

# **COMMUNITY ACTION AGENCY**

## **MAY 2020 MEETING BOARD OF DIRECTORS THURSDAY, MAY 28, 2020**

### **LOCATION:**

MWVCAA May 2020 Board Meeting  
Thu, May 28, 2020 5:30 PM - 8:30 PM (PDT)

**Please join my meeting from your computer, tablet or smartphone.**

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**Access Code:** 536-617-317

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### **COMMUNITY ACTION PROMISE**

**Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.**

**Helping People Changing Lives**

**COMMUNITY ACTION AGENCY  
BOARD OF DIRECTORS  
AGENDA  
May 28, 2020**

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**Mission**

**Empowering people to change their lives and exit poverty by providing vital services and community leadership.**

**Vision**

**All people are respected for their infinite worth and are supported to envision and reach a positive future.**

- |             |   |             |
|-------------|---|-------------|
| <b>I.</b>   | <b>Welcome and Introductions</b>  | <b>5:30</b> |
| <b>II.</b>  | <b>Public Comment</b>   | <b>5:35</b> |
| <b>III.</b> | <b>Approval of Agenda p. 1</b>  | <b>5:40</b> |
| <b>IV.</b>  | <b>Consent Calendar</b>   | <b>5:45</b> |
|             | 1. April 2020 Full Board Meeting Minutes pp. 3-6                                      |             |
|             | 2. May 2020 Executive Director Report pp. 7-12  |             |
|             | 3. May 2020 Director of Program Development Report pp. 13-20                          |             |
|             | 4. May 2020 Chief Financial Officer Report p. 21                                      |             |
|             | 5. May 2020 Chief Operations Officer Report p. 22                                     |             |
|             | 6. May 2020 Program Director Reports pp. 23-43  |             |
|             | 7. May 2020 Committee Meeting Minutes p. 44   |             |
| <b>V.</b>   | <b>Board Business</b>   | <b>5:55</b> |
|             | 1. Executive Director's Report  |             |
|             | 2. CSBG Community Needs Assessment - <i>Approval</i>                                  |             |
|             | 3. Gladys Plancarte Resignation—Policy Council Representative - <i>Approval</i>       |             |
|             | 4. New Board Member: Jennipher Oajaca—Policy Council Representative - <i>Approval</i> |             |
|             | 5. Financials – <i>Approval</i>   |             |
| <b>VI.</b>  | <b>Adjournment</b>  | <b>7:30</b> |

**Next board meeting: Thursday, June 25, 2020**

**Mid-Willamette Valley Community Action Agency, Inc.**  
**Board of Directors Meeting**  
**April 23, 2020**  
**MINUTES**

**ATTENDANCE:**

**Board of Directors:**

**Present:**

|              |               |                 |
|--------------|---------------|-----------------|
| Erika Romine | Jade Rutledge | Lyle Mordhorst  |
| Herm Boes    | Jon Weiner    | Melissa Baurer  |
| Helen Honey  | Linda Bednarz | Shelaswau Crier |
| Steve McCoid |               |                 |

**Absent:** Kevin Karvandi

**Others Present:**

**Program Directors/Staff/Guests:**

Jimmy Jones, Executive Director  
Helana Haytas, Chief Operations Officer  
Kaolee Hoyle, Chief Financial Officer  
Nancy Cain, Manager of Audit & Compliance  
Ashley Hamilton, CRP/ARCHES Program Director  
Shannon Vandehey, CCR&R Program Director  
Eva Pignotti, Head Start/Early Head Start Program Director  
Tricia Ratliff, HOME Youth & Resource Center Program Director  
Amy Schroeder, Office Specialist

**The meeting of the Board of Directors was called to order at 5:31 pm by Board Chair Jon Weiner. It was determined that a quorum was present.**

**I. Welcome and Introductions**

Board Chair Jon Weiner welcomed everyone and introductions were made.

**II. Public Comment**

None were made.

**III. Approval of Agenda**

The following were added to the agenda:

1. Paycheck Protection Program
2. Head Start approval item for Middle Grove bathroom construction
3. Board member resignation

**MOTION:** To approve agenda, as amended, made by Steve McCoid,

**SECOND:** Jade Rutledge.

**APPROVED:** Unanimously approved

**IV. Consent Calendar**

1. March 2020 Full Board Meeting Minutes

- No discussions or concerns were raised
2. **April 2020 Executive Director Report**  
No discussions or concerns were raised
  3. **April 2020 Director of Program Development Report**  
No discussions or concerns were raised
  4. **April 2020 Chief Financial Officer Report**  
No discussions or concerns were raised
  5. **April 2020 Chief Operations Officer Report**  
No discussions or concerns were raised
  6. **April 2020 Program Director Reports**  
No discussions or concerns were raised
  7. **April 2020 Committee Meeting Minutes**  
No discussions or concerns were raised

**MOTION:** To approve consent calendar made by Steve McCoid,

**SECOND:** Jade Rutledge.

**APPROVED:** Unanimously approved

**V. Board Business**

1. **Audit Presentation** – Kaolee Hoyle presented the Audit for Fiscal Year Ending June 30, 2019. There were no findings this year. Grove, Mueller & Swank will do a presentation in-person when the quarantine from the COVID 19 pandemic has lifted.

Kaolee informed the board that the 2018 401k audit has been completed as well, also without finding.

**MOTION:** To approve audit ending June 30, 2019 made by Helen Honey,

**SECOND:** Shelaswau Crier.

**APPROVED:** Unanimously approved

**2. Executive Director's Report:**

- i. Jimmy referred everyone to his Board Report, especially updates on Agency operation during COVID crisis.
  - ii. The Legislative Emergency Board awarded a \$12,000,000 housing grant, of which MWVCAA should receive \$850,000. The funding will go towards emergency homeless prevention, and there may be extra money for the hotel program in response to the COVID 19 pandemic.
3. **Organized Camping Options** – The agency is seeking to support the operations of a managed homeless camp for the unsheltered population in Salem. This initiative would activate as a response to the COVID-19 pandemic, offering increased shelter opportunities while providing access to systems of care and protecting vulnerable sub-populations. Operations would last about six months and would work in conjunction with the motel program. Total cost to operate the proposal is \$647,746.00. Jimmy is reaching out to other funding sources and will return the proposal to the Board later for further consideration.

4. **Financials** – The Abila accounting system has only recently been restored from a ransomware attack directed at Abila MIP fund accounting. Financials will be available next month.
5. **HHS COLA/Quality Improvement Application – Head Start & Early Head Start Base Grant** - The application is a non-competitive grant to provide a 2% cost of living adjustment and additional funding for quality improvements to the programs. The funding amount for this application is \$250,383.00.

**MOTION:** To approve the HHS/COLA Quality Improvement Application – Head Start & Early Head Start Base Grant in the amount of \$250,383.00 made by Jade Rutledge,

**SECOND:** Linda Bednarz.

**APPROVED:** Unanimously approved

6. **HHS COLA/Quality Improvement Application – Early Head Start Child Care Partnerships Base Grant** – The application is a non-competitive grant to provide a 2% cost of living adjustment and additional funding for quality improvements to the programs. The funding amount for this application is \$55,520.00.

**MOTION:** To approve the HHS/COLA Quality Improvement Application – Early Head Start Child Care Partnerships Base Grant in the amount of \$55,520.00 made by Herm Boes,

**SECOND:** Jade Rutledge.

**APPROVED:** Unanimously approved

7. **HHS COLA/Quality Improvement Application – Early Head Start Expansion Grant** – The application is a non-competitive grant to provide a 2% cost of living adjustment and additional funding for quality improvements to the programs. The funding amount for this application is \$53,749.00.

**MOTION:** To approve HHS/COLA Quality Improvement Application – Early Head Start Expansion Grant in the amount of \$53,749.00 made by Herm Boes,

**SECOND:** Linda Bednarz.

**APPROVED:** Unanimously approved

8. **Oregon Pre-Kindergarten Grant Application Including Enhancement Funds**  
This is a non-competitive, combined application for regular state Head Start continuation application and funding from the Joint Student Success Act for the purpose of increasing staff compensation/retention. Funding for the regular continuation application is at the same level as we received in 2019-2020, and requires 2.5% of the budget to be designated for training. The funding amount for this application is \$4,302,816.00

**MOTION:** To approve Oregon Pre-Kindergarten Grant Application Including Enhancement Funds in the amount of \$4,302,816.00 made by Linda Bednarz,

**SECOND:** Melissa Baurer.

**APPROVED:** Unanimously approved

9. **Paycheck Protection Program** - The Paycheck Protection Program is a loan designed to help small businesses to keep their workers on payroll. The funds will

be used for salaries and unexpected & unbudgeted costs. SBA will forgive loans if all employees are kept on the payroll for eight weeks. The calculated loan amount is \$746,130.00.

**MOTION:** To approve loan application to the Paycheck Protection Program in the amount of \$746,130.00 made by Linda Bednarz,

**SECOND:** Herm Boes.

**APPROVED:** Unanimously approved

10. **Head Start Middle Grove Bathroom Improvement Project** - Head Start (for safety and quality reasons) is making improvements to the bathrooms at Middle Grove and installing bathrooms into some classrooms there. We solicited bids for this project through ORPIN, and we had one bid which we are prepared to award. The amount is for \$157,759; and our policies and procedures require board approval for any contract awarded above \$150,000.

**MOTION:** To approve the Head Start Middle Grove Bathroom Improvement Project in the amount of \$157,759.00 made by Lyle Mordhorst,

**SECOND:** Jade Rutledge.

**APPROVED:** Unanimously approved

11. **Board Member Resignation** – Herm Boes has informed Jimmy of his intention to retire from the board effective May 28, 2020.

**MOTION:** To accept the resignation of Herm Boes from the Board of Directors effective May 28, 2020, made by Lyle Mordhorst,

**SECOND:** Jade Rutledge.

**APPROVED:** Unanimously approved

**VI. Adjournment**

**The Board of Directors meeting was adjourned at 7:00 pm.**

Respectfully Submitted:

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Amy Schroeder, Office Specialist

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Helen Honey, Board Secretary

# EXECUTIVE DIRECTOR'S REPORT

## MID-WILLAMETTE VALLEY

### COMMUNITY ACTION AGENCY

May 2020

#### OUR MISSION

*Empowering people to change their lives and exit poverty by providing vital services and community leadership.*

#### OUR VISION

*All people are respected for their infinite worth and supported to envision and reach a positive future.*

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The state is slowly reopening. Earlier this week, the Oregon Health Authority and the Governor's Office approved the plans by Marion and Polk County to reopen businesses as part of the Phase I reopening plan, though many of the public health practices like social distancing will continue for many months to come. Public health experts around the country expect a second wave in the fall, as flu season begins, and no one is sure what the federal and state governments will do if that second wave is more severe than the first. At Community Action, we have been slowly and deliberately reopening more and more of our operations for the past two weeks, essentially reversing the closure plans we prepared in March, step-by-step. In most ways, though, we never closed. We continued operations right through the heart of the crisis. We ran Emergency Child Care for health care workers and first responders. Taylor's House did not close a single day. ARCHES outreach into homeless camps and our supportive services continued throughout the crisis. And even services that we had to shutter early on, like the ARCHES Day Center, have been reopened. Showers, laundry and food services are in operation at our Commercial Street site now. The mobile showers should resume this month. And ARCHES continues to operate a very effective and popular motel program that has provided more than 4,200 bed nights since we began in March. The rest of the Agency has remained open on a remote basis. CCR&R and Energy, for example, delivered services primarily using online meetings and telephones. This was a very challenging service delivery environment, to be sure, and at times it tempered our more aggressive plans. But as we come out of this crisis we are in a good position to expand our anti-poverty work. In the coming month we are ready to move a tremendous number of resources, just at the moment the community needs it the most.

