



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

615 Commercial Street NE  
Salem, Oregon 97301

**CRP Board Report - June 2023**

Beginning July 1, 2023 the ARCHES Day Center amended its services hours to open five 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 Wednesday - Sunday from 9am - 4:15pm. This change allows for 7 day a week access to basic needs services when paired with local partner hours at HOAP and UGM. 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.

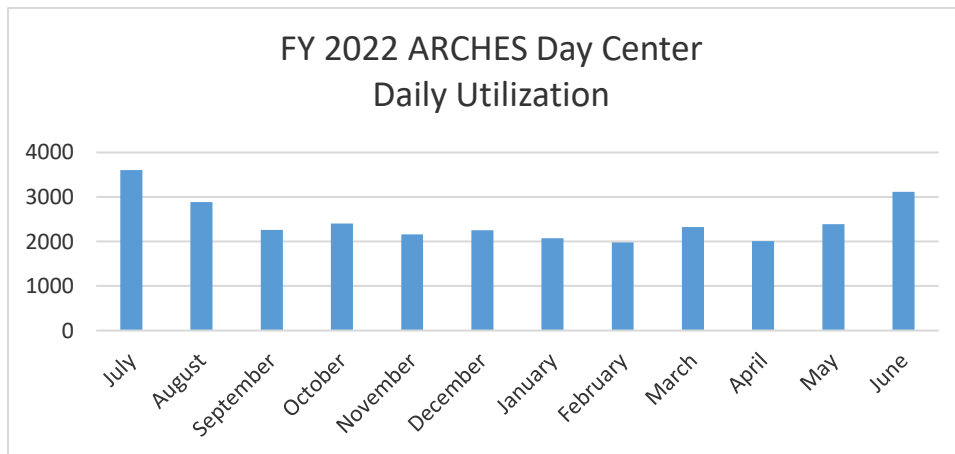
**New Day Center Hours**

**STARTING JULY 1ST**

- Monday: Closed
- Tuesday: Closed
- Wednesday: 9am-4:15pm
- Thursday: 9am-4:15pm
- Friday: 9am-4:15pm
- Saturday: 9am-4:15pm
- Sunday: 9am-4:15pm

ARCHES  
615 COMMERCIAL ST.

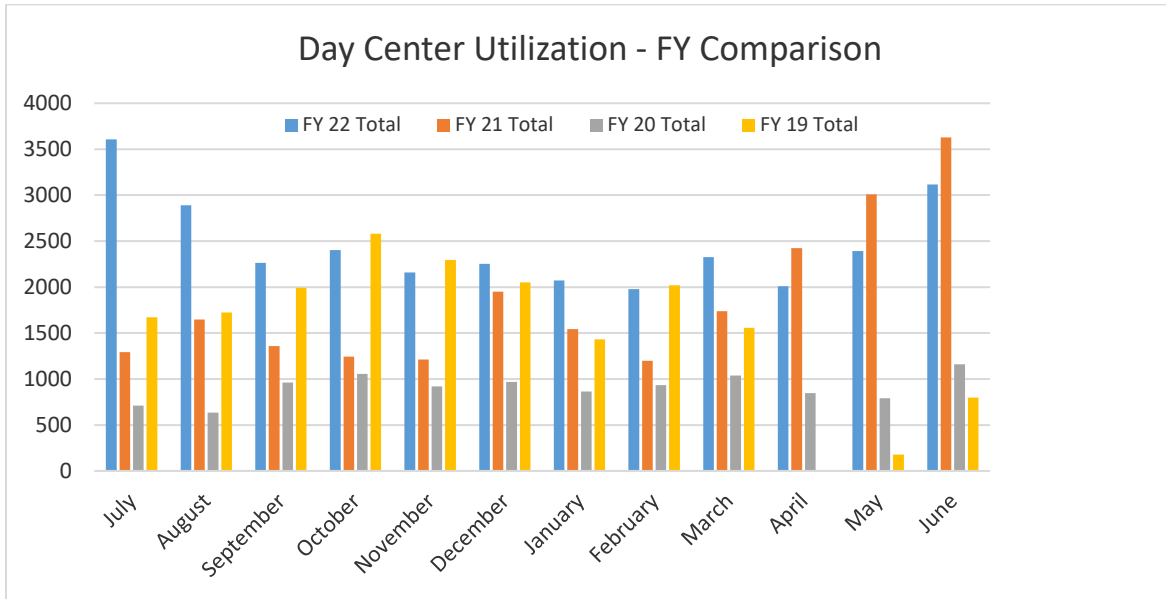
Since opening day, the total number of duplicated Day Center visits is 106,965 - with an average daily attendance rate of 95. June 2023 showed a 11% decline in Day Center utilization over June 2022, which is still within alignment with pre-pandemic levels. Despite this decline when compared to 2022, June 2023 was the second highest utilization month during fiscal year 2022 (July 2022 - June 2023), averaging 125 unique users per day.



