



Mid-Willamette Valley
COMMUNITY ACTION
The ARCHES Project

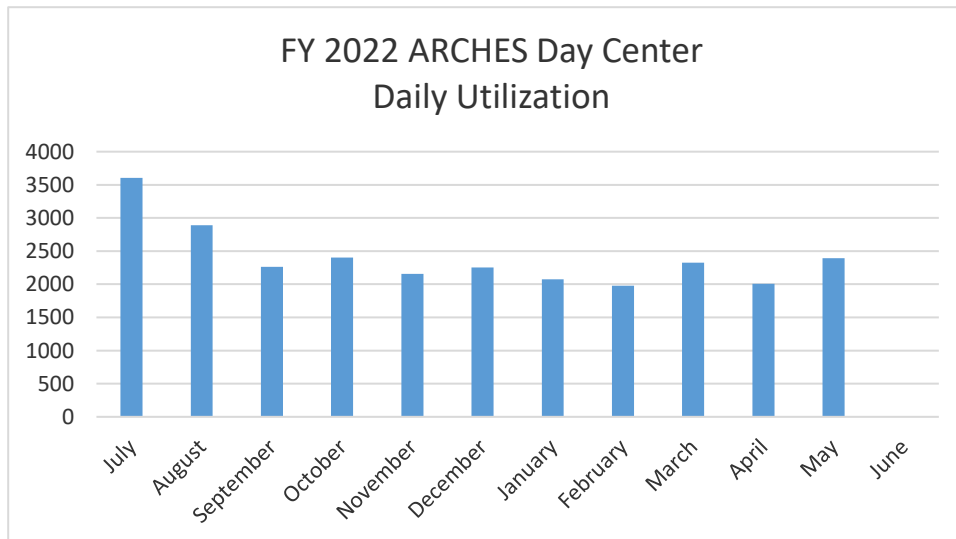
615 Commercial Street NE
Salem, Oregon 97301

CRP Board Report - June 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, inclusive of extreme heat and air pollution related to wildfire smoke, 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 103,848 - with an average daily attendance rate of 93. May 2023 showed a 23% decline in Day Center utilization over May 2022, which is still within alignment with pre-pandemic levels. This decline is likely attributed to the moderate spring weather; a pattern we typically see each spring. This is a time when many of our clientele elect to remain in their camps, safely parked, or near city parks and rivers.

For July 2022 - June 2023, the Day Center has recorded 26,347 utilizations. This overall service number had already surpassed all prior recorded years.



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	206	699	7040	438	274	87	218	92	24
March Total	222	849	7949	705	258	128	255	107	9
April total	235	953	7289	519	250	153	266	100	29
May Total	201	1040	8389	862	286	144	273	115	86
June Total									
FY 2022 Total	1874	9668	86694	5940	2766	1287	2744	1357	1021
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. With May services showing the second highest utilization month this FY. During May, ARCHES provided **11,396 supportive service transactions**. This is 20% higher than the number of engagements in May 2022. The vast majority of Supportive Services tracked during this time period were in the meal category, including **breakfast, lunch, and evening meals; providing 8,389 meals**.

Food insecurity is a growing concern for low-income and unsheltered households. Local food reserves and pantries are seeing their highest volume of need post pandemic; resulting in limited availability. The increased need coupled with the decline of SNAP benefits upon the formal conclusion of the COVID emergency has resulted in elevated food insecurity among our service population and this impacts meal site distribution.

Program Update: Emergency Services – Cooling Centers

In preparation of the summer season, the Emergency Services team has crafted a response plan; a plan which incorporates phased approaches dependent on the projected day-time temperature high. These approaches include adjustments to Outreach and Day Center daily services

- When temperatures are projected to be **90-94** degrees:
 - Outreach:
 - Deployment of at least one team to cover high density area with known campers

