



Mid-Willamette Valley
COMMUNITY ACTION
The ARCHES Project

615 Commercial Street NE
 Salem, Oregon 97301

CRP Board Report - July 2022

Beginning April 4, 2022 the ARCHES Day Center expanded its service hours and is now open six days a week. During these expanded hours all traditional services are available, including: mail, showers, laundry, meals, and client care services. The new Day Center hours are Monday - Saturday 9am - 4:30pm.

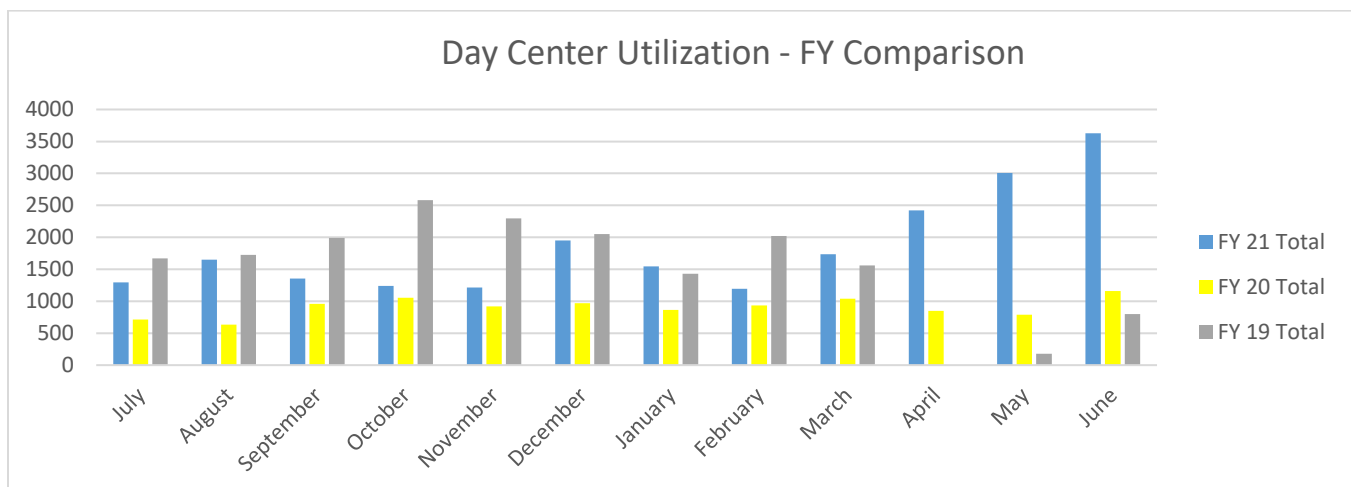
**Expanded Day Center Hours
Starting April 4th!!**

**Monday - Saturday
9am to 4:30pm**

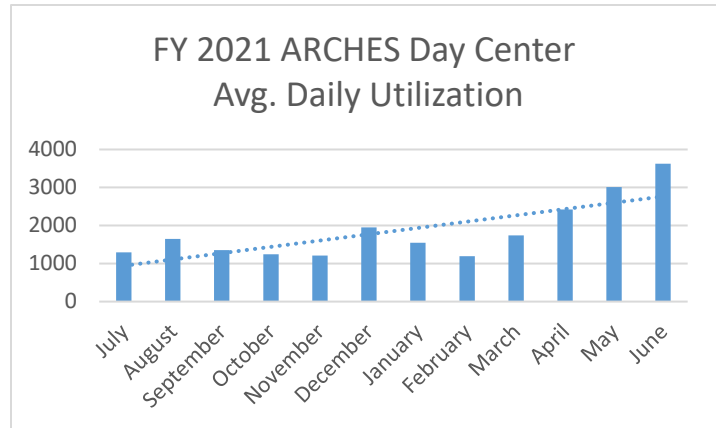
**Breakfast, Lunch, Showers, Laundry,
Mail, Client Care and Internet access.**



Since opening day, the total number of duplicated Day Center visits is 77,501 - with an average daily attendance rate of 106. Since the beginning of FY 2021, the Day Center has seen a steady increase in utilization over FY 2020. With May utilization being 205% higher than the previous year, and June utilization showing a 192% increase. During this fiscal year alone, Day Center utilization has risen 181% from July 2021 to June 2022. This increase is likely attributed to the expanded Day Center hours; showing an increased need for services outside of traditional business hours. **June 2022 was the highest Day Center utilization to date, at 3,628 duplicated visits.**



Day Center Utilization by Temp. FY 2021			
Quarter	Total Visits	Avg. Daily Utilization	Avg. Daily Temp.
Q1	4298	65	83
Q2	4404	66	54
Q3	4477	70	53
Q4	9059	118	65