## Community Resource Program

During FY 22, Day Center utilization has risen 32% from July 2022 to June 2023. This increase is likely attributed to the expanded Day Center hours during the winter months; showing an increased need for services outside of traditional business hours, including weekends.

*For July 2022 – June 2023, the Day Center has recorded 29,464 utilizations. This is the highest utilization rate since recording began on 2019.*



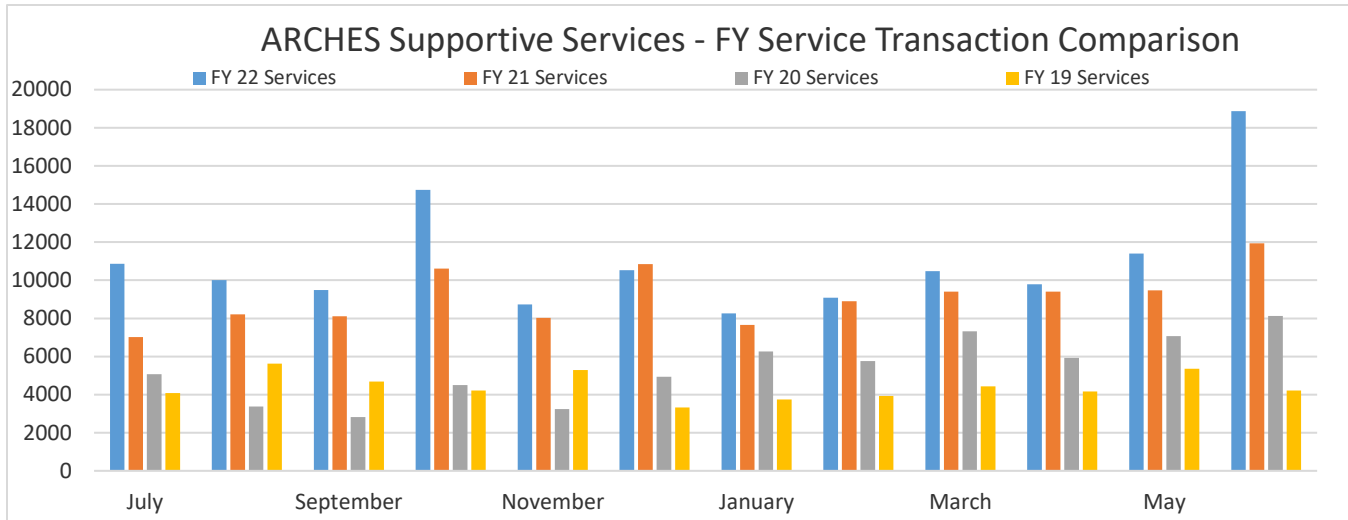
### ARCHES Basic Needs & Supportive Services:

Basic Needs & Supportive Services									
Month	New client Mail Boxes	Checking Mail	Meals	Calls	Pet Food	Hygiene Packs	Showers	Laundry	Client Care
Q 1 Total	487	3210	22221	1935	520	427	682	430	435
Q 2 Total	360	2454	27101	1134	947	288	868	445	397
Q3 Total	591	2011	21694	1490	763	275	655	267	74
Q4 Total	598	3268	29724	2780	977	495	853	335	1029
<b>FY 2022 Total</b>	<b>2036</b>	<b>10943</b>	<b>100740</b>	<b>7339</b>	<b>3207</b>	<b>1485</b>	<b>3058</b>	<b>1477</b>	<b>1935</b>
<b>FY 2021 Total</b>	<b>699</b>	<b>13035</b>	<b>81015</b>	<b>4445</b>	<b>1554</b>	<b>2577</b>	<b>2454</b>	<b>1504</b>	<b>2302</b>
<b>FY 2020 Total</b>	<b>496</b>	<b>11871</b>	<b>37078</b>	<b>9066</b>	<b>559</b>	<b>642</b>	<b>2293</b>	<b>863</b>	<b>1534</b>
<b>FY 2019 Total</b>	<b>735</b>	<b>11685</b>	<b>22326</b>	<b>16505</b>	<b>793</b>	<b>371</b>	<b>605</b>	<b>105</b>	<b>305</b>
<b>FY 2018 Total</b>	<b>750</b>	<b>9908</b>	<b>23145</b>	<b>17505</b>	<b>1863</b>	<b>403</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>

Current utilization of Day Center Supportive Services continues to remain high, especially in comparison to FY 2021 and FY 2020. With June services showing the highest utilization month since recording began in July 2019. During June, ARCHES provided **18,869 supportive service transactions**. This is 58% higher than the number of engagements in June 2022.