Community Resource Program

- Team deployed regardless of day of the week and will be delivering services until at least 7pm
- Provision of water, ice, Gatorade, cooling rags, and navigation to cooling shelters
- Day Center:
 - Open normal business hours
 - Provision of water, ice, Gatorade, cooling rags, and navigation to cooling shelters
 - Provision of water, Gatorade, air-conditioned day room, external misters
- When temperatures are projected to be **95-99** degrees:
 - Outreach:
 - Deployment of at least two outreach teams, high and low density camp coverage
 - Teams deployed regardless of day of the week and will be delivering services until at least 7pm
 - Provision of water, ice, Gatorade, cooling rags, and navigation to cooling shelters
 - Welfare checks on vulnerable persons and animals
 - Day Center:
 - Operational hours extended to 7pm
 - On days that center is normally closed, Day Center will open 12pm-7pm
 - Provision of water, Gatorade, air-conditioned day room, external misters
 - Coordinating Efforts:
 - Local law enforcement to utilize utility vehicles to get supplies into encampments that are deeply embedded at Wallace Marine Park
 - Cherrlots for the provision of free transportation to and from local cooling shelters
- When temperatures are projected to be **100+** degrees:
 - Outreach:
 - Deployment of all outreach teams to high and low density encampments
 - A minimum of two teams will be deployed regardless of day of the week and will work until at least 7pm
 - Provision of water, ice, Gatorade, cooling rags, and navigation to cooling shelters
 - Day Center:
 - Operational hours extended to 7pm with the ability to remain open longer dependent on when temperatures drop below 95 degrees.
 - On days that center is normally closed, Day Center will open 12pm-7pm
 - Provision of water, Gatorade, air-conditioned day room, external misters
 - Coordinating Efforts:
 - Coordinate with volunteers, community groups, and other outreach providers to ensure maximum assistance within Marion and Polk County
 - Coordinate with local law enforcement to utilize utility vehicles to get supplies into encampments that are deeply embedded at Wallace Marine Park
 - Coordinate with Cherrlots for the provision of free transportation to and from local cooling shelters
 - Compile a list of open locations and hours of operation for Marion/Polk cooling centers
 - Work with local faith-based organizations to establish temporary cooling shelters

Community Resource Program

Program Highlight: *Fuerza Campesina*

The Cinco de Mayo festival held from May 5th to May 7th, 2023, at the Chemeketa Community College Campus in Woodburn was a vibrant and engaging event that went beyond celebrating culture and a holiday. It provided an opportunity for over 2,500 individuals to not only enjoy the festivities but also learn about the Oregon Health Plan, thanks to the presence of Fuerza Campesina. This outreach event proved to be highly successful in terms of reaching out to a wide audience and raising awareness about the healthcare program.



Fuerza Campesina, a program dedicated to supporting farmworkers and their families, had a captivating table at the festival. Their booth was adorned with an array of enticing items such as candy, chips, toys, and sanitation supplies, all strategically chosen to attract and engage both children and families. To further draw people in, Fuerza incorporated a prize spinning wheel, adding an element of excitement and encouraging festival-goers to visit their booth.

Apart from the visual appeal, Fuerza Campesina also utilized direct interaction as a means of connecting with attendees. The organization's staff members engaged in one-on-one conversations, providing valuable information about the Oregon Health Plan and its benefits. By leveraging the festive atmosphere, Fuerza effectively conveyed their message to individuals from various counties, reaching out to a diverse range of people and ensuring that more individuals were aware of the healthcare options available to them.

In addition to the personal interactions at their booth, Fuerza Campesina had the opportunity to address the festival audience from the stage. During this time, they briefly spoke about the Oregon Health Plan, emphasizing its importance and urging families to stop by their table for more information. This allowed Fuerza to reach an even larger audience, spreading the word about the healthcare program and encouraging festival-goers to take advantage of the resources and support available.

Overall, the Fuerza Campesina staff accomplished a great deal during the Cinco de Mayo festival. They engaged with a significant number of people, representing a diverse range of counties, and successfully conveyed the importance of the Oregon Health Plan. By combining attractive booth displays, interactive elements, one-on-one interactions, and stage presence, Fuerza maximized their outreach efforts and effectively educated festival attendees about the healthcare resources accessible to them.



