



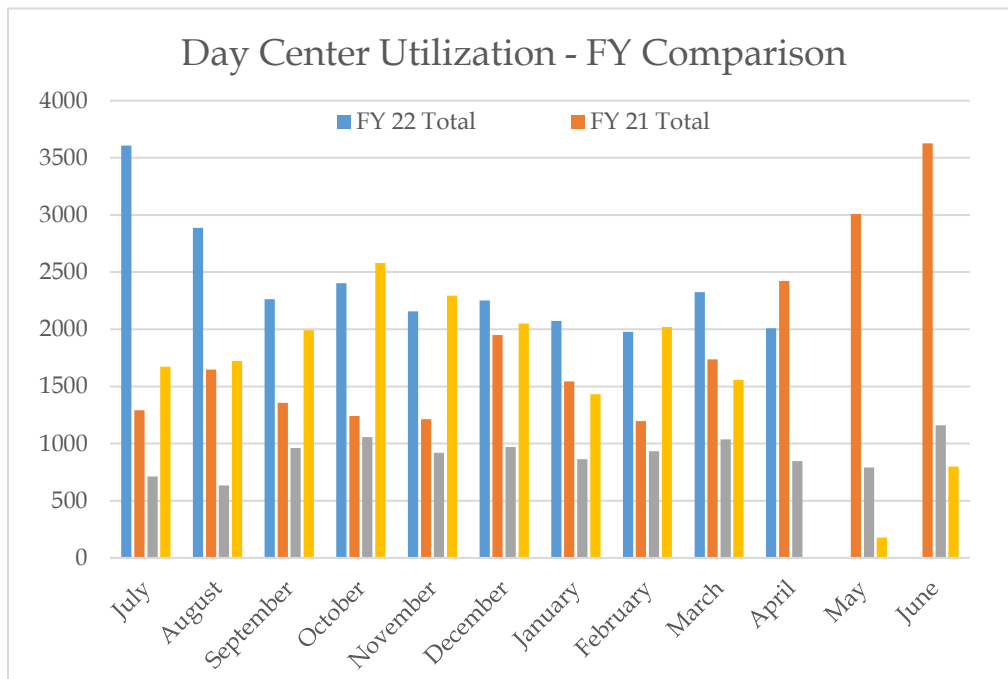
Mid-Willamette Valley  
**COMMUNITY ACTION**  
**The ARCHES Project**

615 Commercial Street NE  
Salem, Oregon 97301

**CRP Board Report - May 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 101,457 - with an average daily attendance rate of 93. April 2023 showed an 18% decline in Day Center utilization over April 2022. This is likely attributed to the lower than average daily user rates during the unseasonably warm weather event at the end of the month. A time when many of our clientele elect to remain in their camps, safely parked, or near city parks and rivers.



## Community Resource Program

As the ARCHES Day Center prepares for the high volume summer season, as well as the start of the new fiscal year (July 1, 2023). Staff are performing data quality checks to ensure timely and accurate reporting, as well as analyzing demographic trends among clientele. In doing so, the below chart showcases changing demographic trends among clientele from 2020/2021 – present day.

*When a \* is present, there is an unknown category in the total. Likely due to client refusal to answer questions during intake.*

Data Category	July 2020 - June 2021	July 2022 - April 2023	% Difference
<b>Visitors by age*:</b>			
Number of Adults (25+)	93%	95%	2%
Number of Youth (18-24)	6%	5%	-1%
Number of Minors	1%	0%	-1%
<b>Visitors by sub-population:</b>			
Veterans	8%	7%	-1%
Chronically homeless	48%	53%	5%
Domestic Violence	33%	33%	0%
<b>Visitors by Gender*:</b>			
Male	67%	70%	3%
Female	32%	29%	-3%
Other	1%	1%	0%
<b>Visitors by Race/Ethnicity*:</b>			
White	82%	78%	-4%
Black or African American	6%	5%	-1%
Asian	1%	0%	-1%
American Indian or Alaska Native	3%	3%	0%
Native Hawaiian or Pacific Islander	1%	2%	1%
Multiple Races	9%	7%	-2%
Hispanic	16%	13%	-3%
<b>Visitors by Health Conditions: Guests may have one or more of the following</b>			
Mental Health	49%	55%	6%
Alcohol and Drug Abuse	67%	39%	-28%
Chronic and Physical Health Condition	84%	87%	3%
HIV/AIDS	1%	1%	0%
Developmental Disability	26%	30%	4%

Among clients served, 24% self-reported staying in emergency shelters (including hotels), with the remaining residing in places not meant for human habitation (e.g. street, camp, park, car).