## Community Resource Program

Overall, for the Fiscal Year of 2022, ARCHES provided 132,220 supportive service transactions. The majority of Supportive Services provided were in the meal category, including breakfast, lunch, and evening meals; providing 100,740 meals during the 12 month period.



### FY 22 Program Showcase: *Veteran Service Office (VSO)*

During FY 22, the Veteran Service Office served **4,770 households** with an average of 98 visits a week. Providing assistance to veterans, or family members of veterans, on accessing, obtaining, and maintaining VA benefits associated with their military service. 2,834 of these households were return visitors. For those who are unable to access the main office, VSO staff performed 119 offsite connections to help veterans process their claims. 7 of these households were children of deceased veterans.

A primary function of the VSO office is to help veterans file claims with the VA in order to access service related benefits. These claims are sometimes hard to file so the VSO staff act as a conduit to help ease and expedite the process. During FY 22, 605 claims were filed, as well as 236 pending applications, 33 requests for medical assistance, and 124 appeals.

As a result of their work, the **VSO team assisted 324 veterans in successful claims totaling \$679,609.46 in on-going monthly payments.** All of which get paid directly to the applicants. As well as **410 veterans who were approved for retro-active payments totaling \$2,305,517.30.**

### Success Stories: *Veteran Service Office (VSO)*

**Story 1** - “Veteran A came into the office after stopping our VSO in a local store. The veteran saw the VSO’s logo on a hat and started asking questions. As it turns out, Veteran A was already service-connected at 90% and had been for over 20+ years. Meaning he had an active claim stuck at the VA. He asked the VSO to review his file and see if there was anything that could be done to get him to 100%. The VSO went through the veterans file and noticed that the VA had denied the veteran wrongly when the claim was originally filed. Our VSO filed an appeal to the VA pointing out the issues that

## Community Resource Program

were missed and where the evidence was in the veterans file. The VA agreed and awarded the veteran 100% service-connection and a back payment of \$275,913.04.”

*Story 2* – “A Vietnam veteran’s widow was being denied Dependence and Indemnity Compensation (DIC) due to the veteran dying of COVID-19. For a spouse to be eligible for DIC the veteran needs to have passed away from a service-connected issue. Our office was able to work with the widow, and the medical examiner, to get the death certificate amended to add one of the service-connected issues that was the actual cause of death. This took almost 7 months but in the end the VA was able to grant the veterans death as service-connected and the widow was able to receive DIC payments at \$1,562.74 per month for the rest of her life, plus back pay. “

- *Lawrenza Gann – ARCHES Program Manager*

### **FY 22 Program Showcase:** *Fuerza Campesina*

- **Community events:** Fuerza Campesina attended over 40 events (average of 4 events per month).
- **OHP Enrollment:** Total OHP new enrollment from July 2022 to June 2023 was 70 individuals.
- **Media outreach:** Insights for social media outreach totaled over 8,000 views from 10 posts made.
- **Food Boxes:** 120 emergency food boxes distributed.
- **Emergency Housing:** Housing information and referral provided to 140 households. 25% were assisted with emergency housing assistance from Fuerza Campesina or an alternate program within ARCHES.
- **Field and camp outreach:** Over 2,000 direct farmworker outreach engagements.
- **Household served and Total unique served:** Total number of households served from July 2022 to June 2023 was 1,133 households, with a total of over 2,784 unique individuals served (average of 2 adults and 2 minors per household).

### **FY Program Showcase** *KP Project Home*

“Kaiser Permanente’s Project HOME is a health and housing intervention that was created in the Pacific Northwest. A pilot program that is based in Salem Oregon, Sacramento CA, and Los Angeles CA. These communities were awarded due to experiencing elevated unsheltered homelessness rates, paired with expressed medical complexities that exist among the population. KP Home is designed to house individuals as a preventative strategy; housing them first then integrating a medical care team for acute and chronic health conditions. Therefore reducing the medical system cost burden by way of curbing emergency service utilization. “

“During FY 22, KP Home served 65 households, totaling \$53,665.82 in direct financial assistance going towards rent and utilities. Looking ahead to FY 2023 KP Home will be expanding to enroll new clients from Shelter+; an ARCHES shelter program aimed at providing medical respite for those exiting systems of care. This new collaboration will help clients by providing a safe shelter stay in order to recover from acute medical conditions, while also working to transition them into long-term housing. Thus creating a true continuum of service delivery for the most medically fragile in the community.”