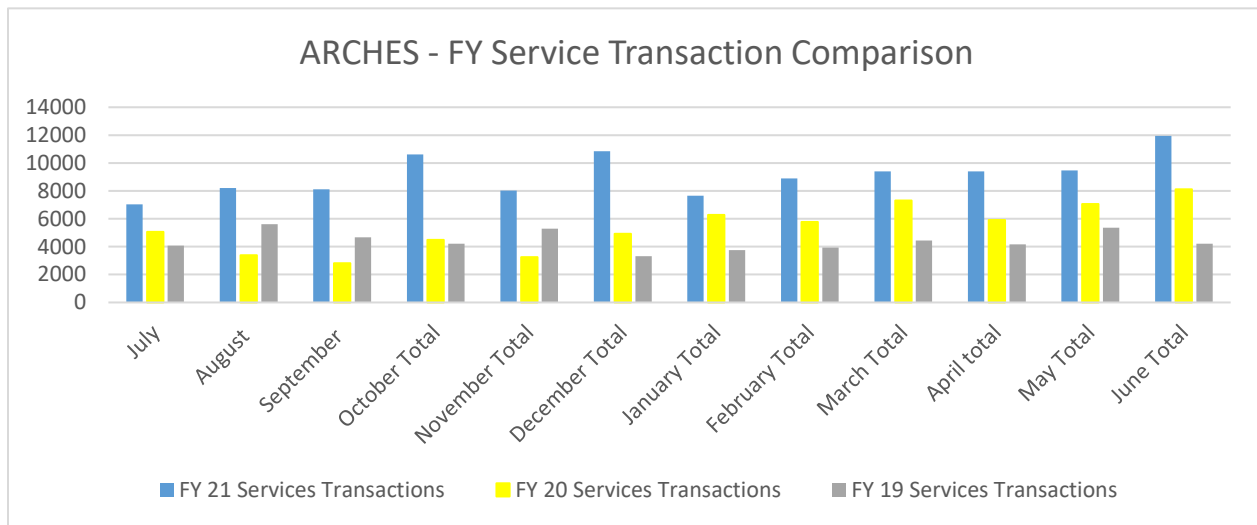


Additionally, during the June 2022 heat spell, ARCHES Day Center offered expanded hours into the evening as part of its Emergency Response Initiative. Offering additional shelter hours coupled with ice packs, cooled beverages, and access to medical supports if required. ARCHES Outreach also provided these services in the field. Transporting individuals to the ARCHES Day Center upon request. During this period, Outreach engaged with 426 individuals, and additional 136 clients utilized the Day Center.

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
Q 1 Total	157	3076	17330	981	176	173	590	342	524
Q 2 Total	149	3862	21923	1264	373	285	611	393	621
Q3 Total	167	3199	18972	809	382	963	548	363	547
Q4 Total	226	2898	22790	1391	623	1156	705	406	610
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 2020 and FY 2019. During May & June 2022 ARCHES saw **21,404 supportive service transactions**. With more than half of those occurring during June 2022. This is double pre-pandemic service levels from FY 2019. ARCHES Supportive Services has also surpassed FY 2020 numbers in all categories. Overall, **for the Fiscal Year of 2021, ARCHES provided 109,585 supportive service transactions**. The majority of Supportive Services provided in May and June were in the meal category, including **breakfast, lunch, and evening meals; providing 16,301 meals during the two month period.**



Program Success Story: Kaiser Permanente Project HOME (KP HOME)

“Steven Smith was referred to us by the Keizer Permanente network. He is someone who has engaged with our Outreach and Day Center many times. When not at ARCHES, he could be found receiving services at HOAP or sleeping with his dog near the railroad tracks. On April 14 Steven became enrolled in Project: HOME. He was eager to get housed and excited to make positive changes in his life. Since becoming a client in the program, he has met with his case manger 1-2 times every week. Within a few days of program enrollment, Steven reconnected with his Primary Care Provider and received a referral to manage his Hep C.”

“Although he had several housing barriers that made it difficult to be approved for a unit, our housing navigator was persistent. She met a potential landlord in person to advocate for Steven. After forms were filled out, staff kept in contact with the landlord. We soon realized Steven was approved for the studio unit. We were able to work with community partners and assist him with moving in and setting up his new home. He looks forward to having a place to call home where his daughter can now visit. Since becoming housed, Steven has continued with his medical treatment. He recently began working with Marion County for addiction and mental health support. He has a psychiatrist, and a mentor. He is also is working toward applying for SSI and looking for long-term housing opportunities. Steven’s story has demonstrated that health outcomes are greatly improved when people are provided housing stabilization and intensive case management centered on the social determinates of health. Reducing health inequities and routing to effective continuums of care.”