In summary, trends among Day Center clientele remain stable. With only three categories showing more than a 5% shift. This includes seeing a 5% increase in those self-reporting as chronically

## Community Resource Program

homeless, and a 6% increase in those self-reporting mental health concerns. The largest shift is a 28% decline in those self-reporting alcohol and/or drug abuse.

Given the limited treatment services in the community, it is unlikely that such a large percentage of the homeless population has engaged with treatment services. As a result, Day Center staff will spend the months leading up to July 1 reviewing data collection methodologies, as well as facility accessibility standards, that might have inadvertently impacted this data element.

### 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	235	953	7651	519	266	162	284	105	32
May Total									
June Total									
FY 2022 Total	1673	8839	79879	5199	2534	1171	2527	1261	945
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 **10,207 supportive service transactions**. This is 9% higher than the number of engagements in April 2022. The vast majority of Supportive Services tracked during this time period were in the meal category, including **breakfast, lunch, and evening meals; providing 7,651 meals**.

### Success Story: Redwood Crossings

“German sustained an on-the-job injury while working in the fields in 2018. As a result he lost his only income and was forced to couch surf month after month until wearing out his welcome. German was staying at UGM and Salvation Army (in 2020) when he wandered upon the ARCHES Day Center. Bilingual staff connected with German and helped him open up a mailbox, receive a housing assessment and obtain an ARCHES ID. German also sought assistance in applying for SSDI. Day Center staff also assisted German with applying for Redwood Crossings.”

“In August of 2020, German was the very first resident of Redwood Crossings. German's primary language is Spanish but has done his part in learning enough English to communicate with others. He has proven to be an excellent housekeeper and takes pride in the cleanliness of his unit.”

## Community Resource Program

“In the Fall of 2022, German was notified that his sister (whom he hasn't seen in over 10 years) was very ill and wished to see him one last time. German took all appropriate steps and engaged with his Case Manager to request assistance with a Reasonable Accommodation. This would allow for him to leave the country and his unit for 90 days without breaking his lease with Salem Housing Authority (SHA). Soon after, the request was granted by SHA and during this time German was also notified that his SSDI benefits were approved. He was able to make the trip to Mexico just in time, and spent just days with his sister before she passed away. Upon his return, German was genuine in demonstrating his gratitude.”

“This story is a perfect example of persistence and perseverance. Not only did we (as an agency) never give up on German, but because of this we were able to develop a trusting rapport with him. So when the time came German needed help, he was able to lean on his team for support. Which in the end, was able to help make this dream a reality.”

- Lucy Briseno, Program Manager

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

MWVCAA is preparing for an additional wave of ADAP funding tied to the new Governor's Emergency Order. Which will bring an additional \$2.56 million in emergency rental assistance to Marion and Polk County. 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.

Beginning in May, MWVCAA clients have three avenues to receive assistance.

1. The first is direct referral from community partners using the *Unite Us* platform sponsored by Kaiser Permanente. After a review of current providers within the system, many organizations are already participating entities. For those partners not already affiliated with *Unite Us*, MWVCAA is connecting them with free licensing and training opportunities.
2. The second avenue for assistance is directly at eviction courts. MWVCAA will continue to host staff at county courts to immediately sign-up households for assistance, preventing the eviction before the final ruling is placed. In using this format, MWVCAA works closely with court staff and appointed Judges to help mediate cases staving off the eviction process related to non-payment of rents.
3. The final way to access services is via MWVCAA Resource Centers. Whereby clients can seek walk-in assistance. This is likely to be the avenue which MWVCAA will see the largest volume of requests. In preparation, MWVCAA has a fully trained team staffed located at the agency's Broadway facility.

**ARE YOU FACING EVICTION?**



You may qualify  
for rental assistance  
in Marion County!