## Community Resource Program

- Armando Arriaga Munoz, ARCHES Program Manager

### ARCHES Housing & Specialty Programs:

For the 2022 Fiscal Year, ARCHES reported 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 June, 99 new households (229 persons) received housing support. This is a bit higher than the months prior, but this trend is expected due to patterns in program spend down. In addition, 85 households exited into self-sufficiency, meaning they are able to live independently of ARCHES assistance moving forward. There were also 23 households actively participating in the housing search process, working closely with navigation staff for placement. Since tracking began in July 2019, 982 households have exited ARCHES programming into permanent housing solutions.

### *June Data*

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	14	0	0
City of Salem - TBRA	14	45	0	8.8	18	27	0	0	0	14	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	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	10	36	0	10.3	16	20	3	0	7	7	3
Navigation Center	12	12	2	9.45	12	0	0	0	0	10	2
Redwood Crossing	1	1	2	13	1	0	1	1	1	1	0
ARCHES Inn - Wildfire	1	2	1	0	2	0	1	0	2	1	0
ARCHES Inn - Homeless	1	1	0	12.5	1	0	1	0	6	1	0
ARCHES Inn - Shelter +	11	15	6	9.3	15	0	11	0	12	10	1
OHA-VRAP	0	0	0	0	0	0	0	0	0	0	0
Tanner's Project - GPD	8	8	2	5	8	0	4	4	4	7	1
Tanner's Project - State Bed	1	1	0	0	1	0	1	0	0	1	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
WRRR	0	0	0	0	0	0	0	0	0	0	0
OERA - ADAP	39	107	0	0	59	48	0	39	39	38	1
<b>June Clients Served</b>	<b>99</b>	<b>229</b>	<b>13</b>	<b>3.25</b>	<b>134</b>	<b>95</b>	<b>23</b>	<b>44</b>	<b>85</b>	<b>91</b>	<b>8</b>

**At Fiscal Year 2022 end, a total of 906 households (1,943 individuals) have been supported by ARCHES Housing programming.** This is a 55% increase over the FY prior and is attributed to the addition of expanded services within MWVCAA including: KP Project Home, the Navigation Center, expanded ARCHES Inn beds, and OERA - ADAP (emergency rental assistance).

## Community Resource Program

ARCHES Specialty Services engaged 661 households in this most recent period (June 2023). The two most common services are VSO assistance (veterans) and Outreach programs, including Fuerza Campesina. 17 households participated in RENT, MWVCAA’s tenant education course. This is our highest monthly volume during FY 22 and is attributed to additional class enrollments at community partner locations.

At Fiscal Year 2022 end, 10,219 individuals had engaged with ARCHES Specialty Services. With the bulk of participation occurring with the VSO program (4,772), as well as our farmworker program, Fuerza Campesina (2,784). In addition, through Coordinated Entry, 1,834 housing assessments (avg. 35 per week) were conducted, serving 2,481 individuals.

### June Data

ARCHES Specialty Programs							
Table 2							
Specialty Services	Households Served	Adults	Children	Veterans	Fleeing DV	BIPOC/LatinX Individuals	Total Unique Served
Marion County VSO	388	388	0	0		0	388
RENT	17	22	14	0	3	4	36
Birth Certificates	0	0	0	0	0	0	0
Coordinated Outreach	124	124	0				124
Mobile Showers	35	35	0				35
Fuerza Campesina	97	244	113	0	8	357	357
<b>May Clients Served</b>	<b>661</b>	<b>813</b>	<b>127</b>	<b>0</b>	<b>11</b>	<b>361</b>	<b>940</b>
Coordinated Entry - HP	70	89	94	1	3		183
Coordinated Entry - Homeless	92	102	31	5	17		133
<b>Coordinated Entry - TOTAL</b>	<b>162</b>	<b>191</b>	<b>125</b>	<b>6</b>	<b>20</b>	<b>0</b>	<b>316</b>

### FY 22 Program Showcase: ARCHES Inn

“The ARCHES Inn served 130 individuals in the 2022-2023 fiscal year, for a total of 13,385 bed/nights. This includes wildfire, Shelter Plus, and chronically homeless households. BIPOC and LGBTQIA+ make up a significant total of the shelter population, about 20%.”