Much of Oregon held its breath this week as the state released its May economic forecasts. Ahead of that forecast (which was released on Wednesday, May 20<sup>th</sup>) the Governor asked state agencies to prepare an 8.5% cut to program budgets. That number disguised what was in reality a much deeper cut. The directive actually was to cut the biennium budgets, and since half of those funds had already been spent in 2019-2020, the real cuts amounted to a 17% reduction for projected spending in the 2020-2021 fiscal year. The short-term forecast numbers, however, were not as grave as everyone feared. But the devil in the forecast is really the compounding effects of revenue reductions over the next five years.

The economic downturn could affect our work in two important ways. **First, it could reduce the grant commitments coming into the agency**, especially as state contracts funded by general fund revenues are scaled back. We have some measure of immunity to that expected contraction, however. Our grant portfolio is diverse and deep, and is fairly well balanced between local, state, and federal funding sources. Federal funding streams have expanded considerably through this, offsetting some expected reductions in other areas. On the state general fund side, though we have more than 150 grants as an agency, we have three primary funding sources: Oregon Housing and Community Services, the Department of Education, and the Department of Education's semi-autonomous Early Learning Division. OHCS gave their proposed cuts to the Governor's office, and the primary homeless and sheltering funds (that fund ARCHES, HYRC and Taylor's House, and CARS) will not be cut. OHCS is making cuts elsewhere. Energy and Weatherization dollars are mostly federal or public utility process, and thus have little direct impact on the overall cuts. The other two primary funding sources (Early Learning and the Department of Education generally) made more blanket cuts that potentially will affect Head Start and CCR&R. Much of what will likely end up on that chopping block, however, are the incredible (and very expensive) expansion plans that the Early Learning Division in particular planned for the next two years. Despite the noise in all this, we are in a good position to lose little if any grant revenue from our primary state funding sources, while seeing considerable expansions in many of our federal funding sources for the next fiscal year.

Of our programs, **ARCHES, Weatherization, Energy, HYRC** are on track to receive considerable budget additions, while **CARS's** budget (small as it is) is likely to remain the same (and pending other federal grants it could increase). **Nutrition First** is a largely federally funded program (though the Agency has to carry some costs which their grant cannot support). We have lost some revenue in Nutrition First because USDA guidelines and policies have been the least sympathetic to the COVID crisis. But the minor losses there can be offset through our Paycheck Protection Program loan, which will prevent any layoffs in that program. That leaves only **Head Start** and **CCR&R**. CCR&R has only one program funded through general fund dollars, and the loss projections there are small. They do have class fee revenues that has been lost because of COVID, but those fees generate program salary support, which we can also offset by the Paycheck Protection Program loan. That resource will carry those programs over until later in the summer, when they will be back in full operation. Head Start is funded both federally (no regular cuts planned, and some considerable additions) and by the state. From what we know it is unlikely that there will be any meaningful cuts on the state program, and if there are reductions it is probable that they will come in planned expansions. The only negative news on the Head Start front relates to our planned summer program expansion. Yesterday the Office of Head Start announced they would roll back their summer plans, which may limit or even end our planned summer program for rising Kinders. We won't have the full answer on that for a couple weeks. There's been so much ebb and flow in these conversations that you cannot take anything as a given, from rosy projections to dire warnings, until it actually materializes. None of this includes, as well, the \$200-300 million on the way to the State of Oregon in CARES funds, which the Governor's office can distribute without legislative authority. Some of that is likely to come to us.

All the above considers the "supply side" of the resource conversation. But there is a demand side as well. **The demand side is the second way the COVID crisis and these budgetary concerns affect our work.** The demand, or need, for our work has increased dramatically the past few weeks, and is projected to do so well into the future. The number of those in poverty will increase. The demand for



rental and energy assistance will be at an all-time high, and we will likely see more demand for general homeless services at ARCHES and HYRC. That's one reason we should always be cautious about dire revenue warnings, because in hard times anti-poverty work often becomes a funding priority, compared to resources tending to be sparse during flush economic times. And in consideration of that need, we can return for a moment to the revenue forecast.

The short-term forecast, as I mentioned, was a bit less dismal than expected. There is an expected revenue reduction of about \$2.16 billion in general fund receipts, plus a \$364 million decline in lottery dollars. That loss will be offset by revenue currently in hand, so the real loss for the rest of this FY is likely to be in the range of \$1 billion initially and it has continued to fall today (Friday) down to about \$664 million, a fairly light loss compared to the projected \$1-5 billion revenue declines that were put out by the Governor's office and Speaker Kotek just two weeks ago. So the forewarned 2020-2021 budget cuts of 17 percent are likely to be reduced to just 7.4% after the forecast on Wednesday. There have been 400,000 job losses statewide, which are only expected to recover by 38% through quarter four. That constricts revenue (lost economic activity) but also adds to those in poverty (increased demand for anti-poverty services). Again, we don't have much in the way of general fund dollars that were going to be affected by these cuts. But more troubling is the state's planned expansions, like with our Head Start Early Learning Division grant for program enhancement. It's possible that grant application is reduced heavily or it may be such a priority that it's fully funded at the expense of other cuts elsewhere.

The longer term forecasts are sobering and perhaps even dire. The estimated state budget shortfall will be \$4.4 billion by 2023. The state's general refund reserves are mostly gone, though the state has \$1.6 billion in other reserves (mostly in education and rainy day funds) to help nurse them through the next year (the rainy day fund is no panacea, because it takes extraordinary measures to actually spend it). The publically controversial Corporate Activities Tax is expected to decline in revenue projections by \$414 million in 2019-2021, and decline further to an estimated \$599 million through 2023. We are likely looking at a special session now in June, which could target any needed cuts (in Oregon the Governor is prohibited from taking a scalpel to the budget, she can only make blanket reductions). If there is a special session, and if the legislature does take a deep dive into redistributing some state dollars, they will likely lessen the pain felt by DHS and K-12, the latter of which has a very powerful lobby and stands to lose an enormous amount of money. Salem-Keizer School District announced 20% salary cuts Wednesday to help reduce the number of layoffs, which will not be small.

Oregon's revenue system is especially threatened by this event; with its heavy reliance on income taxes and excise taxes (gas, alcohol, video lottery, marijuana, lodging, etc). The Oregon Chief Economist is estimating that the Oregon economy **will not fully recover until the mid-2020s**. One point of caution in all this. These revenue forecasts are based on the assumption that economic activity will not return to normal until there is a vaccine. Like everything else, there's a bit of politics in this conversation and it rests on some key assumptions about behavior and economic activity and the nature of the virus itself. That said, forecasts will drive budgets and actuals eventually catch up. Our work, again, tends to draw extra resources in times of hardship. But with extra resources comes additional scrutiny, so we have to be even more careful than normal that our work plans are mission driven and responsible to funder expectations; that we practice transparency, efficiency and good ethics in all our work.

As the Agency returns to a more "normal" posture, we will have to continue to practice caution. This is a great undiscovered country on the other side of the virus. Much of the nature of the work will change until there is a vaccine or the virus burns itself out. We will continue to enforce heavy social distancing,

do remote work where we can, provide employees with quality personal protection equipment, redesign our entry spaces and some of our social work practices to limit exposures. Like every other business, there is a whole new employment practices frontier facing us. We will have to find a way to strike a balance between delivering our work in the highest quality way and keeping our staff safe. There are no easy answers in any of this, but to date our Human Resources work has been exceptional, especially this past six months. As this agency has grown, having a fully staffed and highly educated and competent administrative function, from finance to human resources, has become mission critical. When this agency was at \$18 million in grants fifteen years ago, and state and federal compliance pieces were much more lax than they are now, we could get by with smaller administrative budgets. But we are currently a \$35 million agency, and likely will be at \$40 million by this time next year. It's hard to remember sometimes that the Agency is a business, not just a collection of grants. And a business has legal obligations that sometimes grants themselves cannot support. In the past year we've increased our administrative rate from 4.5 percent to just 5.5 percent, which is still the lowest of any Community Action Agency in the state. But that 1 percent has made a world of difference in terms of the depth and talent and expertise we can bring to those administrative functions.

These business practices are largely within our control. The virus, however, is not. And no one really knows what will happen over the course of the summer and into next winter. The history of such pandemics is that spring outbreaks are contained, and then they return with a vengeance in the fall. As the state reopens, it's probable that the infections will increase considerably. That has happened in Texas and in other areas where restrictions were loosened. Oregon has, thankfully, been lightly touched by all this. But Marion County continues to be an outlier. On Wednesday the state had 75 new infections, one-third of which were here in Marion County. Where we go from here remains a great unknown.

Some general brief updates:

- 1.) Child Welfare published their spring newsletter for the abuse reporting hotline this week. The numbers were expected, but painful. There's been a considerable reduction in the number of calls to the hotline, largely because children are not going to school nor engaging with other social services. So things that would have been reported are not seen. It's likely, however, that the level of abuse has increased, not declined, and when the crisis is over we'll face even more challenges.
- 2.) Salem Mayor Chuck Bennett will declare May "Community Action Month" in Salem at the City Council meeting on the 26<sup>th</sup>, at 6:00 p.m. Nationally, May is "Community Action Month," which is held annually to celebrate the important work of our movement. This year marks the 56<sup>th</sup> year of Community Action nationally, and 52<sup>nd</sup> year here in Marion-Polk. You can watch the proclamation on CCTV by following the link below, Tuesday night at 6:00 p.m.  
[https://www.youtube.com/watch?v=5E\\_RAmDdRXo](https://www.youtube.com/watch?v=5E_RAmDdRXo)
- 3.) Multifamily Northwest (the rental housing advocacy group for property owners) conducted their May 2020 rental survey to determine the number of missed rental payments across the state. In May, the non-payment rate across all rental property types was 11.8%. For Class C units (the cheapest rental units, most likely to be rented by those in poverty) the missed payment rate was 17.79%. In Salem things are a bit worse. We don't have a Class C survey for Salem, but the combined number was 13.39% missed payments (out of 13,664 units surveyed). That's about

1.4% *higher* than the general Oregon rate, and we can expect a similar higher correlation for Class C units in Marion/Polk.

- 4.) Our motel program has been a tremendous lifeline to the homeless in our community. We modeled this program after best practice models in Seattle and San Francisco, and other communities in Oregon have followed along. We have sheltered those who were not only COVID positive, but also at risk of serious consequences from the virus, including those over the age of 50 or with underlying health conditions. This week we had 159 homeless in 97 households in four motels, and to date we have sheltered more than 216 unique individuals in 128 households for a total of 4,200 bed nights. The program will likely continue through mid-June. It's currently financed by Pacific Source, Oregon Housing and Community Services, and the Oregon Community Foundation. If we are successful in our attempt at FEMA reimbursement, we may be able to stretch the program on into October. We are taking advantage of this opportunity to make sure that everyone in the motels are processed through coordinated entry for housing, and to touch base with any person that we're looking for to connect to the Salem Housing Authority's HRAP or Redwoods program (which will start in July).
- 5.) The Agency released more than \$2 million in rental and energy assistance to Marion and Polk County residents this week. We have about \$1.5 million in state and federal supports to pay the rent of anyone in the community that has been affected by the COVID crisis. We hope to be able to serve about 600 families with this assistance. On top of that we have another \$540,000 in new COVID-related energy assistance dollars to pay the heating and electric bills of those in need. The energy funds should serve an additional 1,350 households. Combined, we have \$2 million for direct payments to roughly 2,000 client households (no admin nor program delivery in any of this), which will allow us to prevent a new wave of COVID-related homelessness this summer and fall.
- 6.) We concluded our biennium monitoring with the Oregon Department of Education for the Nutrition First program this week. You may recall it was this monitoring two years ago, along with a late single audit, that triggered the Letter of Serious Deficiency and placed the agency in some jeopardy. The monitoring this time went relatively well, but there are still areas for improvement. There were no critical findings (the highest level concerns) in the monitoring, though we do have a few program policies and procedures to clean up. On the finance side, they approved our corrected administrative cost capture procedure and they were impressed with our finance P&P generally, though they want us to develop a desk manual for this specific grant. We have largely completed that grant desk manual already (for the Head Start ODE CACFP grant) and plan to implement it this summer. This grant is federal in origin, and ODE audits to the highest possible standards. Both Sue and Kaolee felt pretty positive about it after the exit conference. Our goal here has to be a fully clean bill of health, however, and not "good enough."