- Lindsay Dent, ARCHES Program Manager

ARCHES Housing & Specialty Programs:

For the 2021 Fiscal Year, ARCHES continues to report monthly on 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 June, 151 households (417 persons) received housing support. Including 45 new housing placements, as well as 13 households exiting into self-sufficiency, meaning they are able to live independently of ARCHES assistance moving forward. There were also 65 households on active housing search, working closely with navigation staff for placement. Since tracking began in July 2019, 665 households have exited ARCHES programing into permanent housing solutions.

At Fiscal Year 2021 year end, a total of 583 households have been supported by ARCHES Housing programing.

June Data:

ARCHES Housing Programs										
Table 1										
Core Programs	New Households Served	Avg VI-SPDAT Score	Adults	Children	Households Searching	Total Households in Housing	Household PH Exists	Marion Households	Polk Households	Total Unique Served
Home TBA	1	6	2	3	6	16	0	7	9	67
ERA	0	0	0	0	0	3	0	3	0	3
HUD CoC	1	8	1	1	7	5	0	5	0	36
City of Salem - TBRA	1	5	2	0	8	31	0	30	1	80
EHA	0	0	0	0	0	1	0	0	1	1
DHS Fresh Start	9	9.8	12	14	4	0	0	9	0	26
DHS Navigators	11	9.8	12	0	4	2	5	11	0	12
HSP	1	9.7	11	20	1	1	5	7	2	31
Redwood Crossing	0	11	30	0	6	30	1	29	1	30
ARCHES Inn	12	9.48	31	1	9	26	1	25	1	32
OHA-VRAP	2	9.07	41	2	2	28	0	30	1	43
Tanners Project	5	6.6	30	0	14	0	0	29	1	30
VET DRF	1	3.25	7	0	1	2	1	4	1	7
EHA	1	7.38	17	2	3	6	0	14	0	19
Clients Served	New Households Served	Avg VI-SPDAT Score	Adults	Children	Households Searching	Total Households in Housing	Household PH Exists	Marion Households	Polk Households	Total Unique Served
June Served	45	6.8	196	43	65	151	13	203	18	417

ARCHES Specialty Services engaged 791 households in this most recent period (June 2022). The two most common services are VSO assistance (veterans) and Coordinated Outreach programs. To date, 23,941 households (duplicated) have connected with ARCHES Specialty Services since July 2019.

ARCHES Specialty Programs							
Table 2							
Specialty Programs	Households Served	Adults	Children	Veterans	Fleeing DV	BIPOC/LatinX Individuals	Total Unique Served
Marion County VSO	239	239	0	239	0	N/A	239
RENT	10	10	0	0	0	0	10
Birth Certificates	0	0	0	0	0	0	0
Coordinated Outreach	368	368	0				368
Mobile Showers	0	0	0	N/A	N/A	N/A	0
Fuerza Campesina	174	174	10	0	0	184	184
June Served	791	791	10	239	0	184	801
Coordinated Entry	66	81	77	1	8	N/A	158
Coordinated Entry - June TOTAL	66	81	77	1	8	0	158

At Fiscal Year 2021 end, 10,725 individuals had engaged with ARCHES Specialty Services. With the bulk of participation occurring with the VSO program (3,632), as well as our farmworker program, Fuerza Campesina (4,006). In addition, through Coordinated Entry, 2,060 housing assessments were conducted, serving 1,153 households.

Program Update: *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. Since opening, over 2,034 claims have been filed and 1,989 claims have been won on behalf of the veteran. Resulting in a 97.8% assistance rate, and over \$9 million in back claim benefits and \$4.7 million in on-going monthly payments to veterans.

Veteran Service Office Services Since Opening				
Retro Total	Monthly Total	Claims Won	New Claims Filed	Win %
\$9,242,742.75	\$4,705,914.90	1989	2034	97.79%

Program Update: *Emergency Response Services - Extreme Heat*

Each summer season, ARCHES prepares for climate weather related to excess heat by first outlining our key service principles. These include:

- Minimize injury and loss of life for those experiencing homelessness at times of extreme heat.
- Minimize adverse health outcomes.
- Provide timely and accurate information to the public regarding cooling efforts as it pertains to the effects of those experiencing homelessness at the time of emergency.
- Provide for the immediate needs of unsheltered individuals by rapidly deploying trained outreach teams.
- Activate short-term emergency shelters.



For future excessive heat days, ARCHES has created three response levels. The execution of the plan at each of these levels will be dependent largely on the forecasted temperature for one 24-hour period.

- **Level 3 Response:** Activates when temperatures fall between 90 degrees and 94 degrees. Initiates an outreach effort with no shelter component outside of normal day center hours of operation.

