTAL</b>	<b>195</b>	<b>237</b>	<b>156</b>	<b>24</b>	<b>29</b>	<b>0</b>	<b>393</b>

**Success Story: KP Project Home**

*“Within the ARCHES Project through Mid-Willamette Valley Community Action Agency is a program called Kaiser Permanente Project HOME. A program geared towards our medically fragile unsheltered neighbors. There is one story in particular that highlights why our program came into existence. This is the story of Debra.”*

*“The reason why we are zooming into Debra’s story is because it’s a story of resiliency and hope. Debra had been chronically homeless for six years until she became housed on April 6<sup>th</sup>, 2023. During her time of being unsheltered she resided in downtown Salem near the Marion Parkade. Most locals in Salem are familiar with the Marion Parkade because it is a hotspot for people to reside and where people park to enjoy what downtown Salem has to offer. Debra has difficulties with talking due to her coughing from being exposed to the elements outside for the many years she lived in the downtown Salem area.”*

*“Once Debra heard she had been approved for a unit she experienced tears of joy and laughter, and was eager to sign all the paperwork to move in as soon as she could. On move-in day Debra’s heart felt a new level of comfort once she saw us bring in her bed, sheets, pillows, and a quilt. Still to this day Debra continues to be in frequent contact with the ARCHES Project because of what she has been provided and wants to continue our relationship.”*



*“Kaiser Permanente Project HOME thrives on hearing the gratitude from our newly homed neighbors because it is the beginning of better health outcomes and hope for future generations. Furthermore, we are proud to be a part of the interwoven fabric of our community that is striving together to create stable housing and optimal health outcomes for all.*

o Jared Valet , Housing Navigator

**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 Quarter Three of fiscal 2023, 87 households were assisted thus avoiding homelessness. 98% 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	70	194	96	98	1	69	70	1	69
Woodburn	7	12	7	5	0	7	2	7	0
SOCC - Mill City	8	17	12	5	5	3	0	8	0
<b>Q3 Clients Served</b>	<b>87</b>	<b>228</b>	<b>119</b>	<b>109</b>	<b>7</b>	<b>80</b>	<b>73</b>	<b>18</b>	<b>69</b>

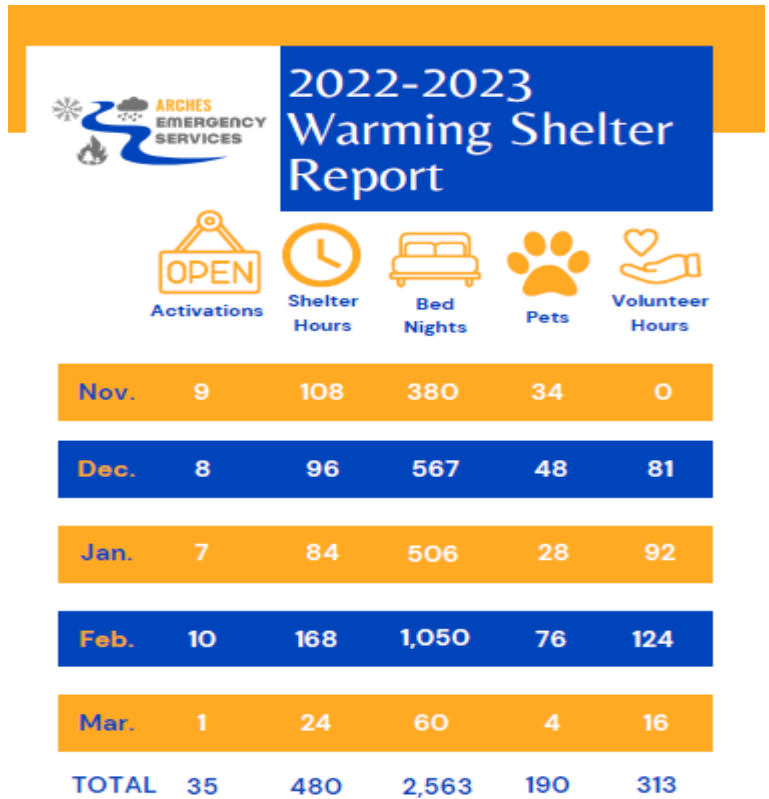
**Program update:** *Emergency Services*

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.

Over the course of the warming season, MWVCAA activated warming shelters in Salem 35 times, thus providing 2,563 bed nights and serving 190 pets (duplicated).

As part of the larger 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:

- 3,142 bed nights provided during 185 activations
- Over 3,840 in operating hours



Emergency Warming Network - Subs							
Organization	Total Activations	Overnight Temperature	Total Operating Hours	Bed Nights	# of Pets	# of Volunteers	# of Staff
ROCC- Mill City	105	31.34	1260	558	127	34	219
Polk County Warming Network	110	30.55	1320	1067	64	64	338
Woodburn	105	33.87	1260	1517	95	67	402
<b>Season Totals</b>	<b>320</b>	<b>95.76</b>	<b>3840</b>	<b>3142</b>	<b>286</b>	<b>165</b>	<b>959</b>



# WARMING SEASON HIGHLIGHTS

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## TEXT ALERTS CONNECT MORE PEOPLE TO WARMING SHELTERS

ARCHES implemented a text and email alert system to connect with community members and shelter users to communicate openings and locations. This alert system have 160 subscribers and include members of Salem Hospital, Salem Police Department, Salem Fire Department, 911 dispatch, and other service providers.

## EXTENDED DAY CENTER HOURS PROVIDES CONTINUITY OF SERVICE

The ARCHES Day Center stayed open late on activation nights and opened early the next morning. This the paired with our transportation shuttle to and from warming shelters, greatly reduced the amount of time unsheltered individuals were outside in temperatures below freezing. In February, ARCHES received an overnight shelter permit for the site, keeping doors open 24 hours on nights when temperatures are below freezing.



# WARMING SEASON HIGHLIGHTS

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## WHERE ARE WE GOING TO GET BLANKETS?

On December 21, 2022 freezing rain left roads in Salem covered in ice until the mid-morning hours of December 24th. With roads and businesses shuttered, ARCHES staff had no way of washing blankets for a warming shelter activation on the night of December 22nd.

A quick thinking ARCHES staff member drove to Salem Hospital and asked to borrow blankets. The Salem Hospital assisted without hesitation and continued to provide assistance throughout the season as needed.

## WARMING BECOMES AN AGENCY WIDE ENDEAVOR

To ensure enough staff coverage at warming shelters, ARCHES staff worked with HR and Payroll to develop a system to offer pay differentials for non-warming staff that offered to work warming shifts. This was well received by agency personnel with team members from various programs signing up to help keep warming shelters open. Many staff commented on how much they enjoyed their time at the shelter and enjoyed the opportunity to get involved in the work that ARCHES is doing for the unsheltered community.