#### Quick Briefs:

- Head Start turned 55 years old this week. I was a Head Start parent, and this program nationally has been one of the most vital and effective anti-poverty programs in American history. Having worked closely with Head Start for nearly two years, I'm deeply impressed with Eva's operation

and the talent and dedication of our Head Start staff to our children and families.

- We should have a new web page soon. Cardwell Creative has been working on that project, which will include not only a fresh version of our current logo and a new webpage, but some sharp photography and videos as well.
- On behalf of CAPO, I continue to work on statewide homeless issues with OHCS, the Governor's office, and many policy makers across the state. The COVID crisis is going to change a good deal about the way we do business in homeless services, and perhaps there could be moves away from mass congregate sheltering in particular. Salem has many policy questions ahead as this first wave of the pandemic passes. What will become, for example, of all the people that are crowded into Wallace Marine and Cascades Gateway Park? The City of Salem in particular needs a clear plan on how they will manage this large unsheltered population once the emergency order ends. I have been invited by the State Senate to testify on statewide shelter needs on June 5<sup>th</sup>, to the Senate Housing and Development Committee chaired by Senator Shemia Fagan.
- Lastly, the recent Baker County lawsuit could end up nullifying the state evictions moratorium. An enormous number of Oregonians could be facing evictions in the next 45 days. This potential scenario has just emerged in the last two days, and the Governor's Office and Legislature know they must take action or face a statewide catastrophe. The pressure and urgency will increase dramatically in the next few days.

**Program Development Board Report**  
**Dana Schultz**  
**May 2020**

**Fundraising**

**Grants**

- Submitted the DOJ BJA Second Chance Act Community Based Reentry Program Grant for DeMuniz Resource Center to support operations and expand housing and peer mentoring services. This would be \$650,000 over three years.
- Awarded \$50,000 from Pacific Source Foundation for a Health Services Coordinator position at the new Redwood Crossing permanent supportive housing project
- Awarded \$640 to purchase children's books for DeMuniz client who participate in and complete the Parenting Inside Out course, from the Salem Rotary Club
- Awarded \$10,000 from the Healy Foundation for general operations support during COVID19

**Website and Logo Updates**

We are continuing to work with Cardwell Creative, a local branding and design firm, to redesign our agency's website and to assist with effective branding methodologies. I am coordinating this project through correspondence with Cardwell Creative, facilitating meetings with the Executive team, and collecting input from Program Directors. Cardwell Creative has updated our logo to a cleaner, more modern version of itself and has begun the redesigning of our website. It is expected to be completed by July/August.

Qualities We Wanted the Community

Action Logo + Tagline to Convey:

- Capable / Relevant
- Compassionate
  - Accessible
  - Innovative
- Collaborative

Refreshed agency logos and new tagline:



Mid-Willamette Valley  
**COMMUNITY ACTION**  
Compassion in Motion



Mid-Willamette Valley  
**COMMUNITY ACTION**



Mid-Willamette Valley  
**COMMUNITY ACTION**  
Compassion in Motion



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Mid-Willamette Valley  
**COMMUNITY ACTION**



## **Special Projects**

### **Fostering Hope Initiative, CBELC, and Child and Family Homelessness**

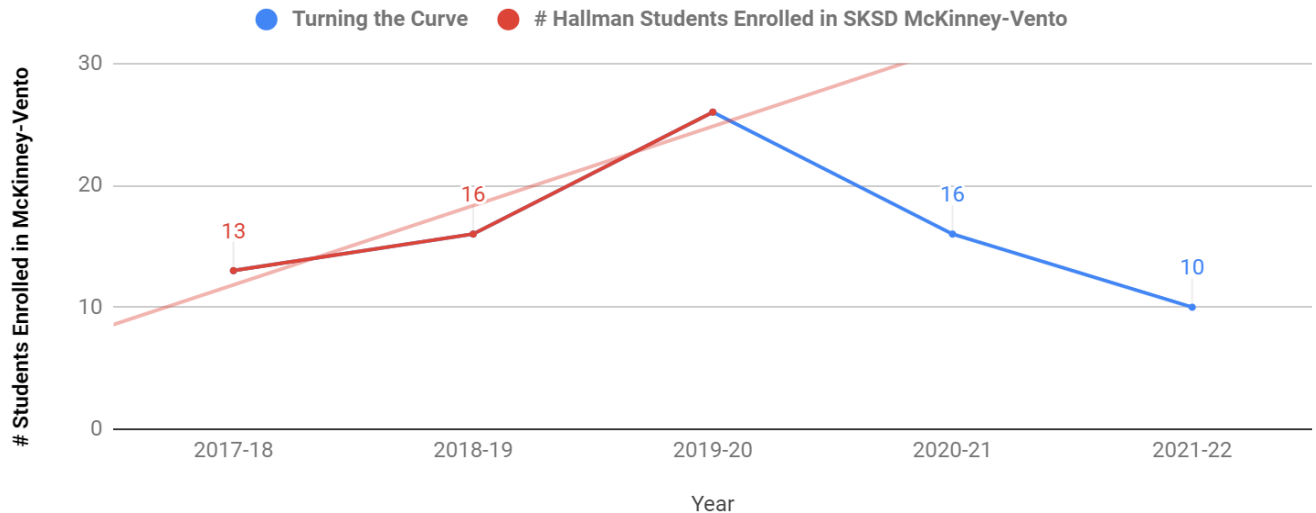
The agency is strengthening its relationships with the Fostering Hope Initiative, a group working to grow collective impact on keeping families safe and building resiliency, by participating on the Executive Council and in the Multi-Disciplinary Care Team. An extension of this partnership is our new leadership role in the Ending Child and Family Homelessness in the Hallman Neighborhood initiative via the Community Business and Education Leaders Consortium (CBELC). We are working closely with community partners to shift the trajectory downward for child and family homelessness, starting in Salem's Hallman neighborhood as a pilot project.



### Baseline & Turn the Curve

Indicator: Number of children enrolled in the SKSD McKinney-Vento program at Hallman Elementary School will decrease.

### Hallman Student Homelessness: McKinney-Vento Program Enrollees, Monthly Avg



\*Data: Salem-Keizer School District STEP/McKinney-Vento Program data, January 2020

### Partners

Mid-Willamette Valley Homeless Alliance, Community Action Agency, Fostering Hope Initiative, Salem-Keizer School District McKinney -Vento Program, Hallman Elementary School, DHS Self-Sufficiency

### Strategy and Action Plan

- Community Action Agency will work with the McKinney-Vento Program (MVP) and Fostering Hope Initiative to identify Hallman Elementary School children experiencing homelessness or at high risk of experiencing homelessness and refer them to the FHI's Multi-disciplinary Care Team (MCT) or other appropriate programs rapidly
- Community Action Agency will work with the MVP liaison for Hallman to conduct outreach to MVP families to identify those willing to be referred to the MCT or directly to ARCHES for services.
- Community Action Agency will explore increased partnership and systems between McKinney-Vento Program (MVP) and ARCHES to better connect families to housing and resources
- Fostering Hope Initiative, in conjunction with partners and the Community Resource Network, will rapidly coordinate care to ensure health, safety, and housing needs are met.
- Community Action Agency will support and work with the Mid-Willamette Homeless Alliance, the regional CoC in Marion/Polk Counties, to prioritize community-wide efforts to address child and family homelessness
- Community Action Agency will work with the MVP to study the biggest causes of Hallman family homelessness, trends and the greatest barriers to achieving housing stability to allow clarity in appropriate interventions, systems and policy changes.
- Community Action Agency will open a family resource office in Catholic Community Services' Seymour Center in the Hallman neighborhood to provide access for families to prevention funds and Coordinated Entry for longer term housing programs.
- Collective stakeholders will conduct outreach and create culturally and linguistically appropriate materials to promote available programs and services, focusing on outreach to the Hallman Neighborhood and leveraging partners such as landlords to help communicate with tenants prior to the point of crisis.

- Collective stakeholders will continue efforts to build a sense of community that supports its families, continuing to create a ‘village-mindset’ that increases inclusion, communication, peer supports, parent supports, services access, etc.

## Equity

The Equity Committee and the Executive Team have begun working with DEI Consultants, Capacity Building Partnerships (CBP), to establish a deep understanding of where our agency is in diversity, equity, and inclusion, and what actions we can take to become stronger in this arena. CBP has built a comprehensive assessment for all staff, leadership, and Board members to identify our strengths and opportunities around DEI. The assessment will be available until the end of May. So far we have 145 responses. The CBP team will be analyzing the data collected to create a report and comprehensive action plan for the Executive Team, the Equity Committee and the Agency as a whole.

## Built for Zero (refresher and update)



### What is “Built for Zero?”

With the support of Kaiser Permanente, Mid-Willamette Valley Homeless Alliance (MWVHA) has joined communities across our nation working to drive homelessness to zero through a coordinated community approach that knows all homeless persons in our community by name and with a commitment to perform prioritized and individualized “case conferencing” that is holistic and integrated in quickly accessing housing and client-centered services.

### Why move to a prioritized case conferencing model?

Focusing on individuals with the greatest needs is critical to ending homelessness within our community and should include:

- Outreach efforts that create a prioritized real-time by-name list of all individuals experiencing homelessness in our community
- Collaboration in bringing together service and housing providers to collectively problem-solve barriers to ending homelessness for each person on the prioritized by-name list



- Operation as a collaborative learning system with data-driven methodologies and a focus on continual improvement
- Focus on the chronically homeless population, and then leverage this success to end homelessness for all

| THE PROBLEM  | THE BUILT FOR ZERO SOLUTION  |
|--|--|
|   |   |
| <b>No single actor is fully accountable for ending homelessness in a community.</b> Each local agency or program holds its own small piece of the solution, but no one has their eye on how the pieces fit together. | <b>An integrated, command center team.</b> Key agencies, like the Continuum of Care, the housing authority, local government, and the VA, work together every week toward a shared definition of zero. |

How will *Built for Zero* be implemented in our community?

*The Built for Zero initiative will be:*

- Transformational with real-time data-driven focus to know each person experiencing homelessness “by-name” and host two case conference sessions each month to address each individual’s housing barriers with a focus on rehousing each person, beginning with the most vulnerable.
- Aggressive in its approach to end chronic homelessness within 36 months (Summer 2021), with monthly reporting to stakeholders and the Community Solutions technical assistance team.

| THE PROBLEM  | THE BUILT FOR ZERO SOLUTION  |
|--|--|
|   |   |
| <b>A once-a-year count of a problem that changes nightly.</b> Annual street counts are a snapshot; your community needs a video. Getting to zero takes line of sight into how people move through your system over time. | <b>Comprehensive, real-time, by-name data.</b> Built for Zero communities know everyone experiencing homelessness by name, in real time. The result is more tailored solutions for individuals and a clearer picture of the system as a whole. |

What commitment is required to support this effort?