Community Resource Program

Success Story: *KP Project Home*

“When I began my job as a Housing Navigator I started interacting with Sharon who was in Lincoln City at the time. She was in and out of the hospital while she stayed at a hotel. Eventually, we lost contact for about a month before we heard she was in the hospital again. Once we reestablished contact with her she wanted to travel to Salem in order to be around our resources. We placed her in a hotel where we completed her enrollment paperwork and supplemental questions so we could begin the housing search.”

“An obstacle we had to overcome was her not remembering when or where she viewed apartments during the housing search. For example, a place in West Salem, which was her area of preference, she did not remember going to when asked about how the viewing went. As a result, she did not want an application for the unit to be made because she does not remember the location.”

“More time passed before I found another place in West Salem that would be ideal for her. It is in a quiet neighborhood and pet friendly. So for her cats can move to be there with her. We went to the apartment together for a viewing and there is plenty of space for her to bring her belongings from storage in Lincoln City. This creates more monthly disposable income now that Sharon will not have to pay a storage fee. Making the unit affordable given her limited income, this created housing stability for the first time in years for Sharon.

- *Jared Valet, Housing Navigator*

Program Update: *ARCHES Housing and Sheltering Divisions*

On April 10th ARCHES programs funded by Oregon Housing and Community Services were monitored for the 21/22 fiscal year. This process occurs annually and is a part of the Master Grant Agreement MWVCAA holds with the state of Oregon. For this audit, OHCS selected 26 files from several different funding streams including:

- Emergency Housing Assistance (EHA)
- Emergency Housing Assistance - Document Recording Fee (EHA DRF)
- Emergency Housing Assistance - Document Recording Fee - Veterans (EHA DRF Vet)
- Elderly Rental Assistance Program (ERA)
- Emergency Solutions Grant (ESG)
- Housing Stabilization Program (HSP)
- HOME Tenant Based Assistance (HTBA)
- Winter Shelter Initiative - Out of the Cold (WSI-OOTC)
- State Homeless Assistance Program (SHAP)

ARCHES worked to make sure all requested files and policies were presented to the OHCS team via a digital upload by the requested due date. After a brief introductory meeting we waited for their response to the presented information.

On 05/11/2023, OHCS responded with a draft monitoring report with their observations, giving us 15 days to respond. In the draft they identified 11 areas for concern. Quickly, ARCHES put together a comprehensive response to each concern, providing back-up documentation and policies. The formal

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response was submitted on 05/25/23 for final review. On 06/09/23 OHCS provided their final response and report. Stating that all *findings and concerns were resolved, and no further action was needed*. This gives MWVCAA their fifth year straight with no OHCS findings, further illustrating our high programmatic standards.

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 May, 57 new households (137 persons) received housing support. This is a continued 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, 45 households exited into self-sufficiency, meaning they are able to live independently of ARCHES assistance moving forward. There were also 16 households actively participating in the housing search process, working closely with navigation staff for placement. Since tracking began in July 2019, 897 households have exited ARCHES programming into permanent housing solutions.

ARCHES Housing Programs											
<i>Table 1</i>											
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	0	0	0	0	0	0	0	0	0	0	0
City of Salem - TBRA	2	3	0	7.5	3	0	0	2	0	2	0
EHA	0	0	0	0	0	0	0	0	0	0	0
KP Home	3	3	0	9	3	0	3	0	1	3	0
DHS Fresh Start RRH	0	0	0	0	0	0	0	0	0	0	0
DHS Navigators	0	0	0	0	0	0	0	0	0	0	0
HSP	5	13	0	8	6	7	2	4	6	5	0
Navigation Center	Program Pending										
Redwood Crossing	1	1	0	14	1	0	2	2	0	1	0
ARCHES Inn - Wildfire	0	0	0	0	0	0	0	0	0	0	0
ARCHES Inn - Homeless	0	0	0	0	0	0	0	0	2	0	0
ARCHES Inn - Shelter +	5	5	1	12.5	5	0	5	0	0	5	0
OHA-VRAP	0	0	0	0	0	0	0	0	1	0	0
Tanner's Project - GPD	4	4	1	8.5	4	0	4	4	3	4	0
Tanner's Project - State Bed	3	3	0	6	3	0	0	0	0	3	0
VET DRF	1	3	0	3	3	0	0	1	1	1	0
EHA	0	0	0	0	0	0	0	0	0	0	0
WRRRA	2	4	0	0	4	0	0	1	0	2	0
OERA - ADAP	31	98	0	0	43	55	0	31	31	29	2
May Clients Served	57	137	2	8.56	75	62	16	45	45	55	2