**ALL RENTERS AT RISK OF EVICTION MAY APPLY,  
REGARDLESS OF IMMIGRATION STATUS**

For more information, please call:  
The ARCHES Project at the Seymour Center  
Open Mon-Fri 9-3PM  
(503) 399-9080 ext. 4600  
3745 Portland Road NE, Salem, OR 97301

The ARCHES Project - Woodburn  
Open Tues/Wed 11-3 Thurs 2-5:30PM  
(503) 508-1926  
970 N. Cascade Drive, Suite 100, Woodburn, OR 97071

The ARCHES Project - SOCC (Santiam Canyon)  
Open Tues-Sat 9AM-4PM  
(503) 399-9080 ext. 4501  
280 NE Santiam Boulevard, Mill City, OR 97360



**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 March, **43 new households (78 persons)** received housing support. This is a decline from months prior, but this trend is expected at the end of each fiscal year as assistance funds start to become depleted. In addition, 25 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, 852 households have exited ARCHES programming into permanent housing solutions.

## Community Resource Program

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	1	1	0	6	1	0	0	1	0	1	0
HUD CoC	1	5	0	10	1	4	0	1	2	1	0
City of Salem - TBRA	1	1	0	0	1	0	0	1	2	1	0
EHA	0	0	0	0	0	0	0	0	0	0	0
KP Home	1	1	0	0	1	0	1	0	0	1	0
DHS Fresh Start RRH	1	1	0	8	1	0	1	0	0	1	0
DHS Navigators	0	0	0	0	0	0	0	0	0	0	0
HSP	3	8	0	10	4	4	1	2	2	2	1
Navigation Center	Program Pending										
Redwood Crossing	2	2	1	13	2	0	0	2	0	2	0
ARCHES Inn - Wildfire	0	0	0	0	0	0	0	0	0	0	0
ARCHES Inn - Homeless	1	1	0	8	1	0	0	0	1	0	1
ARCHES Inn - Shelter +	10	10	1	8.75	10	0	7	0	2	10	0
OHA-VRAP	1	1	0	9	1	0	0	1	0	1	0
Tanner's Project - GPD	2	2	2	8.2	2	0	2	2	2	2	0
Tanner's Project - State Bed	3	3	1	7	3	0	0	0	0	3	0
VET DRF	0	0	0	0	0	0	0	0	0	0	0
EHA	0	0	0	0	0	0	0	0	0	0	0
WRRRA	2	2	0	0	2	0	0	1	0	2	0
OERA - ADAP	14	40	0	0	17	23	0	14	14	12	2
<b>April Clients Served</b>	<b>43</b>	<b>78</b>	<b>5</b>	<b>8.80</b>	<b>47</b>	<b>31</b>	<b>12</b>	<b>25</b>	<b>25</b>	<b>39</b>	<b>4</b>

Specialty Services engaged 562 households in this most recent period (April 2023). The two most common services are VSO assistance (veterans) and Outreach programs, including Mobile showers.

As the agricultural season begins, ARCHES Supportive Services will begin to see substantial increases in persons/households served by the Fuerza Campesina (FC) program. A program dedicated to serving seasonal and migrant farm workers. Last season, FC served on average 270 unique households per month at the height of the summer. FC is preparing for this seasonal increase by attending community events such as Woodburn - Cinco de Mayo, bulk ordering supplies, completing their trainings with Oregon Health Authority, and enriching community partnerships.

ARCHES Specialty Programs Table 2							
Specialty Services	Households Served	Adults	Children	Veterans	Fleeing DV	BIPOC/LatinX Individuals	Total Unique Served
Marion County VSO	382	382	0	382	0		382
RENT	24	27	14	0	8	2	41
Birth Certificates	0	0	0	0	0	0	0
Coordinated Outreach	61	61	0				61
Mobile Showers	80	0	0				80
Fuerza Campesina	15	17	0	0	1	15	17
<b>April Clients Served</b>	<b>562</b>	<b>487</b>	<b>14</b>	<b>382</b>	<b>9</b>	<b>17</b>	<b>581</b>
Coordinated Entry - HP	64	92	89	1	29		181
Coordinated Entry - Homeless	125	137	43	8	12		180
<b>Coordinated Entry - TOTAL</b>	<b>189</b>	<b>229</b>	<b>132</b>	<b>9</b>	<b>41</b>	<b>0</b>	<b>361</b>