*Agency leaders commit outreach, clinical services, case management, and housing staff that will take responsibility to:*

- Engage with chronically homeless individuals and families and collect information in the common Homeless Management Information System (HMIS)

- Attend two case conferencing sessions (est. 1½ hours each) per month beginning in Spring 2020
- Provide agency resources and staffing to assist chronically homeless persons to achieve housing placements with appropriate services

*MWVHA and the Built for Zero Strategy Team will:*

- Use HMIS to create a By-Name List prior to each case conferencing session
- Review monthly progress in reducing chronic homelessness and adjust the process to be more effective through continual system-level process improvement – *we will not do something that is not working*
- Coordinate the By-Name List and Case Conferencing logistics
- Report to community stakeholders and Community Solutions on *Built for Zero* outcomes.

| THE PROBLEM  | THE BUILT FOR ZERO SOLUTION  |
|--|--|
|   |   |
| <b>Housing supply paralysis.</b> Expanded housing resources are crucial, but many cities have dramatically expanded housing supply without making a dent in homelessness. The reason? They never fixed the housing system. | <b>Strategic, data-driven housing investments.</b> Built for Zero communities use real-time data to secure the housing resources they need and target them for the greatest possible reductions in homelessness. |

#### Updates:

MWVHA's BFZ Strategy Team has formed and met to begin planning for their first two Built for Zero priorities:

1. Case Conferencing planning and development for a June launch
2. Coordinated Outreach across providers and sectors to ensure all people experiencing homelessness are known and data is unduplicated and high quality

BFZ Strategy Team members include:

Salem Housing Authority  
Community Action/ARCHES  
MWVHA CoC/CoG  
Northwest Human Services  
Polk CDC  
Shangri-La  
Pacific Source  
Sheltering Silverton  
Kaiser Permanente

**Chief Financial Officer Report  
To The Community Action Agency Board  
Kaolee Hoyle, Chief Financial Officer  
May 2020**

Annual Financial Audit

The Annual Financial Audit has been scheduled for October 12<sup>th</sup> – 15<sup>th</sup>.

ODE HS CACFP Administrative Review

ODE performed their CACFP Administrative Review on January 22<sup>nd</sup> – 23<sup>rd</sup>. We submitted corrective actions to ODE in March and May, and they have responded to our corrective actions. The Agency is required to reply within 15 calendar days from their letter dated May 21, 2020.

ODE NF CACFP Monitoring

ODE performed their CACFP Monitoring and found six areas not in compliance with federal and/or state regulations and policies, including one in financial – administrative costs. The Agency is required to respond within 30 days of the receipt of the letter dated May 20, 2020.

IRS 990

The IRS 990 has been extended to July 15, 2020.

Payroll Filings

All payroll filings and deposits have been made timely.

**Chief Operations Officer Report  
To The Community Action Agency Board  
Helana Haytas, COO May 2020**

**COVID-19 Re-Opening Plans**

Provided guidance to programs with development of re-opening plans where applicable, including cleaning and sanitation, PPE, implemented agency wide guidelines on social distancing, guidelines for meetings and break areas, building occupancy limits, protective plexi-glass for front desk areas, and distributed inventory of donated kn95 masks. Staff working remotely are continuing to do so, with some departments increasing hours for on-site work schedules. Most staff working on-site are using cloth or disposable facial coverings but agency wide, masks are not required. PPE masks are now available if requested by staff or client. ARCHES Day Center has determined that face coverings per CDC guidelines are essential to the delivery of on-site shelter services and all staff are required to comply while on-site.

[COVID@mwvcaa.org](mailto:COVID@mwvcaa.org) continues to be available for reporting concerns, circumstances and updates from employees separate from their direct management.

**COVID-19 Hazard Pay**

HR worked with agency programs to determine staff with most risk—direct client or public contact, and implemented temporary hazard pay differential.

**Returning-to-Work Staff Survey**

With childcare options beginning to emerge in the local area, Head Start staff responded to an employee survey regarding their concerns about returning to work while COVID-19 is still actively affecting services around the state. HR staff collected, analyzed and tracked individual results for eligibility to do remote work, various accommodations, flexible shift scheduling and medical documentation when supplied. Some staff have medical conditions that required additional communication and support; and/or accommodations going forward. Normal preparations are also being made for school year employees to go on annual summer furlough beginning mid-June.

Overall staff have been graciously compliant with requests for reporting, compliance and social distancing measures during this unexpected public health crisis, and as a result the agency appears to have fared well with very few known cases of COVID-19.

**OSHA Citation - Penalty**

ARCHES received a Citation and modest penalty for a fall hazard identified in December 2019, during the renovation by contractor Good Earth. The hazard was immediately corrected during the inspection and no additional corrective action was required.

**HR administration**

HR launched electronic Personnel Action Forms in Paycom at the Director level to advance employment and pay actions without the use of paper forms. HR staff continues doing recruitment and hiring via email while working remotely from home, including job offers, screening, virtual (Zoom and GoTo Meetings) onboarding and email document signing. HR recently implemented Skill Survey for electronic automated Reference Checking, and ESkills testing for basic computer, writing and alpha skills. HR Staff is currently in test mode for electronic document signature software, onboarding system and exploring multiple platforms for online mandatory training. All agency staff performance reviews will be electronic this year, are due for delivery over the next two months.



## THE ARCHES PROJECT

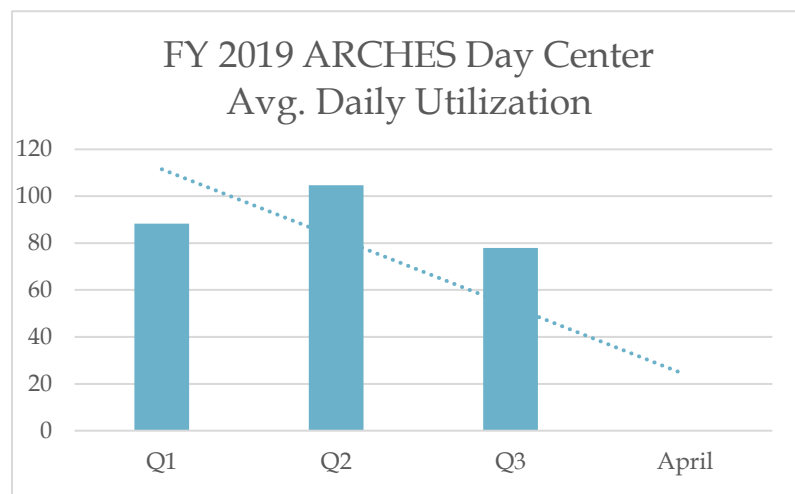
615 Commercial Street NE  
Salem, Oregon 97301

CRP Board Report – May 2020

CRP administers MWVCAA’s homeless services and housing programs in Marion and Polk Counties. These programs are commonly called the “ARCHES Project.” Our services are located at 615 Commercial Street in Salem, as well as at the Dallas Resource Center in Polk County, and the Santiam Outreach Community Center in Mill City.

### ARCHES Day Center:

Since opening day, the total number of duplicated Day Center visits is 43,401 - with an average daily attendance rate of 104. During the month of April, there were zero duplicated visits due to COVID-19. This has greatly impacted the overall annual utilization of the space. By this same time period last year, (FY 2018) 21,998 duplicated visits had been recorded. Compared to 17,324 so far this fiscal year.



This decrease is associated with, COVID-19. The Day Center began implementing exposure control measures during the first week of March. As ARCHES moved through our COVID Exposure Response Plan, increased prevention measures were applied. This

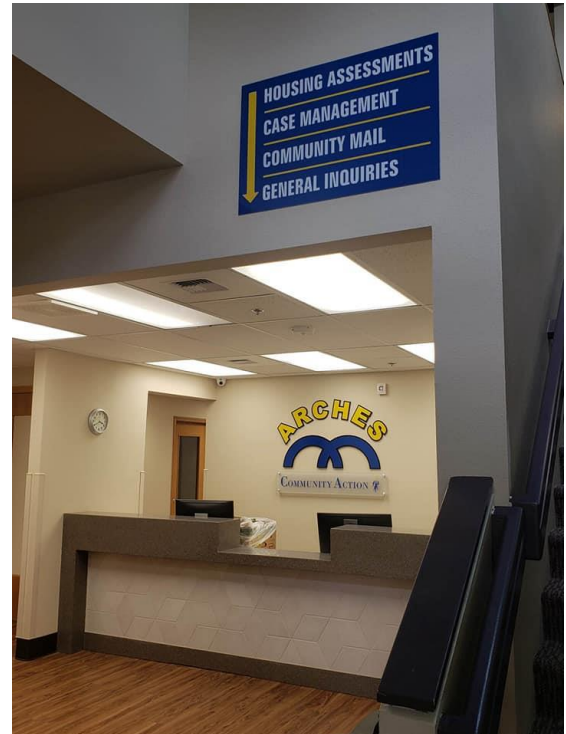
move resulted in early closures, limiting occupancy, and on March 20th closing the Day Center. This closure remained in effect through the entirety of April.

Starting on May 1, 2020 the ARCHES Day Center re-opened with limited hours, Monday – Friday 9:00am – 3:00pm. Exposure control measures have been put into place to protect both clients and staff, including: Max occupancy of 10 persons with rotating groups every hour, social distancing, frequent cleanings, and PPE utilization. Lobby services remain open Monday – Friday, 8:15am – 3:00pm. Under a pilot test, 171 showers were provided during April. This modified service will continue throughout COVID, with an expectation of increasing utilization post pandemic.

Beginning on April 29, ARCHES began piloting their laundry services. With walk-in appointments available M-F, 8:30am-3:00pm.

#### **Remodel Update:**

The ARCHES Day Center remodel is nearly complete. ARCHES has received its temporary occupancy permit and has passed plumbing, electrical, as well as HVAC inspections. Last remaining remodel items is the completion of the contractor’s “punch list”. Due to COVID response, there has been a delay in finishing these items as well as pursuing kitchen licensing with Marion County. As the county pursues a soft re-opening, the completion of the project has been established as a priority for all parties.



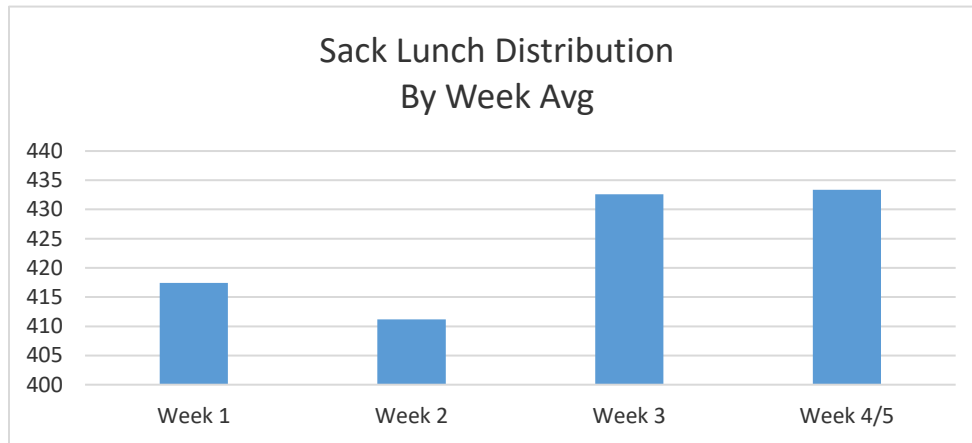
#### **ARCHES Basic Needs & Supportive Services:**

| Basic Needs & Supportive Services |                       |               |         |       |          |                     |
|-----------------------------------|-----------------------|---------------|---------|-------|----------|---------------------|
| Month                             | New client Mail Boxes | Checking Mail | Lunches | Calls | Pet Food | Hygiene & Hair Cuts |
| <b>Q 1 Total</b>                  | 212                   | 3061          | 5771    | 4789  | 402      | 145                 |
| <b>Q2 Total</b>                   | 159                   | 2812          | 5656    | 4191  | 133      | 69                  |
| <b>Q3 Total</b>                   | 187                   | 3407          | 5031    | 3426  | 42       | 28                  |
| <b>April</b>                      | 36                    | 831           | 1798    | 1390  | 77       | 34                  |
| <b>FY 2019 Total</b>              | 594                   | 10111         | 18256   | 13796 | 654      | 276                 |
| <b>FY 2018 Total</b>              | 750                   | 9908          | 23145   | 17505 | 1863     | 403                 |



Current utilization of Day Center Supportive Services decreased during April 2020. Likely in response to limited Lobby capacity to support enhanced social distancing. During COVID, Lobby Services included: community mailboxes, sack lunches, hygiene kits, hair cut vouchers, and pet food. In all, the month of April saw 4,166 supportive service transactions. Despite COVID, this monthly total is greater than the months of December, January, and February. In fact, ARCHES Lobby Services tracked the most calls seeking resource Navigation to date. Which is likely a result of the community seeking COVID related resources.