Specialty Services engaged 635 households in this most recent period (May 2023). The two most common services are VSO assistance (veterans) and Outreach programs, including Fuerza Campesina.

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

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households per month at the height of the summer. Since April 2023, FC has seen an 87% increase in their services. This growth matches the seasonal nature of the FC program.

ARCHES Specialty Programs							
Table 2							
Specialty Services	Households Served	Adults	Children	Veterans	Fleeing DV	BIPOC/LatinX Individuals	Total Unique Served
Marion County VSO	464	463	1	463	0		186
RENT	17	22	14	0	3	3	36
Birth Certificates	0	0	0	0	0	0	0
Coordinated Outreach	124	124	0				124
Mobile Showers	60	60	0				60
Fuerza Campesina	121	186	43	0	8	229	229
May Clients Served	786	855	58	463	11	232	635
Coordinated Entry - HP	104	122	48	7	20		170
Coordinated Entry - Homeless	68	85	72	3	4		157
Coordinated Entry - TOTAL	172	207	120	10	24	0	327

Staff Highlight: *APANO & Washington County Leadership Program*

“In an effort to expand our networking options and participate in professional development. Jada Rojas (Case Manager/Certified CHW) and I enrolled into the Asian Pacific American Network of Oregon (APANO) Leadership Program. For 3.5 months we traveled to Beaverton every other Saturday. Gathering to discuss service systems and structures, explore what it is to be a visionary, and learn about the principles of intersectionality. As a part of the program, we were encouraged to acknowledge how equity is currently presented in our communities, and what kind of future we should work to create.”

“This experience also highlighted the growing Asian/Pacific American community here locally and the need for culturally competent services. This cohort introduces us to many resources and potential partnerships, all of which will enhance our Supportive Services program. It also sparked a fierce consciousness and awareness around equity and justice.”

- *Lucy Briseno, Permanent Supportive Housing Program Manager*



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 May 2023, 63 households were assisted thus avoiding homelessness. 100% of these services occurred **outside the city limits** of Salem, serving our rural communities

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	Resource Services - Homeless Prevention								
	Households Served	Individuals Served	Adults	Children	Households Searching	Households in Housing	Household PH Exists	Marion Households	Polk Households
Seymour Center	0	0	0	0	0	0	0	0	0
Polk County	52	98	55	43	0	52	52	0	52
Woodburn	5	10	5	5	0	5	5	5	0
SOCC - Mill City	6	13	9	4	9	6	6	6	0
May Clients Served	63	121	69	52	9	63	63	11	52

Success Story: *ARCHES Sheltering*

“In February of 2019, Polk County Warming Network began engaging with a gentleman that was homeless on the streets of Independence. He stated that he had lived in the area for years, but that his addiction concerns had made it difficult for his family to support him and he had found it easier to sleep on the streets.”

“Our Coordinated Entry team assessed him and at the time he shared that he had served in the armed forces but was not sure if he was eligible for services. With help from the Polk County VSO, it was determined he did not qualify for services due to his enlistment status. But that he still had some other options available.”

“Over the next couple of years, he cycled in and out of homelessness, at times staying with family or friends, but always ending up back on the streets. At one point he was given an opportunity to engage with a housing program, but by then his needs were too high and he was unable to engage in a way that would ensure a landlord would rent to him. He was on a first name basis with law enforcement in the area and had taken to setting up a cot on a main sidewalk in Independence.”