“During their stay, residents receive wrap-around services including case management, access to medical care and behavioral health, housing assistance, and barrier removal (such as getting their ID or Social Security card). Each household has their own room with their own bathroom.”

“One hot meal is provided each day, with the assistance of the ARCHES Day Center kitchen. Through our partnership with Marion/Polk Foodshare, guests are provided with pre-packaged “grab-and-go” items. In addition, fresh and frozen food is purchased to supplement their SNAP benefits. Guests have mini-fridges with freezers in their rooms to better utilize their benefits.”

“Stabilization and preparation for long-term success in permanent housing are benefits provided by the ARCHES Inn model. Guests benefit from having their own space to feel safe and secure, as well as having accountability for maintaining that space. We have received very positive feedback from Salem Housing Authority for Inn clients that move into their facilities. Sharing that our residents are better prepared for independent living and taking greater ownership of their housing.”

## Community Resource Program

“With Yaquina Hall opening, we were able to move over 20 households into that facility, adding to our totals for the year. All told (wildfire, Shelter Plus, and chronically homeless), 54% of those leaving the shelter did so into permanent housing. Of those enrolled in Shelter Plus specifically, 33% of leavers moved into permanent housing, which is remarkable for what is often a short-term stay. While we wait for renovations to begin, all three floors of the shelter are occupied, for a total of 68 rooms.”

“Based on outcomes and feedback from our community partners, we are encouraged that our model works and is making a significant impact in our community.”

- Andrew Marshall, ARCHES 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 June 2023, 76 households were assisted thus avoiding homelessness. 85% of these services occurred **outside the city limits** of Salem, serving our rural communities. For FY 2022, **457 households (totaling 551 adults and 608 children) were served**, and therefore their evictions were prevented. 64% of these households were outside the city limits of Salem.

### *June Data*

	Resource Services - Homeless Prevention								
	Households Served	Individuals Served	Adults	Children	Households Searching	Households in Housing	Household PH Exists	Marion Households	Polk Households
Seymour Center	11	36	17	19	0	11	11	11	0
Polk County	40	85	50	35	0	40	40	0	40
Woodburn	9	31	13	18	0	8	8	9	0
SOCC - Mill City	16	38	23	15	0	16	16	16	0
<b>June Clients Served</b>	<b>76</b>	<b>190</b>	<b>103</b>	<b>87</b>	<b>0</b>	<b>75</b>	<b>75</b>	<b>36</b>	<b>40</b>

### **FY Program Showcase:** *Outreach Services*

During FY 2022, ARHES Outreach teams provided a total of 6,348 service transactions out in the field. This includes providing basic need items (e.g food, water, blankets, heating packs, and clothing), camping supplies (e.g tents, tarps, and sleeping bags), resource navigation, transportation to cooling/warming shelters, as well as referrals into shelter and housing programs. 25% of these engagements occurred in rural communities throughout Marion and Polk counties, with Woodburn being the second highest engagement city in MWVCAA’s service district.

## Community Resource Program

### Program Highlights:

- ARCHES participated in the *Community Information Summit* on June 26th at Western Oregon University. This was an event hosted by Polk PATHS, a collaborative body made up of government representatives and services providers in Polk County to collectively address housing instability and chronic homelessness for the rural community. Speakers included ARCHES Outreach and Rapid Re-Housing programs; detailing services and how community members could access MWVCAA programming.
- In June, Lisa Brunson, MWVCAA's SOCC Resource Coordinator located in Mill City was identified by Santiam Service Integration (SIT) as the Surfboard Award recipient for her daily client advocacy and acting as an inspiration for fellow community providers.
- The Navigation Center began a donation campaign seeking pantry food items, and pet supplies. Items can be delivered to the Navigation Center located at 22<sup>nd</sup> Street SE Salem OR 97301, 7 days a week from 8am – 5pm.



# NAVIGATION CENTER DONATIONS NEEDED



### FOOD ITEMS NEEDED:

Pasta noodles  
Canned vegetables  
Soups  
Flour  
Oatmeal  
Pasta sauce  
Rice  
Granola bars  
Sugars

### PET SUPPLIES NEEDED:

Dog/cat food  
Food/water bowls  
Leashes  
Harness of all sizes  
Toys  
Litter boxes  
Cat litter  
Treats  
Potty bags  
Cat scratchers