The majority of Supportive Services provided in April were sack lunches (43%), as well as accepting incoming calls for resource referrals (33%). The general trend of increasing sack lunch distribution throughout the month remained. With week 4/5 providing 500 lunches. This is the highest 4/5 week distribution to date.



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

For the 2019 Fiscal Year, ARCHES continues to reports monthly on households and individuals served by our housing stabilization programing. This data will be broken up into two segments. The first category, focusing on ARCHES housing programming (*Table 1*), which supplies prevention services, rental assistance, barrier removal, and deposits will be displayed. The second category is specialty programing (*Table 2*), this is inclusive of services that provide basic need supports, as well as self-sufficiency development.

During the month of April, 151 households (279 persons) received housing support, as well as 21 households exiting into self-sufficiency. Meaning they are able to live independently of ARCHES assistance moving forward. Since tracking began in July 2019, 362 households have exited ARCHES programing into permanent housing solutions.

| April ARCHES Housing Programs |                          |               |                 |                             |                     |                              |                            |
|-------------------------------|--------------------------|---------------|-----------------|-----------------------------|---------------------|------------------------------|----------------------------|
| Table 1                       |                          |               |                 |                             |                     |                              |                            |
| Housing Programs              | Households Served        | Adults        | Children        | Households Searching        | Newly Housed        | Self-Sufficiency Exit        | Total Unique Served        |
| RRH+                          | 12                       | 14            | 6               | 2                           | 0                   | 0                            | 20                         |
| RRH                           | 76                       | 96            | 56              | 35                          | 2                   | 5                            | 151                        |
| Diversion                     | 3                        | 3             | 1               | 7                           | 1                   | 1                            | 1                          |
| DHS Fresh Start RRH           | 2                        | 2             | 3               | 2                           | 2                   | 2                            | 5                          |
| DHS Navigators                | 10                       | 9             | 1               | 8                           | 3                   | 2                            | 10                         |
| HSP                           | 12                       | 12            | 25              | 1                           | 1                   | 4                            | 37                         |
| OHA-VRAP - RRH                | 29                       | 38            | 6               | 2                           | 0                   | 0                            | 44                         |
| Polk County RC - Prevention   | 0                        | 0             | 0               | 0                           | 0                   | 0                            | 0                          |
| Polk County RC - Diversion    | 3                        | 3             | 2               | 0                           | 0                   | 3                            | 5                          |
| Marion County - Diversion     | 1                        | 1             | 0               | 0                           | 0                   | 1                            | 1                          |
| Marion County - Prevention    | 0                        | 0             | 0               | 0                           | 0                   | 0                            | 0                          |
| Mill City RC - Prevention     | 1                        | 1             | 2               | 0                           | 0                   | 1                            | 3                          |
| Mill City RC - Diversion      | 2                        | 2             | 0               | 0                           | 0                   | 2                            | 2                          |
| <b>TOTAL Served</b>           | <b>Households Served</b> | <b>Adults</b> | <b>Children</b> | <b>Households Searching</b> | <b>Newly Housed</b> | <b>Self-Sufficiency Exit</b> | <b>Total Unique Served</b> |
|                               | 151                      | 181           | 102             | 57                          | 9                   | 21                           | 279                        |

ARCHES specialty services engaged 270 persons (or 270 households) in this most recent period. Currently, the Veteran Service Office Program and Coordinated Entry are two of ARCHES' highest volume specialty programming. To date, 5,973 households have engaged with ARCHES specialty services since July 2019. Given the high volume of the VSO office, 93% of those accessing these programs were veterans in April.

| April ARCHES Specialty Programs  |                          |               |                 |                 |                   |                            |
|----------------------------------|--------------------------|---------------|-----------------|-----------------|-------------------|----------------------------|
| Table 2                          |                          |               |                 |                 |                   |                            |
| Specialty Programs               | Households Served        | Adults        | Children        | Veterans        | Fleeing DV        | Total Unique Served        |
| HRAP                             | 0                        | 0             | 0               | 0               | 0                 | 0                          |
| Coordinated Entry - Marion       | 204                      | 221           | 89              | 15              | 20                | 310                        |
| Coordinated Entry - Polk         | 0                        | 0             | 0               | 0               | 0                 | 0                          |
| <b>Coordinated Entry - TOTAL</b> | <b>204</b>               | <b>221</b>    | <b>89</b>       | <b>15</b>       | <b>20</b>         | <b>310</b>                 |
| Mobile Showers                   | 0                        | 0             | 0               | 0               | 0                 | 0                          |
| Employment Navigation            | 20                       | 20            | 0               | 3               | 0                 | 20                         |
| Marion County VSO                | 249                      | 249           | 0               | 249             | 0                 | 249                        |
| Birth Certificates               | 1                        | 1             | 0               | 0               | 0                 | 1                          |
| RENT- Tenant Education           | 0                        | 0             | 0               | 0               | 0                 | 0                          |
| <b>Total Served</b>              | <b>Households Served</b> | <b>Adults</b> | <b>Children</b> | <b>Veterans</b> | <b>Fleeing DV</b> | <b>Total Unique Served</b> |
|                                  | 270                      | 270           | 0               | 252             | 0                 | 270                        |

### **Rural Resource Services:** *Marion and Polk Counties*

Rural Resource Services provide prevention funds for households experiencing an unexpected and unavoidable emergency in rural 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.

| Rural Resource Services - April 2020 |                |           |                   |                |                 |         |         |                        |             |
|--------------------------------------|----------------|-----------|-------------------|----------------|-----------------|---------|---------|------------------------|-------------|
| Resource Referrals                   |                |           |                   |                |                 |         |         | Direct Client Services |             |
| County                               | Housing & Rent | Utilities | Security Deposits | Transportation | Food & Clothing | Medical | General | HHs Served             | Money Spent |
| Polk Co.                             | 30             | 0         | 0                 | 2              | 72              | 0       | 45      | 3                      | \$ 975.00   |
| SOCC                                 | 4              | 5         | 1                 | 0              | 2               | 0       | 1       | 5                      | \$ 1,057.00 |
| Marion Co.                           | 20             | 11        | 5                 | 6              | 9               | 1       | 44      | 1                      | \$ 815.00   |
| Total                                | 54             | 16        | 6                 | 8              | 83              | 1       | 90      | 9                      | \$ 2,847.00 |

During the month of April, 9 households were assisted and avoided homelessness. These services provided \$2,847 in prevention assistance. This decrease in service utilization is common for the end of a fiscal year period, and increases are expected come July 2020.

### **MWVCAA – Homeless Prevention/ Rent Relief Program**

In response to COVID, ARCHES has designed a robust prevention platform. Where households who have been impacted by COVID (i.e loss of employment, sickness, etc) will be eligible to receive one time rental and/or utility assistance to help re-stabilize after the pandemic. ARCHES anticipates a large increase in prevention requests and has opened multiple access points within Marion and Polk County, including: ARCHES, Santiam Outreach Center (SOCC), Polk CDC – Dallas, Love Inc. – Woodburn, Sheltering Silverton – Silverton.

Funding for the prevention program is provided from a variety of state and federal sources. All aimed at helping Oregonians to stay in their homes as a result of COVID closures and rebuild stability within the community. Sources include: Oregon Housing and Community Services (OHCS) – Rent Relief funds, OHCS – Emergency Solutions Grant, and OHCS – Community Service Block grant. In all, ARCHES anticipates roughly 1.5 million dollars in direct client service.

To access aid, households are encouraged to call 503-399-9080 ext 4003 to speak with a Coordinated Entry representative. From there, a Housing Assessment will be conducted. Upon completion the household is referred to a member of our Prevention

team for processing. Team members work with the household to determine eligibility and facilitate bill payment. Work can be conducted remotely or at any of our partner locations. Specialized systems have been put into place for particular sub-populations, such as: Veterans, Spanish speaking households, and families.

**Mid-Willamette Valley Community Action Agency**

***Marion & Polk County Homeless Prevention Program***

MWVCAA – ARCHES is announcing a Homeless Prevention Program for Marion and Polk County residents. If you or someone you know is experiencing difficulties with past due rent, or utilities, as a result of a COVID emergency then MWVCAA might be able to help.

Eligible payments include one-time rental assistance, security deposits, and/or one-time utility payments.

**Program Requirements are as follows:**

- Unexpected COVID emergency (i.e loss of income, sickness, etc)
- 50% AMI income or less by household size
- Must have a past due rent or utility bill (final notice not required)

**The process (between May 12 – June 30) is:**

- Household will call MWVCAA – ARCHES (503-399-9080 ext 4003) to schedule a Housing Assessment
- Assessor will place client on the Prevention list with a COVID-19 identifier and make a referral to Resource Services
- A representative from MWVCAA Resource Services will contact the household for screening and to begin the eligibility process

*Funding is provided by Oregon Housing and Community Services through the Rent Relief funding package.*



**Have you Experienced an emergency due to COVID-19?**

**Are you unable to pay your rent or utilities because of it?**

*If you answered yes to either of these questions  
Please call 503-399-9080 ext. 4003 to be assessed  
for possible financial assistance*



## Program Success Stories:

### ARCHES Veteran Services

A female Veteran with 3 children is transitioning from ARCHES to a Housing Choice Voucher through Salem Housing Authority. This Veteran came to us 2 ½ years ago experiencing extreme symptoms of PTSD. She was unable to work, was homeless with her children and expressed very little hope for her future. Staff provided her with support, helped her get connected with appropriate mental health services and helped her family get housed. With ongoing support from ARCHES Veteran Program staff and the community supports she engaged with she has been employed for 18 months, has remained stable in her housing with the assistance of VRAP funds and her mental health has also stabilized. She is excited to be moving forward and has expressed that the supports she received gave her the stability she needed to regain confidence in herself.

- *Linda Strike, Program Manager*

While the VSO office has been close, we have still be able to assist households remotely; continuing to be a resource where we can. Since March, VSO's have brought in more than \$350k in retro payments, and over \$20k in continued monthly awards for veterans.

Furthermore, on May 15th I received a call from a veteran that had won his claim. He had been fighting with the VA since 2012 and wanted to give up when he came into the office in late 2018. I worked with him to find a new path. During our call he thanked me for advising him to not give up and keep fighting. He let me know that we finally won the claim and he has already received the retro payment in his account, a little over \$120,000. His monthly VA award went from \$1,100 to over \$3,000. With all of the financial hardships related to COVID -19, its nice knowing our office can make a difference.

- *James Riddle, Veteran Service Officer (Lead)*

### ARCHES Housing Opportunity Program (AHOP)

“Lena was enrolled in our Cascades housing program, and has since made the transition to AHOP. I personally didn't have the privilege of working with Lena personally. However, Lena made truly impressive progress during her time with our programs. She overcame huge barriers just to find housing. Lena had an extensive criminal history including recent prison time and little to no rental history or credit. Lena faced hurdles throughout her time in our program. However throughout these challenges she maintained employment, a stable household, as well as provided consistent and stable childcare for all three of her children. Lena's most recent success is that she has transitioned onto long-term stable housing with Salem Housing Authority, and no longer has need of assistance from ARCHES.

- *Kaela Lambardi, AHOP Case Manager*

## Coronavirus Response:

ARCHES is working diligently as we respond to COVID-19 in our community. Hoping to play our part in preventing, mitigating, and hopefully managing the infection. But like with all communicable diseases, we are relying heavily on local authorities to detail an individual and community based response. As a result we are in regular communication with regional experts and our Public Health department.

ARCHES (including our offsite locations – VSO, SOCC, Polk) has adopted a 4 phase approach to COVID-19. With each phase building on one another to protect staff/volunteers and clients. Current operations are at a **Phase Three response – Environmental Controls**. With the main focus being modification of services (i.e Day Center, Outreach, and Housing), suspension of high risk services (mobile showers, tenant education classes, volunteer program), as well as moving the bulk of ARCHES services to a remote work-site mobile.