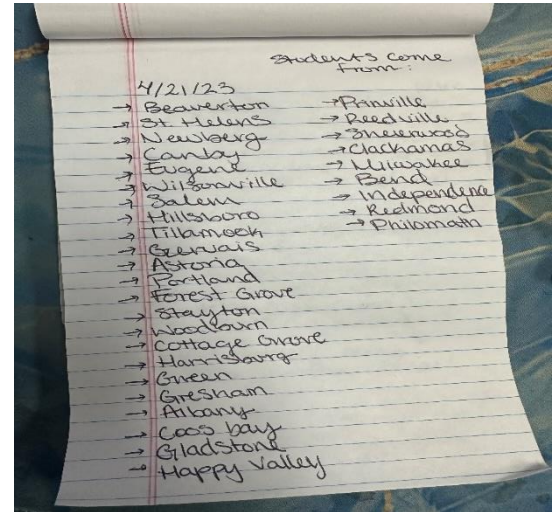


## Community Resource Program

### Program Showcase: *Fuerza Campesina*

A new success was achieved when Fuerza Campesina performed outreach and distributed information to youth across the state. On April 21<sup>st</sup>, 2023, Fuerza Campesina attended the *Cesar Estrada Chavez Leadership Conference* hosted by Western Oregon University. More than 1,000 students, grades 9<sup>th</sup> -11<sup>th</sup> attended this event. From those, half of them received Oregon Health Plan assistance from the Fuerza team.

Fuerza staff also gave a presentation called "*La Vision Migrante y Campesina,*" to a group of students. This presentation showcased the life and events of Cesar Chavez. A figure who is an inspiration many farmworkers, and whose legacy has empowered a movement.



### 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 April 2023, 52 households were assisted thus avoiding homelessness. 89% 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	6	16	7	9	0	3	3	6	0
Polk County	37	102	50	52	0	37	37	0	37
Woodburn	6	18	7	11	0	6	6	6	0
SOCC - Mill City	3	8	4	4	0	3	3	3	0
<b>April Clients Served</b>	<b>52</b>	<b>144</b>	<b>68</b>	<b>76</b>	<b>0</b>	<b>49</b>	<b>49</b>	<b>15</b>	<b>37</b>

## Community Resource Program

### Success Story: KP Project HOME

“Our client Valentin dealt with homelessness for more than a year. When I began working with Valentin, he was recently stabbed during the night because he was out wandering and sleeping on the streets. In urgency, we got him into a hotel so he may be in a safe place while we worked on housing for him.”

“There were several barriers that had to be overcome in regard to Valentin’s case for housing. For example, Valentin’s had several hospital trips in the manner of a couple weeks due to pneumonia and sugar levels since he is a diabetic. However, despite the time in the hospital he always found a way to stay in contact with KP Project HOME. “

“During this time of the year many property managers are overworked due to an influx of applications as households tend to move during the spring/summer. As a result, Valentin experienced a delay in housing. However, he was always filled with joy when he heard from staff in regard to updates. Also, he was appreciative of what we could provide for him such as a place to rest in a hotel. A safe location where he did not have to fear being hurt.”

“Staff did eventually get Valentin into an apartment during April and provided donations so he has a sense of home. It is also good to note that Valentin continues to remain in contact with KP Project HOME after being housed. Where he is provided with on-going case management focused on goal setting, resource navigation, and the development of self-sufficiency.”

- Jared Valet, Housing Navigator

### Program Highlights:

- On April 12<sup>th</sup>, ARCHES hosted a grand opening event for the ARCHES Lodge. A new 75 room hotel dedicated to sheltering homeless veterans, as well as medically fragile unsheltered individuals. At this event, special guest speakers included the Mayor of Salem, Director of Oregon Housing and Community Services, President and CEO of Oregon Community Foundation, Polk County Commissioner Gordon, as well as the State of Oregon Governor.
- On April 24<sup>th</sup>, ARCHES in partnership with the City of Salem hosted a grand opening event for the Navigation Center.
- MWVCAA was awarded Private Employer of the Year by Shangri -La for our dedication to working with, and improving the lives of, those living with disabilities.