- **Level 2 Response:** Activates when temperatures fall between 95 degrees and 99 degrees. Initiates an outreach effort and the expansion of day center hours on days that the center is typically open to at least 7:00pm.
- **Level 1 Response:** Activates when temperatures are above 100 degrees. Initiates an enhanced outreach effort, activation of emergency shelter network to include ARCHES Day Center from 11:00am-7:00pm, and additional shelter locations. Community collaborations include: creating list of all available daytime and night time shelters, transportation coordination, resource sharing, dissemination of information to the public in a timely manner about responses and available resources.

Program Update and Success Story: ARCHES Inn

“The ARCHES Inn continues to expand its reach and achieve outcomes. With the recent addition of the second floor, the Inn has 35 total rooms available for occupancy. This leaves enough rooms in the building to move guests as needed with renovations planned to begin in September.”

“We continue to prioritize wildfire households and focus on the chronically homeless and medically fragile. Wrap-around services at the Inn, cooperation with other programs within the agency, and collaboration with community partners have allowed us to see great improvement in the outlook for many of our clients. Nearly all of our shelter guests are engaged with health and wellness services, all see case management regularly, and many are in the housing search process.”

“In addition, we have incorporated Shelter Plus into the Inn, a temporary medical respite program for unhoused individuals discharged from hospitals or care facilities who still need ongoing care but have nowhere to go to receive such care. While receiving supportive services for acute conditions, these clients have access to case management and other resources. There are currently eight such individuals sheltered at the Inn.”

“In addition to a list of outcomes involving households being housed or overcoming barriers to show the value of the Inn. We also examine the dignity a place like the Inn provides for our fellow neighbors. Very recently, we took in an elderly woman with terminal cancer. The outcome, by all statistical metrics, will be negative. However, to give someone a safe, secure, and dignified space to travel this difficult journey cannot be measured. This is the heart of ARCHES Inn.”

“Another incredible success story is that of John. On December 20, John was soaking wet and freezing in a flooded tent. Amongst service providers there wasn’t much argument that he wouldn’t have survived the winter without some kind of intervention. Most of ARCHES was familiar with John, as he was a long time homeless resident in Salem and a frequent guest of our Day Center and Warming services. However, John finally graduated from the Inn in June. Every kindness, encouragement, check-



in, follow-up, advocacy, etc. was a step toward that moment John now has an apartment he is sharing with a caregiver, and will have continued medical and occupational supports going forward. The Inn will be checking in to make sure the transition is smooth, but staff are very excited and optimistic for this next chapter in John's life. "

- Andrew Marshall, ARCHES Program Manager

Program Showcase: Wildfire Recovery and Resiliency Account (WRRRA)

In 2021 the Oregon Legislature approved \$21,500,000 in emergency funds for the WRRRA program to assist Oregonians that were affected by the 2020 Labor Day wildfires. The program funds: shelter, clothing, and essential services for those impacted households. It also provides housing and housing support to those who were made houseless. In late fall 2021 MWVCAA was awarded \$3.12 million of this WRRRA allocation.

The overarching goal of WRRRA is to move participants into permanent housing that is affordable, acceptable, and safe, while acknowledging that some participants will have to stay in temporary (e.g., hotels) housing while permanent housing is built or obtained. WRRRA follows a "Housing First" philosophy, which increases equity by reducing barriers to program entry such as requirements around income, housing readiness, sobriety, and employment in favor of getting participants into housing as quickly as possible.

To date, 140 households have been served. Totaling 366 individuals. 31 households are currently receiving financial supports from WRRRA. Enabling them to retain their current housing status, as well as preparing them for the transition into permanent housing.

<i>Wildfire Recovery and Resiliency Account</i>								
Month/Year	New Households Served	Adults	Children	Households Searching	Total Households in Housing	Household PH Exists	Marion Households	Total Unique Served
Sep-21	3	4	0	0	3	0	3	4
Oct-21	3	5	0	0	3	0	3	5
Nov-21	5	7	3	0	5	0	5	10
Dec-21	8	12	5	0	8	1	8	17
Jan-22	6	9	0	0	6	0	6	9
Feb-22	30	39	12	20	10	1	30	51
Mar-22	25	38	9	8	17	0	25	47
Apr-22	15	29	9	7	1	0	15	38
May-22	38	67	21	41	40	0	53	88
Jun-22	7	66	31	31	31	0	51	79
Total Served	140	276	90	107	124	2	199	348

Program Highlights:

- CRP - ARCHES recently underwent an organizational shift. Splitting the program into two dependant on service delivery models. The first is sheletring, and the second is Housing. While both programs retain a homeless population focus, their intervetion methods are vastly different. This split allows for enhanced focus on service delivery, all coordinated under the Housing and Homelessness Chief Program Officer for MWVCAA. An updated organizational chart is provided on the following page outlining key program stuctures.