Looking ahead, ARCHES is eager to expand services and staff are excited to return. In light of this, ARCHES has developed a Three phase plan for re-opening. Detailing efforts to mitigate disease transmission while broadening service delivery and accessibility. Efforts to re-open await further state and local health authority review and guidance.

- COVID Program Updates:
  - Day Center: Open. 10 guests at a time. M-F 9:00am – 3:00pm.
  - Lobby & Supportive Services- Open. 3 guest at a time. M-F, 8:15am-3:00pm.
  - ARCHES showers & Laundry – Open. M-F, 9:00am – 3:00pm. Walk-in Only.
  - Coordinated Entry – Available by phone. M-F, 8:30am – 3:00pm. Call 503-399-9080 ext 4003.
  - Resource Centers-
    - *Santiam Outreach & Community Center* – Available by phone, M-F 8:15am – 4:30pm. 971-332-5676
    - *Marion County Resource Center* – Available by phone, M-F 8:15am – 4:30pm. 503-508-1926
    - *Polk County Resource Center* – Available by phone, M-F 8:15am – 4:30pm 503-623-9664
  - Veteran Services – Available by phone, M-F 8:15am – 4:30pm. 503-399-9080 ext.4013
  - Homeless Prevention/Rent Relief – Contact 503-399-9080 ext. 4003, M-F 8:15am-3:00pm.

*\*\*A staff video was produced to help bring everyone together, despite being so distant. We are all looking forward to the day where we can work together again. We hope you enjoy.\*\*\**



## COVID Program Highlights:

Hotel Shelter Program – ARCHES is placing unsheltered households into hotels throughout Marion and Polk County (largely in Salem) to help prevent the transmission of COVID-19. Households may be referred from a partner agency, or self-refer through Coordinated Entry. The primary population assisted is individuals with specific underlying health conditions, as specified by the CDC, that result in them being high risk. In this instance, the hotel program is acting as a prevention measure through isolation. The second group is unsheltered individuals who have either tested positive for COVID, are pending a COVID test result, or are symptomatic and are unable to receive a test. This group is quarantined in a separate hotel to prevent transmission within the population. To assist in the program, key partnerships have been established to provide adequate food distribution, medical services, as well as financial support.



- As of May 19, 2020 – 97 households (totaling 1159 persons) were in the hotel program. 2 COVID + households have been assisted thus far.
- Hot meals are provided to hotel residents two times a week, as well as regular food boxes, thanks to area volunteers and organizations (including: Salvation Army, Vet Care, Kindness closet, United Way and SOVAH)

Outreach Program – During COVID 19 ARCHES is reinforcing the mantra, “bring the services to them”. Whereby outreach workers daily visit the Wallace and Cascade Gateway park encampments to check in the welfare of the unsheltered population. To aid in the work, 4 new outreach workers have been added to the team. This has facilitated complete Salem area coverage, as well as working alongside community partners. Coordinated efforts have been established, as well as the utilization of a share communication system.

Since March, access to medical care and testing has increased within the camps, as well as food access. Collaborative events have been hosted within the camps, bringing: meals, housing assessments, basic need supports, and medical care. These events will continue throughout the COVID crisis in hopes of keeping everyone engaged in services

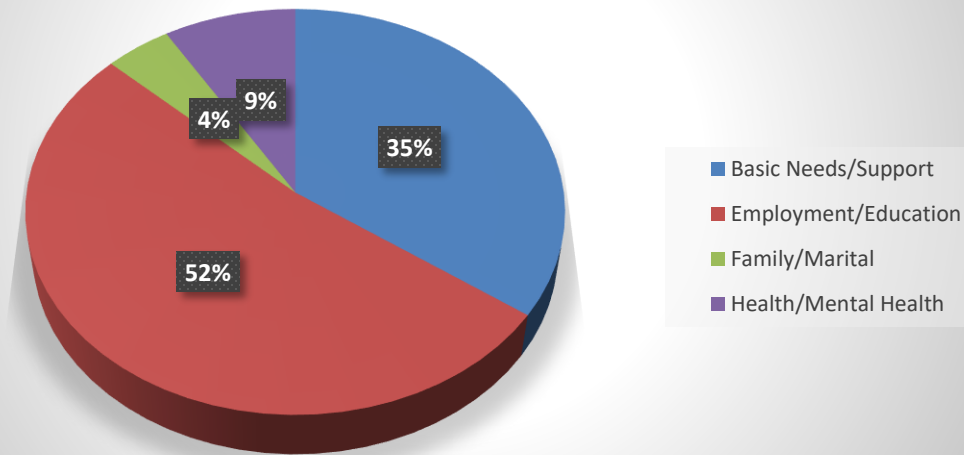


Coordinated Entry – In order to document homelessness due to COVID ARCHES has developed a tracking system. One that will showcase the number of households seeking assistance, and how that need translates into one of four vulnerability/ service categories as determined by the ARCHES Housing Assessment. As of May 19, 140 households have been identified as having COVID related need. ARCHES will continue to track this as eviction and utility moratoriums come to a close.

| COVID Households through ARCHES Coordinated Entry |                              |                         |                        |                         |                           |
|---|------------------------------|-------------------------|------------------------|-------------------------|---------------------------|
| <i>Date of Review</i>                             | <i># of prevention</i>       | <i># of Diversion</i>   | <i># of RRH</i>        | <i># of PSH</i>         | <i>Total COVID cases</i>  |
| 4/15/2020   | 11                           | 1                       | 1                      | 6                       | 19                        |
| 5/11/2020   | 56                           | 2                       | 4                      | 6                       | 68                        |
| 5/18/2020   | 126                          | 3                       | 4                      | 7                       | 140                       |
| COVID Individual Data by Assessment Category      |                              |                         |                        |                         |                           |
| <i>Category</i>                                   | <i>Number of Individuals</i> | <i>Number of Adults</i> | <i>Number Children</i> | <i>Average VI Score</i> | <i>Average FUSE score</i> |
| Prevention  | 0                            | 0                       | 0                      | 0                       | 0                         |
| Diversion   | 3                            | 3                       | 0                      | 4                       | 0.66                      |
| RRH   | 7                            | 4                       | 3                      | 7                       | 5.66                      |
| PSH   | 8                            | 7                       | 1                      | 12                      | 7                         |
| COVID - Households Refrred to Program             |                              |                         |                        |                         |                           |
| <i>Category</i>                                   | <i>Number of Individuals</i> | <i>Number of Adults</i> | <i>Number Children</i> | <i>Average VI Score</i> | <i>Average FUSE score</i> |
| Prevention  | 316                          | 172                     | 144                    | 6                       | 1.52                      |
| Diversion   | 0                            | 0                       | 0                      | 0                       | 0                         |
| RRH   | 2                            | 1                       | 1                      | 8                       | 1                         |
| PSH   | 0                            | 0                       | 0                      | 0                       | 0                         |



## How the De Muniz Resource Center Served Clients in April



## Opportunities/Challenges

- ❖ De Muniz Resource Center served 41 clients in April
- ❖ We continue to work closely with Marion County Sheriff's Office on reaching incarcerated clients for remote services
- ❖ Navigators have recorded orientation videos for the clients to view at the Transition Center which include an introduction to our services, including remote services
- ❖ Navigators continue to complete intakes and navigator coaching sessions over the phone- the bulk of the assistance has pertained to employment and basic needs and support
- ❖ The center continue to be open to community clients MWF with limited hours, staff are available by phone during business hours
- ❖ Willamette Workforce Partnership renewed our Specialized Services Contract which has our Employment Navigator performing a high level of collaboration & services at WorkSource Oregon in Salem
- ❖ We submitted a grant application to the U.S. Department of Justice for consideration of a Bureau of Justice Assistance grant for \$650,000
- ❖ De Muniz Resource Center was awarded a small grant from Rotary Literacy Committee- this project will allow us to provide our clients (that are parents of younger children) with children's books. The focus will be for clients that attend our Parenting Inside Out classes.
- ❖ Main challenge continues to revolve around budget and staffing shortages

## Success Story

(Submitted by our Employment Navigator)

*“Where There's a Will”*

It had been a few months since I had initially met A.C. during his time at the Marion County Transition Center. Though we only got to work with each other briefly at that time, it was clear A.C. was determined to make a change. It would be in the midst of the coronavirus that A.C. would make his way back to the Resource Center for employment assistance. Making the most of these difficult and uncertain times, A.C. had managed to get hired by two different companies only to have both of them then let him go due to his past convictions. Feeling discouraged, and understandably so, A.C. knew what he needed to do and wasted no time accessing the resources available to him.

A.C. and I spoke over the phone and made a plan to meet at the De Muniz Resource Center for an in-person follow up. I helped A.C. edit his resume and we strategized a new approach for his job search. As luck would have it, that same morning, an employer had reached out to me in search for applicants to fill open positions with his landscaping company. I immediately thought of A.C. and shared this opportunity with him. However, there was yet another roadblock we would need to address. Due to the DMV closures across the state, A.C. had not been able to get a replacement State ID and I was now unable to help him with the voucher to obtain one. I told A.C. I would explain his situation, and the unique circumstances due to COVID-19, to the employer and hope for some understanding and compromise.

I emailed A.C.'s resume to the employer and explained the situation regarding his I.D. then anxiously awaited his response. The following week, the employer called me to say he had hired A.C. using some alternate forms of ID. I expressed my gratitude to the employer for exemplifying what it means to be a second-chance employer and for having the flexibility that is so needed during this crisis. A.C. faced barrier after barrier, including completely unprecedented ones none of us could have been prepared for, and he persevered. I often struggle to help my clients navigate their lives post incarceration, let alone in times like these, but A.C. reminded me with his actions that where there's a will, there's a way.

\*De Muniz Resource Center is funded through the Marion County Sheriff's Office and is contracted to serve clients in Marion County.

**CCR&R PROGRAM REPORT**  
Shannon Vandehey-Program Director  
May 2020

**Opportunity:** Trying to think glass half full, rather than empty in our COVID situation.

Our CCRR team is still working, many from home and a few alternating/staggering time at work. Our team is doing an incredible job in this overwhelming situation.

- Finished up our Market Price Study. Every two years providers are extensively updated in our regions, in our database which includes the current rates they are charging. OSU takes the information and develops a report on the state of child care in Oregon. When 211 took over referrals several years ago from CCRR, they also were given the chore of updating. Long story short, that did not work out. Updates were given back to CCR&R's in October and has been highly successful. CCR&R's were very happy to get this back, as updates were a very important touch point for us.
- Coordinating Marion, Polk & Yamhill (English, Spanish and Russian) provider network meetings remotely.
- Assisting providers, especially Spanish providers with ordering much needed supplies from the state.
- Supporting providers remotely in applying for Preschool Promise Grant that was due May 4.
- Creating virtual support sessions for our region providers. Supporting them on the COVID resources available through the state, such as the Payroll Protection Plan, Unemployment benefits for the self-employed and the Early Learning Division COVID relief dollars specifically for child care. Assisting with applications where needed. We found our Spanish and Russian providers had a lot of difficulty applying.
- We have increased provider participation in our early childhood professional development webinars. We offer our webinars statewide, to early childhood professionals in partnership with our statewide CCR&R's. Our last webinar had 400 attendees!
- In addition to our statewide providers, we are also serving CAA Head Start Staff and other local Head Starts in weekly SET 2 webinars during the day.

**Challenge:** All of the above.

**Challenge:** Emergency Family Child Care is struggling hard to stay open and those closed are struggling to pay the bills. Many have applied for the various supports but as we have all heard, it is extremely difficult to

This week the state issued child care guidelines for re-opening, as child care will be within the Phase 1 state reopening. Child care providers must still be approved for emergency child care through an application process. These guidelines were highly debated and were released this week.