“With the opening of the ARCHES Inn, MWVCAA staff knew that it was meant to serve all of Marion and Polk. So when the Inn started pulling names for rooms we ensured that Polk County unsheltered households were represented and he was given the opportunity to get a room. With the help of Polk County FCO outreach teams, he was supported during intake and the move in. Due to this joint effort he has been successfully residing at the Inn since April 2023.”

“Since moving into ARCHES Inn, there has been an adjustment period for him. As he had not been subject to expectations regarding behavior, or been in a community-living environment, he needed some guidance to acclimate to his new surroundings. An example of an area for development was in the manner he addressed female staff, using terms like “momma” or “sis.” With some coaching, he now addresses staff by their names. While he still sometimes struggles to manage all his behaviors, the structure and stability provided by the Inn have made a significant difference.”

“Case managers at the Inn are working with him on barrier removal and potential housing opportunities. There is ongoing effort to help him engage with behavioral health and treatment services, as well. While staying at the ARCHES Inn, he is developing new habits that will aid in his future success.”

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- Sara Webb, ARCHES Sheltering Program Director

Program Showcase: *Coordinated Entry*

ARCHES Coordinated Entry is the formal process by which homeless and at-risk households are identified, assessed, and placed into housing opportunities. They perform this function by conducting housing assessments using the VI-SPDAT tool kit. On average, 35 of these housing assessments are conducted per week.

The Coordinated Entry team has four in-house assessors and two float assessors. They conduct in-house assessments Monday-Friday from 9am-3pm at the ARCHES Day Center. In-house assessments can be scheduled for in-person or over the phone if needed.

The float assessment team has an expanded service area to include assessments at the following locations:

- Dallas Resource Center – Every Tuesday from 9am-3pm
- Monmouth Resource Center – Every Monday from 9am-12pm
- Mill City – 2nd and 4th Friday of every month from 10am-2pm
- Woodburn Resource Center – 2nd & 4th Monday, 1st & 3rd Wednesday of every month from 9:30am-2pm
- Anthony Hall (Stayton Resource Center) – 3rd Thursday of every month from 9am-12pm
- Simonka Place – 3rd Wednesday of every month from 9am-12pm
- Sheltering Silverton – 4th Wednesday of every month from 10am-12:30pm
- DeMuniz Resource Center – 1st & 3rd of every month from 1pm-3:30pm

We have partnered with and trained community partners to perform housing assessments for their incoming clients at:

- Family Promise – Families
- NW Human Services (HOST) – Young Adults (18-24)
- Center for Hope & Safety – Fleeing DV & DV Survivors
- Easter Seals of Oregon (SSVF) – Veterans
- VETCare – Veteran’s entering their programs
- Church at the Park (CCS) – Families entering their shelter program
- Church at the Park (VOH) – Single Individuals entering their shelter program
- Church at the Park (Outreach) – In the field assessments

In June of 2022, ARCHES started an assessment academy to train new MWVCAA and community partner staff on how to conduct housing assessments for those that are homeless or at risk of homelessness. It is a two-day training that covers how to conduct the housing assessment using the VI-SPDAT toolkit. As of spring 2023, we developed an introduction to Coordinated Entry known as “CE 101” for all MWVCAA – ARCHES staff. This training covers the history, process, and expected outcomes of Coordinated Entry. By the end of summer 2023, CE 101 will be required for all CoC-504 Marion and Polk County community partners.

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Program Highlights:

- MWVCAA has received Emergency Solutions Grant (ESG) re-authorizations from Polk County and Marion County Board of Commissioners, as well as from the local continuum of care. This is a routine process conducted at the start of every Biennium, where local governing entities certify and approve of MWVCAA's service delivery to their communities utilizing ESG funding. For the 2023-2025 Biennium, MWVCAA will be using ESG funding to support rural street outreach services.
- Contracts allocating Emergency Order funding to MWVCA have been executed. Resulting in an expansion of Rapid Re-Housing (RRH) to Marion and Polk counties (50 households to be served in each region), as well as the development of a Family Shelter at the current MWVCAA Center street facility. RRH Projects are expected to be operational by July 2023, with the Family shelter coming online by late summer.