## Energy Services April Program Report

Traia Campbell, Program Director

### Executive Summary of Activities (Numbers served/service units/outcomes)

Energy Services households served in April: LIHEAP, OEA PGE & PP, OLGA & GAP

#### APRIL 2020

| Funding      | HH         | People      | >6         | 60+        | Disabled   | @ or below 75% of poverty      | Ave HH pmt      |
|--------------|------------|-------------|------------|------------|------------|--------------------------------|-----------------|
| LIHEAP       | 241        | 753         | 117        | 86         | 64         | 102 =42% of hh served          | \$387.48        |
| OEA PGE      | 294        | 800         | 80         | 139        | 115        | 111 = 37% of hh served         | \$377.31        |
| OEA PP       | 43         | 104         | 11         | 25         | 26         | 11 =25% of hh served           | \$365.00        |
| OLGA         | 83         | 287         | 35         | 29         | 24         | 31 = 37% of hh served          | \$415.06        |
| GAP          | 15         | 48          | 9          | 6          | 3          | 3 = 20% of hh served           | \$123.20        |
| <b>Total</b> | <b>676</b> | <b>1992</b> | <b>252</b> | <b>285</b> | <b>232</b> | <b>258 =38% of hh's served</b> | <b>\$386.21</b> |

#### MARCH 2020

| Funding      | HH         | People      | >6         | 60+        | Disabled   | @ or below 75% of poverty      | Ave HH pmt      |
|--------------|------------|-------------|------------|------------|------------|--------------------------------|-----------------|
| LIHEAP       | 418        | 1280        | 200        | 154        | 151        | 142 =33% of hh served          | \$372.70        |
| OEA PGE      | 285        | 772         | 97         | 134        | 139        | 93 = 32% of hh served          | \$373.28        |
| OEA PP       | 63         | 154         | 14         | 38         | 26         | 18 =28% of hh served           | \$354.29        |
| OLGA         | 121        | 383         | 49         | 41         | 41         | 37 = 30% of hh served          | \$389.38        |
| GAP          | 26         | 86          | 8          | 9          | 7          | 3 =11% of hh served            | \$127.97        |
| <b>Total</b> | <b>913</b> | <b>2675</b> | <b>368</b> | <b>376</b> | <b>364</b> | <b>293 =32% of hh's served</b> | <b>\$372.41</b> |

#### Opportunities/Challenges

The Energy office closed access to the public at the end of March. All April scheduled appointments and waiting lists were contacted for phone interviews instead of in office appointments. After the initial phone interview, the applications were sent to the applicant via email and mail for signature and backup. Several applications are in pending, several clients are taking longer to turn in the signed application and backup. The new process has been successful but is much more time consuming. It takes team work from the point of scheduling the appointment to getting the application completed and ready for qualify assurance. Applications are handled over 3 times where in the past Eligibility Specialists would interview, prepare and submitted the finished application for review. Energy's Director and Operations Manager have joined our Team to process applications. While our monthly completion numbers are lower we have not stopped assisting clients.

At the end April Energy's funding I found some of Energy's funding is getting low. LIHEAP CARE funds are expected in May and will provide needed LIHEAP assistance for Marion and Polk counties. Portland General Electric has committed to providing energy assistance funds to assist their customers, we are waiting to hear more. Our OEAP PGE funds are dwindling, and I foresee they will be gone at some point in June. Energy has a surplus of OEAP Pacific Power funds, we will reach out to community partners in Marion and Polk counties to get these funds to eligible PP customers.

During this pandemic, Energy has learned new ways in which to assist our community. Once full access is restored, I am planning on keeping some of these new learned processes in place. Many clients appreciate having the option of receiving assistance by phone/email/mail and not having to come into the office. While we have provided this option to homebound applicants we have never opened the option to all applicants.

#### APRIL 2020

| Funding      | HH        | People     | >6        | 60+       | Disabled  | @ or below 75% of poverty   | Ave HH pmt      |
|--------------|-----------|------------|-----------|-----------|-----------|-----------------------------|-----------------|
| LIHEAP       | 29        | 89         | 16        | 9         | 6         | 9 =31% of hh served         | \$382.41        |
| OEA PGE      | 1         | 3          | 0         | 0         | 0         | 0 = 0% of hh served         | \$400.00        |
| OEA PP       | 17        | 45         | 5         | 6         | 9         | 4 =23% of hh served         | \$377.94        |
| OLGA         | 3         | 9          | 0         | 1         | 1         | 1 = 33% of hh served        | \$431.66        |
| GAP          | 0         | 0          | 0         | 0         | 0         | 0 = 0% of hh served         | \$0.00          |
| <b>Total</b> | <b>50</b> | <b>146</b> | <b>21</b> | <b>16</b> | <b>16</b> | <b>14 =28% of hh served</b> | <b>\$398.00</b> |

#### MARCH 2020

| Funding      | HH         | People     | >6        | 60+       | Disabled  | @ or below 75% of poverty   | Ave HH pmt      |
|--------------|------------|------------|-----------|-----------|-----------|-----------------------------|-----------------|
| LIHEAP       | 44         | 143        | 21        | 18        | 19        | 13 =30% of hh served        | \$375.00        |
| OEA PGE      | 2          | 11         | 3         | 1         | 2         | 1 = 50% of hh served        | \$430.00        |
| OEA PP       | 38         | 105        | 12        | 19        | 12        | 12 =32% of hh served        | \$372.50        |
| OLGA         | 15         | 49         | 7         | 5         | 5         | 3 = 20% of hh served        | \$365.34        |
| GAP          | 3          | 18         | 4         | 1         | 0         | 0 = 0% of hh served         | \$132.34        |
| <b>Total</b> | <b>102</b> | <b>326</b> | <b>47</b> | <b>44</b> | <b>38</b> | <b>29 =28% of hh served</b> | <b>\$385.71</b> |

**Nutrition First**  
**Sue Maxwell, Program Director**  
**May 19, 2020**

**1. Executive Summary of Activities (Numbers Served/Service Units/Outcomes)**

- ✓ For the month of April, we signed on **one** new provider (0 OCC registered/certified and 1 DHS listed) and closed **18**, for a total of 432 homes.
- ✓ Nutrition First staff traveled only 190 miles during April. This mileage amount is because we only did a few visits for sign-ups and follow-ups.
- ✓ Four homes were visited in April. This number will increase slightly in May as we signed on ten new providers and performed their follow-up visits.
- ✓ A new educational training started in February. This unit is all about fruit and vegetable storage – did you know that fruits and vegetables are the most commonly wasted foods? Proper storage can help sustain the freshness of those fruits and veggies. For instance, how many of you store onions and potatoes together on the counter? The gases in onions cause your potatoes to rot much more quickly than if these two vegetables were stored separately. I do this job for a living, and I never knew that fact! Providers receive many colorful written resources and a handy frig magnet for the inside of their refrigerators. Children are read a story about gardening in the spring, along with healthy food stickers and coloring pages and crosswords.
- ✓ Approximately ten children were visited during April.

**2. Challenges**

- ✓ CORONAVIRUS! A huge challenge for everyone. At the end of March, 18 homes closed their doors for good. In April **134 homes** did not submit a menu as they were closed (temporarily). Income for our program decreased by \$9,514 for the month. May numbers should be a bit better, as we have signed up ten new providers, and a few of our closed providers have returned. As the state begins a slow re-opening, we are hopeful that all the rest of our providers return.
- ✓ USDA has granted some waivers that are helpful for the program. We are still somewhat hopeful that Congress will pass the next stimulus bill, which currently has some financial benefits for both the providers and the sponsors, hence Nutrition First.
- ✓ The pandemic stopped the audit while ODE spent all their time on the Oregon schools. The virtual exit conference will take place on May 20. As I said last month, there will be several findings. However, I have written policy and procedure since then, so I expect the findings will be corrected already.

# HEAD START PROGRAM REPORT TO BOARD OF DIRECTORS & POLICY COUNCIL

## Eva Pignotti, Program Director - May 2020

### Attendance

#### Head Start Preschool

|            | 9/19   | 10/19  | 11/19  | 12/19  | 1/20   | 2/20   |
|------------|--------|--------|--------|--------|--------|--------|
| Regular    | 88.94% | 82.78% | 83.13% | 78.98% | 77.96% | 81.32% |
| Subsidized | 95.83% | 89.41% | 88.96% | 85.60% | 87.12% | 91.11% |
|            | 3/20   | 4/20   | 5/20   | 6/20   | 7/20   | 8/20   |
| Regular    | 71.60% | 0%     |        |        |        |        |
| Subsidized | 86.50% | 0%     |        |        |        |        |

#### Early Head Start

|            | 9/19   | 10/19  | 11/19  | 12/19  | 1/20   | 2/20   |
|------------|--------|--------|--------|--------|--------|--------|
| Regular    | 83.80% | 74.83% | 81.21% | 77.43% | 73.36% | 77.07% |
| Subsidized | 84.00% | 84.21% | 92.86% | 72.50% | 88.44% | 88.23% |
|            | 3/20   | 4/20   | 5/20   | 6/20   | 7/20   | 8/20   |
| Regular    | 63.57% | 0%     |        |        |        |        |
| Subsidized | 76.25% | 0%     |        |        |        |        |

#### Early Head Start Child Care Partnerships

|         | 9/19   | 10/19  | 11/19  | 12/19  | 1/20   | 2/20   |
|---------|--------|--------|--------|--------|--------|--------|
| Regular | 83.83% | 84.42% | 78.27% | 80.43% | 81.26% | 84.83% |
|         | 3/20   | 4/20   | 5/20   | 6/20   | 7/20   | 8/20   |
| Regular | 70.23% | 0%     |        |        |        |        |

**Enrollment Reporting:** Programs must be full within 30 days of the start of the school year and continue to fill vacant slots within 30 days of the vacancy until 30 days before the end of the year. Numbers reported include slots vacant for less than 30 days.

#### Head Start Preschool – Full Enrollment = 793

|                 | 9/19 | 10/19 | 11/19 | 12/19 | 1/20 | 2/20 | 3/20 | 4/20 | 5/20 | 6/20 | 7/20 | 8/20 |
|-----------------|------|-------|-------|-------|------|------|------|------|------|------|------|------|
| Regular (773)   | 748  | 773   | 773   | 766   | 772  | 746  | 754  | 752  |      |      |      |      |
| Subsidized (20) | 20   | 20    | 20    | 20    | 20   | 20   | 20   | 19   |      |      |      |      |

#### Early Head Start – Full Enrollment = 128

|                | 9/19 | 10/19 | 11/19 | 12/19 | 1/20 | 2/20 | 3/20 | 4/20 | 5/20 | 6/20 | 7/20 | 8/20 |
|----------------|------|-------|-------|-------|------|------|------|------|------|------|------|------|
| Regular (120)  | 84   | 102   | 117   | 120   | 114  | 102  | 112  | 112  |      |      |      |      |
| Subsidized (8) | 5    | 7     | 8     | 8     | 8    | 8    | 8    | 8    |      |      |      |      |

#### Early Head Start Child Care Partnerships – Full Enrollment = 80

|              | 9/19 | 10/19 | 11/19 | 12/19 | 1/20 | 2/20 | 3/20 | 4/20 | 5/20 | 6/20 | 7/20 | 8/20 |
|--------------|------|-------|-------|-------|------|------|------|------|------|------|------|------|
| Regular (80) | 69   | 75    | 80    | 80    | 79   | 80   | 80   | 80   |      |      |      |      |

## Waiting Lists

### Head Start Preschool

|            | 9/19 | 10/19 | 11/19 | 12/19 | 1/20 | 2/20 | 3/20 | 4/20 | 5/20 | 6/20 | 7/20 | 8/20 |
|------------|------|-------|-------|-------|------|------|------|------|------|------|------|------|
| Regular    | 66   | 93    | 101   | 110   | 112  | 142  | 142  | 109  |      |      |      |      |
| Subsidized | 3    | 7     | 8     | 7     | 9    | 9    | 9    | 9    |      |      |      |      |

### Early Head Start

|            | 9/19 | 10/19 | 11/19 | 12/19 | 1/20 | 2/20 | 3/20 | 4/20 | 5/20 | 6/20 | 7/20 | 8/20 |
|------------|------|-------|-------|-------|------|------|------|------|------|------|------|------|
| Regular    | 17   | 17    | 19    | 19    | 29   | 28   | 30   | 30   |      |      |      |      |
| Subsidized | 0    | 0     | 1     | 1     | 0    | 0    | 0    | 0    |      |      |      |      |

### Early Head Start Child Care Partnerships

|         | 9/19 | 10/19 | 11/19 | 12/19 | 1/20 | 2/20 | 3/20 | 4/20 | 5/20 | 6/20 | 7/20 | 8/20 |
|---------|------|-------|-------|-------|------|------|------|------|------|------|------|------|
| Regular | 0    | 0     | 0     | 0     | 2    | 2    | 2    | 2    |      |      |      |      |

## USDA Meal Reimbursements

|                            | April 2020             |                   |
|----------------------------|------------------------|-------------------|
| USDA Meal Reimbursements   | Number of Meals Served | Amount Reimbursed |
| Breakfast                  | 0                      | 0                 |
| Lunch                      | 0                      | 0                 |
| Snack                      | 0                      | 0                 |
| Cash In Lieu               | n/a                    | 0                 |
| <b>Total Reimbursement</b> | 0                      | <b>0</b>          |
|                            |                        |                   |

**Report from Program Director:** All classroom based services and home visits continue to be provided remotely. Teachers are providing educational materials and activities for parents to use with children in the home and delivering virtual lessons and group experiences using platforms such as Classroom Dojo, Facebook, and Zoom.

On May 13, 2020 the Governor authorized emergency child care licenses for providers to serve children of working parents, even those who are not first responders or essential workers. As part of the order, Head Start programs were authorized to provide care for children even if their parents are not working. There are many new rules and restrictions for this, including caps on group sizes, PPE and sanitation requirements, and daily health checks prior to entry into the classroom.

The Head Start and Early Head Start programs that typically run through the summer are planned to re-open on June 15, and continue through August 26. This includes the six Head Start duration classes, all Early Head Start classes, and the Maple full-day, full-year classes. Children enrolled in the part-year program option will be served remotely through June 11<sup>th</sup>.

Emergency child care will be continued at our Middle Grove site through May 29<sup>th</sup>. We are assisting parents to find alternate child care utilizing resources from Child Care Resource & Referral.

Assuming the grant application is approved by HHS, a supplemental summer program will also start up on June 15 and run through August 7, providing two days per week of school to children who will be entering kindergarten in the fall, and children who have a diagnosed disability.



**Community Action HOME Youth Services – Board Report  
May 2020**

| <b>2020 Executive Summary</b>                         |          |          |          |          |          |          |          |          |          |          |          |          |              |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|--------------|
|   | <b>J</b> | <b>F</b> | <b>M</b> | <b>A</b> | <b>M</b> | <b>J</b> | <b>J</b> | <b>A</b> | <b>S</b> | <b>O</b> | <b>N</b> | <b>D</b> | <b>total</b> |
| <b>Runaway &amp; Homeless Youth (RHY)</b>             |          |          |          |          |          |          |          |          |          |          |          |          |              |
| Salem Run Reports Received & Acted On                 | 14       | 31       | 24       | 25       |          |          |          |          |          |          |          |          |              |
| Keizer Run Reports Received & Acted On                | 9        | 6        | 0        | 5        |          |          |          |          |          |          |          |          |              |
| Reunited To Permanent Connections                     | 12       | 9        | 9        | 10       |          |          |          |          |          |          |          |          |              |
| Families Connected With                               | 14       | 18       | 14       | 10       |          |          |          |          |          |          |          |          |              |
| Youth Connected With Via Street Outreach (duplicated) | 15       | 22       | 19       | 1        |          |          |          |          |          |          |          |          |              |
| RHY Case Managed                                      | 4        | 2        | 2        | 2        |          |          |          |          |          |          |          |          |              |
| Non- RHY Case Managed                                 | 2        | 4        | 1        | 1        |          |          |          |          |          |          |          |          |              |
| <b>Drop In Day Shelter (Stationary Outreach)</b>      |          |          |          |          |          |          |          |          |          |          |          |          |              |
| Unduplicated Youth Served                             | 144      | 171      | 150      | 47       |          |          |          |          |          |          |          |          |              |
| Total Visits  | 846      | 932      | 590      | 212      |          |          |          |          |          |          |          |          |              |
| Total Meals (lunch, snack & dinner)                   | 950      | 1,093    | 565      | 96       |          |          |          |          |          |          |          |          |              |
| Youth New To Services (intakes)                       | 22       | 27       | 23       | 11       |          |          |          |          |          |          |          |          |              |
| <b>Youth Empowerment Program (YEP)</b>                |          |          |          |          |          |          |          |          |          |          |          |          |              |
| Youth Participated At Some Level (duplicated)         | 25       | 26       | 22       | 24       |          |          |          |          |          |          |          |          |              |
| Attended Job Skills Development Workshops             | 17       | 13       | 5        | 6        |          |          |          |          |          |          |          |          |              |
| Attended Financial Literacy                           | 14       | 2        | 0*       | 0*       |          |          |          |          |          |          |          |          |              |
| Attended Education & Business Field Trips             | 13       | 0*       | 12       | 0*       |          |          |          |          |          |          |          |          |              |
| Savings Accounts Opened                               | 7        | 0*       | 0*       | 0*       |          |          |          |          |          |          |          |          |              |

|  | J   | F   | M   | A   | M | J | J | A | S | O | N | D | total |
|--|---|-----|-----|-----|---|---|---|---|---|---|---|---|-------|
| Taylor's House (Supportive Emergency Shelter)                                |   |     |     |     |   |   |   |   |   |   |   |   |       |
| Youth Served (residents: monthly = duplicated. Total/ annual = unduplicated) | 13  | 12  | 13  | 10  |   |   |   |   |   |   |   |   |       |
| Total Nights of Service  | 253   | 251 | 273 | 219 |   |   |   |   |   |   |   |   |       |
| Community Support  |   |     |     |     |   |   |   |   |   |   |   |   |       |
| Number of Volunteers / Interns   | 3   | 3   | 4   | 1   |   |   |   |   |   |   |   |   |       |
| Total Number of Volunteer / Intern Hours                                     | 51  | 80  | 86  | 40  |   |   |   |   |   |   |   |   |       |
| Key  | 0* = Activity Not Offered<br>X* - Did Not Collect Data<br>*U = Unduplicated total |     |     |     |   |   |   |   |   |   |   |   |       |

### **Drop In:**

- Since mid-March hours of operation has fluctuated as a response to the COVID pandemic, best practices and client needs. We are currently operating from 2pm – 5pm every day of the week. The percentage of youth experiencing homelessness accessing Drop In services was nearly 2 times higher in April than in previous months. Showing that while our overall numbers are down, those that we have been serving are higher risk.
- Staff has intentionally increased their social media outreach to stay connected and provide case management support virtually.
- Staff has joined adult service providers in providing triage services and outreach materials to youth living in camps.
- As a partnership with members of the Children in Crisis Action Team (CCAT), Drop In staff are delivering supplies to client door steps (or other locations they are living) while maintaining social distancing. This partnership has leveraged resources and prevented partial service shutdown for partner programs who are not able to deliver directly to youth at this time.
- Our Youth Empowerment Program (YEP) started its virtual cycle April 20<sup>th</sup>. Maintaining program integrity the virtual cycle includes the same skill topics offered in the traditional in-person form, only delivered completely online. Additional skill topics have also been added along with video chat check-ins with staff. The YEP team has spent a considerable amount of hours developing this new format in a short amount of time and is proud to have implemented this new delivery method quickly. It is anticipated that this new format will be built upon and incorporated into future cycles, shifting the way we offer services.

### **Taylor's House:**

- We have remained open with sustained services. We received a waiver from the State to allow Drop In staff to serve at Taylor's House as site staff. This has helped considerably as we have youth onsite around the clock, since they are not attending school, and continue to have complex needs.
- Entered into a new partnership with the school district and Early Learning Division as we brought on paid Education Assistant volunteers onsite at Taylor's House to support resident youth in their distance learning activities and progressing forward toward achieving both their education and career goals. This partnership is in response to the increased need of one-on-one support for each resident as they worked through their new distance learning requirements. Many of our youth need a constant support and our staff is unable to

adequately provide that support for each youth in addition to maintaining shelter operations at this time. Volunteers are referrals from the Early Learning Division who are temporarily out of work due to COVID and who have already completed the base level training and background check for working with minors. We are fortunate that our two volunteers are bilingual in Spanish as we have resident youth who require interpretation at school. While this partnership ends June 10<sup>th</sup> we are hoping to expand upon it in the future as it has proven to be beneficial.

**Other:**

- Staff is staying regularly connected with service providers, funders, statewide alliance groups as well as national sources on up to date COVID best practices, funding sources, changes etc.
- Staff continue to participate in the new local CoC committees and lead the RHY (runaway and homeless youth) workgroup – Challenge To End Youth Homelessness in the Mid-Willamette Valley.

**Client Highlight:** *\* client's name & identifying information has been changed to protect their privacy*

Morgan has been involved in the YEP program since October. He has participated in two cycles as an intern with the Youth Action Board (YAB), and has carried his leadership skills over to the virtual YEP cycle. Morgan has difficulty with change, and experiences anxiety around new situations. However, when we realized the necessity of physical distancing and proposed a virtual cycle to the youth who had applied for a traditional cycle, Morgan adjusted quickly to the newness of online learning. By the end of April, we had completed almost two full weeks of our virtual cycle. Morgan completed each activity and engaged with his peers. He also expressed interest in continuing YAB meetings and created the group necessary to engage in the now virtual meetings. Morgan continually pushes through his anxiety in order to be the most successful he can be. Through his time in the YEP program, he has become more mature, more responsible, and allowed his leadership skills to shine through. Although, by age, Morgan is one of our younger youth, he has demonstrated maturity, responsibility, and leadership.



**Mid-Willamette Valley Community Action Agency, Inc.**  
**Board of Directors Executive & Finance Committee Meeting**  
**May 14, 2020**

**ATTENDANCE**

**Committee Members Present:** Jon Weiner, Board Chair; Jade Rutledge, Board Vice-Chair; and Helen Honey, Secretary

**Absent:** Kevin Karvandi

**Staff:** Jimmy Jones, Executive Director; Kaolee Hoyle, CFO; Helana Haytas, Chief Operations Officer; Amy Schroeder, Accounting Office Specialist

**The meeting of the Executive & Finance Committee started at 5:35pm. It was determined that a quorum was present.**

**1. Executive Director's Program Updates -**

- a. The state is starting to re-open from the COVID 19 quarantine. However, Marion & Polk Counties were denied to open this week. They will re-evaluate next week for opening at that time. The agency is hopeful that we may fully re-open all services by early June.
- b. Community Action has received \$800,000 in emergency funds to be used by anyone who has lost income due to COVID 19. These funds can be used towards rental or utility assistance.
- c. The agency has received additional funds from the COC to go towards the motel program. The program has approximately 130 people at this time and is geared toward those who are medically vulnerable or possibly suffering with COVID 19.
- d. The City agreed in mid-March to suspend the anti-camping ordinance and has allowed people to camp in Wallace Marine and Cascades Gateway parks. There are approximately 250 total campers between the two parks. The City continues to decline participation in an organized camping proposal.

Outreach continues at each park. We are in partnership with Alluvium Mobile Health Team to provide medical services on site. The mobile showers are currently shut down but the shower facilities at the Day Center are operating.

2. **Financials** – Kaolee Hoyle presented the financial statements ending February 29, 2020.
3. **May 2020 Full Board Meeting Draft** – We will be voting in a new Head Start Policy Council representative.
4. **Credit Card Expenditure Review** – Members from the Committee will come to the CAA office to review the credit card expenditures.

**Meeting adjourned at 6:42pm.**

Respectfully Submitted: