

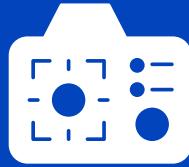


Mid-Willamette Valley  
**COMMUNITY ACTION**  
Compassion in Motion

# **SHELTER PROGRAMS**

## A Year of Impact 2024





# SHELTER SNAPSHOT



**576**

GUESTS SERVED



**36.1%**

CHRONICALLY HOMELESS



**3.46**

AVG. LENGTH OF  
HOMELESSNESS IN  
YEARS



**232**

YEAR-ROUND  
LOW-BARRIER BEDS



**56,005**

BED NIGHTS



**9.1**

AVERAGE  
VULNERABILITY  
ASSESSMENT RATING

**56%**

Of Clients Exited  
With Positive  
Outcomes



## WARMING HIGHLIGHTS



**441**

GUESTS SERVED

**21**

ACTIVATIONS



**35-44**

MOST COMMON  
AGE



**21**

ACTIVATIONS



# DAY CENTER HIGHLIGHTS



**2,910**

GUESTS SERVED



**6,369**

CLIENT MAIL CHECKS



**30,866**

VISITS



**1,375**

SHOWERS



# OUTREACH HIGHLIGHTS



**12,422**

CLIENT ENGAGEMENTS



**1,893**

MOBILE SHOWERS



**2,169**

MEALS SERVED



# SUMMARY

MWVCAA operates four shelter projects - The ARCHES Inn, ARCHES Lodge, Navigation Center, all located in Salem, and a shelter in Woodburn.

The Navigation Center is a collaborative endeavor with the city of Salem, offering 24/7 support and services to individuals. With 75 low-barrier shelter beds and wrap-around services, the center ensures accessibility for those experiencing homelessness, including those who may have previously been excluded from traditional shelters due to pets, partners, or substance use.

ARCHES Lodge serves as a hub for our agency's veteran services, providing both shelter and housing services in one location. With 69 shelter beds on-site, the Lodge provides shelter to both male and female veterans.

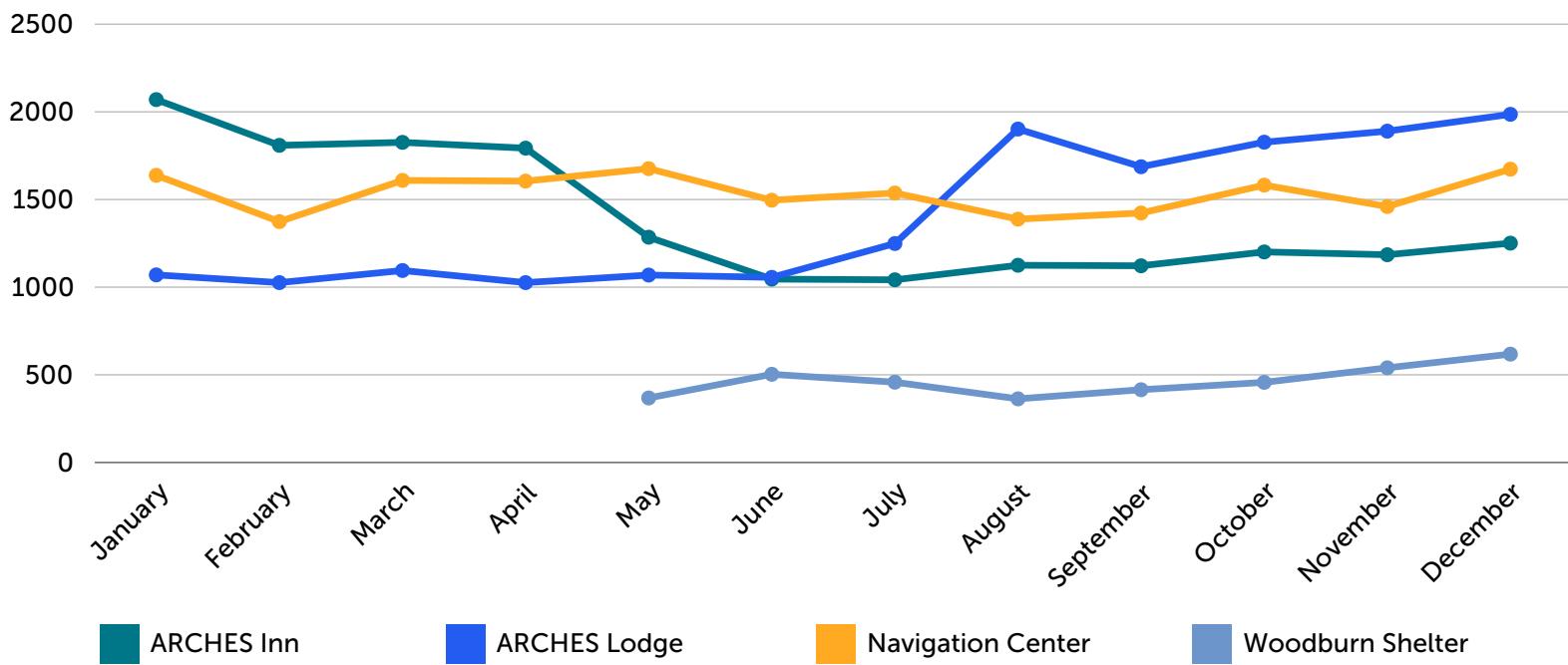
ARCHES Inn operates 68 shelter beds for the chronically homeless, wildfire-affected households, and medically fragile, offering clients with acute health conditions a safe environment to heal and recover.

Woodburn Shelter Provides 20 overnight beds, meeting a vital need in the community. Notably, Hispanic/Latine individuals comprise 41% of shelter residents, highlighting the importance of culturally responsive services and outreach in the area.



## BED NIGHTS

Shelter utilization fluctuated throughout the year, with the highest demand occurring during the winter months, particularly in January, when total bed nights peaked at 2,070. As expected, colder months saw increased shelter use, while warmer months like June and July showed a decline. Additionally, bed nights at The Inn dropped due to construction, impacting overall capacity and availability during certain periods.



■ ARCHES Inn

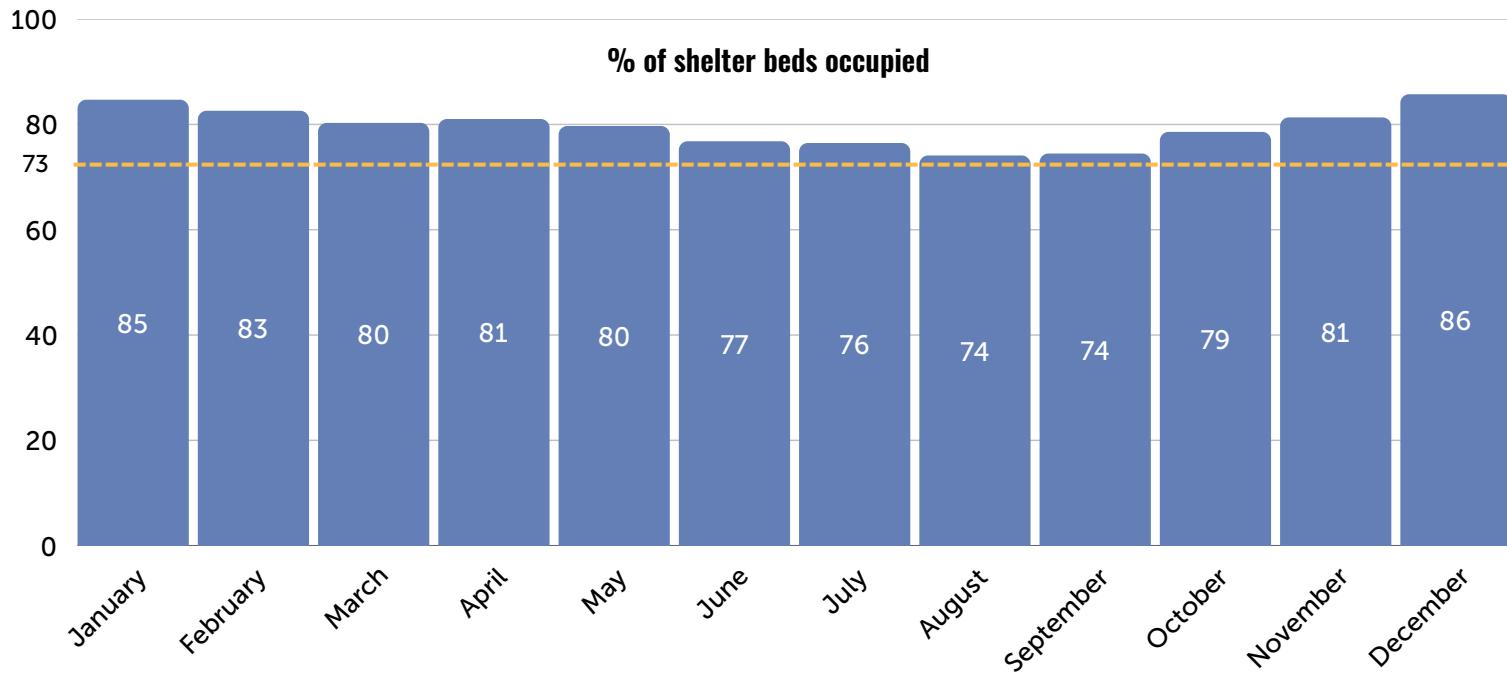
■ ARCHES Lodge

■ Navigation Center

■ Woodburn Shelter

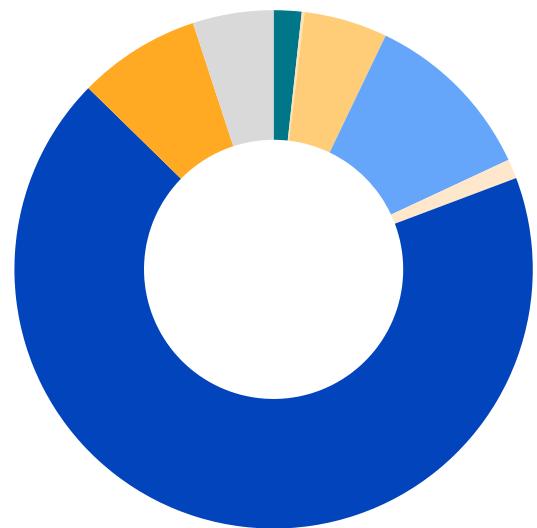
# OCCUPANCY RATE

MWVCAA's shelter programs maintained a 73% average monthly occupancy rate, fluctuating seasonally—dropping in moderate weather and rising in severe conditions. An average 27% vacancy rate allowed swift placement of vulnerable individuals, including hospital discharges.



## GUESTS SERVED BY RACE AND ETHNICITY

In 2024, MWVCAA's shelter programs served a racially and ethnically diverse client population. White individuals made up the largest group, with 392 clients, followed by 63 Hispanic/Latine, 44 Biracial/Multiracial, 30 Black, 10 Native/Indigenous, 7 Hawaiian/Pacific Islander, and 1 Asian client. Additionally, 29 individuals did not disclose their racial or ethnic identity. This diversity underscores MWVCAA's commitment to equitable support and addressing racial disparities in shelter services.



White   68.05%   392 Individuals	Biracial/Multiracial   7.64%   44 Individuals
American Indian, Alaska Native, or Indigenous   1.74%   10 Individuals	Asian or Asian American   0.17%   1 Individual
Black, African American, or African   5.21%   30 Individuals	Hispanic/Latine   10.94%   63 Individuals
Native Hawaiian or Pacific Islander   1.22%   7 Individuals	Unidentified   5.03%   29 Individuals



# SHELTER OUTCOMES

Of the 355 recorded program exits, 56% of clients achieved positive outcomes, underscoring the effectiveness of MWVCAA's support services. However, the true impact may be even greater, as some individuals with unknown exits may have also transitioned to stable housing or reunited with loved ones. Notably, 146 individuals secured stable housing—whether with or without subsidies—or found support through family and friends, reinforcing MWVCAA's commitment to fostering lasting stability and housing solutions.

## NAVIGATION CENTER:

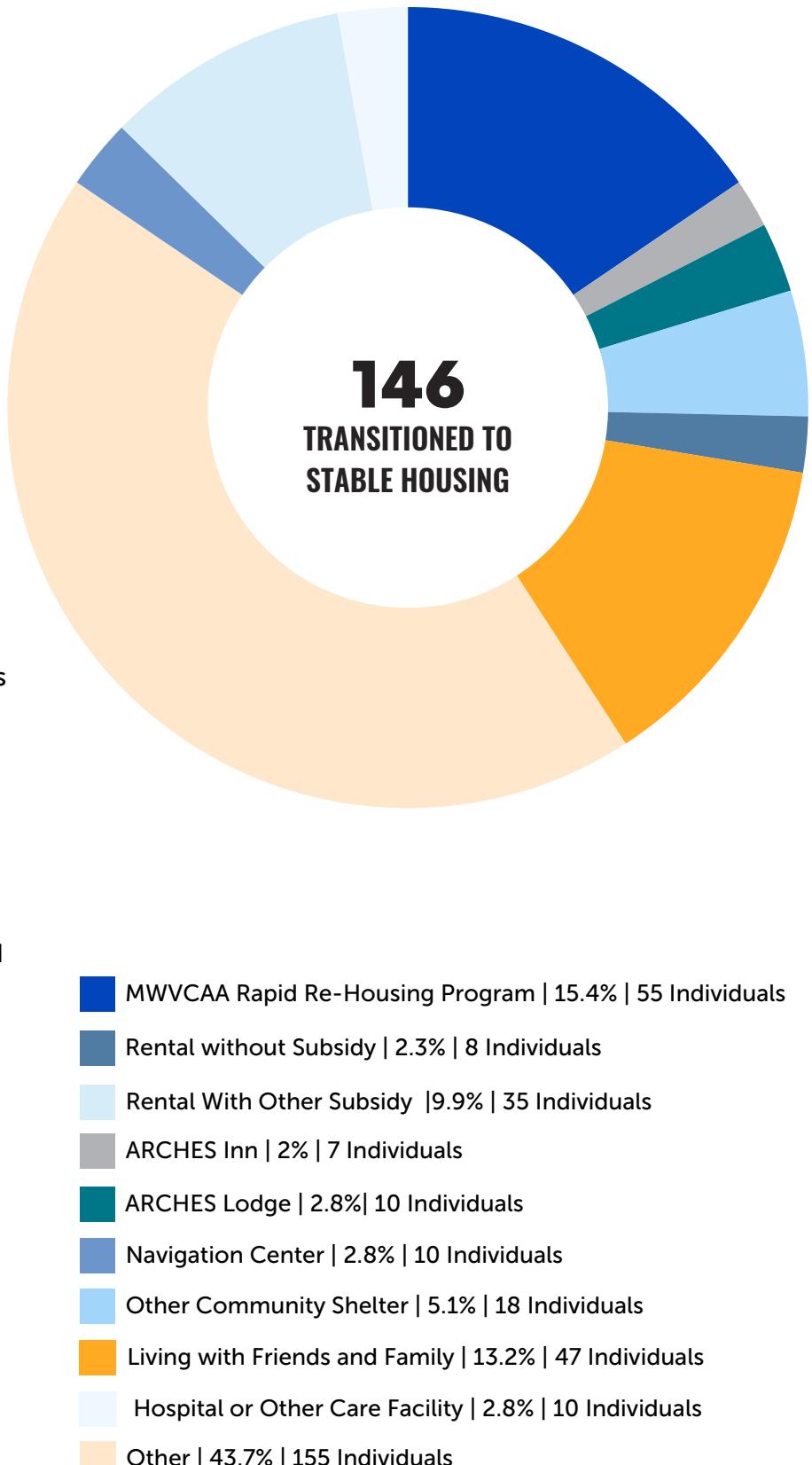
The Navigation Center demonstrated its effectiveness as a transitional model, successfully housing 40 clients through MWVCAA's internal Rapid Re-Housing program, with an additional 9 securing housing through alternative subsidies or self-payment. These results highlight the program's role in moving individuals from shelter to permanent housing efficiently and sustainably.

## THE ARCHES LODGE:

The ARCHES Lodge was pivotal in securing stable housing for 31 clients, including 21 who received non-MWVCAA subsidies. Through strong community partnerships and integrated services with the Veterans Administration's VA Supportive Housing (VASH) program, the Lodge provided Permanent Supportive Housing and essential case management services, ensuring long-term support for Veterans in need.

## SHELTER NETWORK:

Leveraging the collaborative strength of the community shelter network, 33 clients transitioned from one shelter program to another—whether within MWVCAA or through a community partner—allowing them to access an environment or program better suited to their needs.

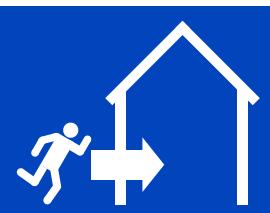




# WARMING SUMMARY

When temperatures drop to 32°F or below—or when other severe weather conditions persist—MWVCAA activates its emergency inclement weather shelters across the region. These shelters typically operate during the winter months, from November 1st to March 31st, when the harsh cold can have a devastating impact on individuals experiencing unsheltered homelessness.

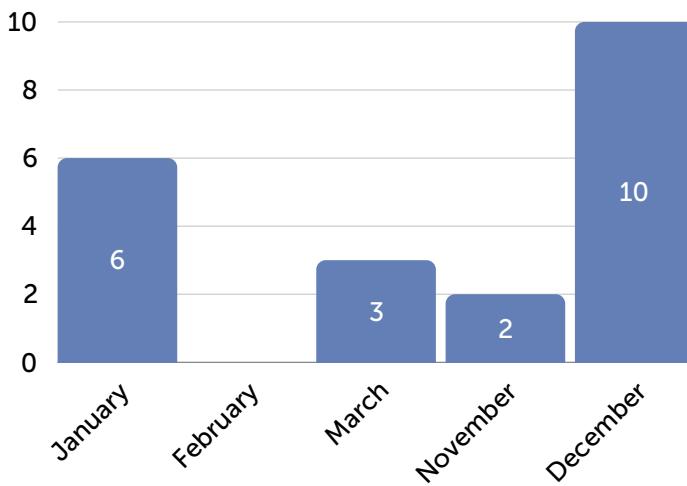
In partnership with Salem First Presbyterian Church, MWVCAA is able to offer 75 low-barrier, co-bed, pet-friendly shelter beds. This collaboration not only increases the available capacity during critical weather events but also ensures that both individuals and their pets receive safe, warm accommodations. The low-barrier model minimizes entry hurdles, allowing those in urgent need to access support quickly and efficiently.



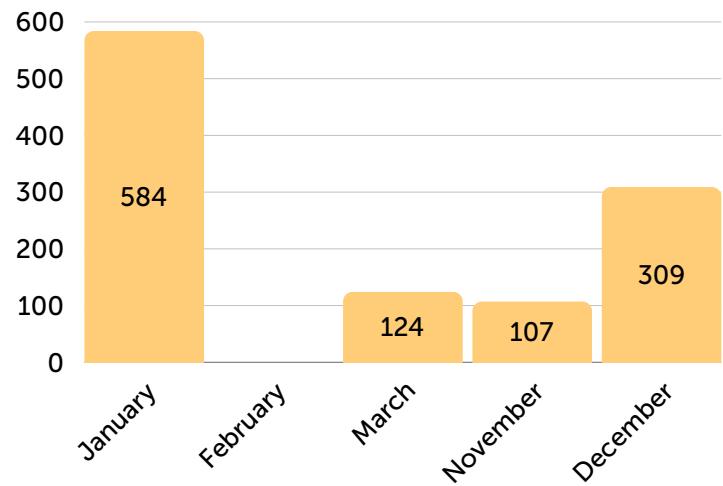
## WARMING ACTIVATIONS

The warming shelters were activated 21 times across Salem and Mill City in 2024, providing 1,124 bed nights to 441 individuals. January saw the highest use, with six activations resulting in 584 bed nights due to prolonged snow and ice.

In December, despite 10 activations, fewer bed nights (309) were provided since several were Mill City-only activations. With its higher elevation and colder temperatures, Mill City reached the 32-degree activation threshold while Salem did not, leading to localized shelter openings. Given Mill City's smaller homeless population, these activations resulted in fewer overall bed nights compared to Salem.



Activations by Month



Bed Nights by Month



# DAY CENTER SUMMARY

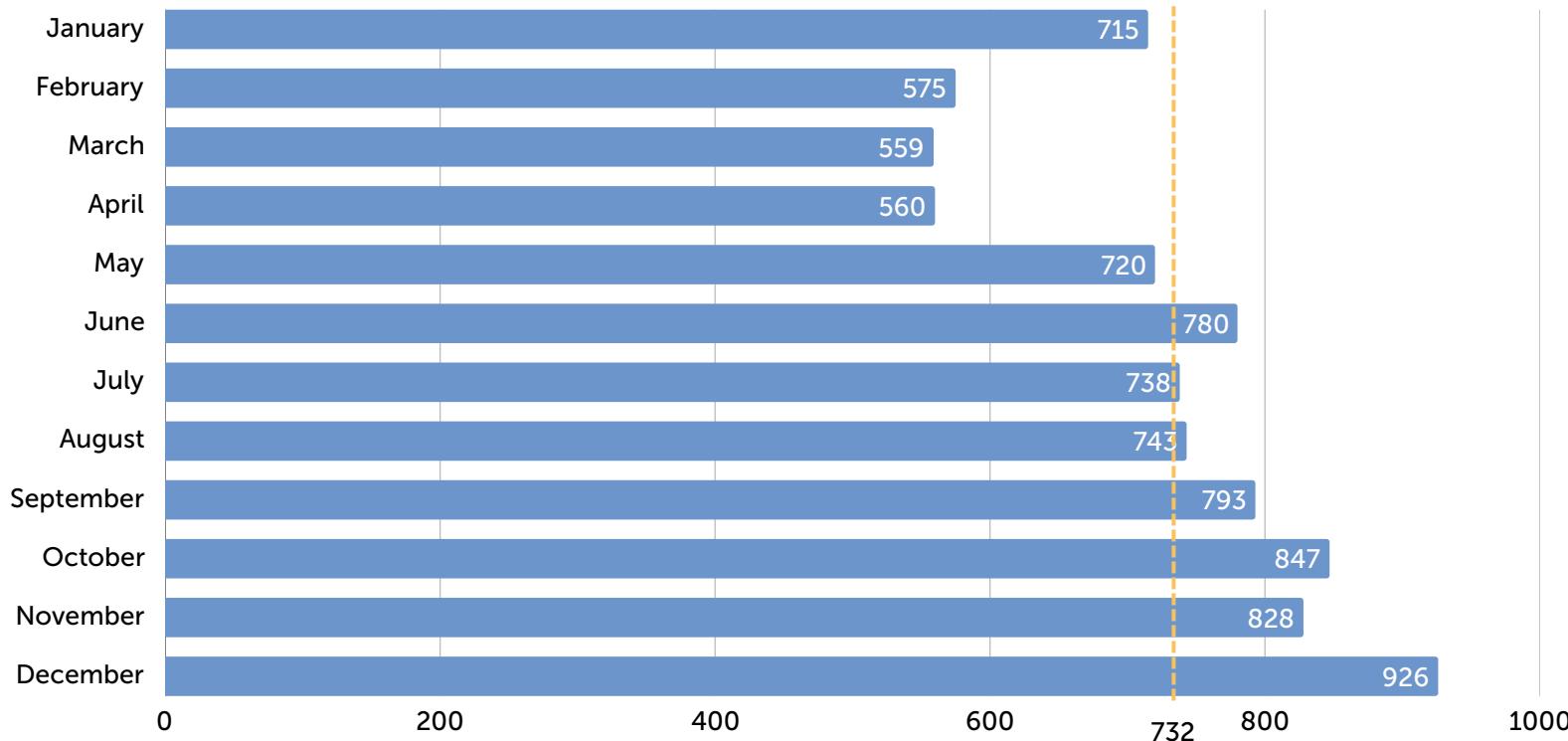
The ARCHES Day Center provides a safe drop-in location for clients to access basic necessities and supportive services, such as mail services, laundry facilities, showers, hygiene and pet supplies, and transportation. Breakfast and Lunch are served daily.

The Day Center provides referrals to necessary services and community partners, and assisting clients in obtaining identity documentation, such as birth certificates, the lack of which is a common barrier to housing. Assistance is also available to eligible clients applying for Social Security Income (SSI) and Social Security Disability Insurance (SSDI) through the SSI/SSDI Outreach, Access, and Recovery (SOAR) program.



## DAY CENTER UTILIZATIONS

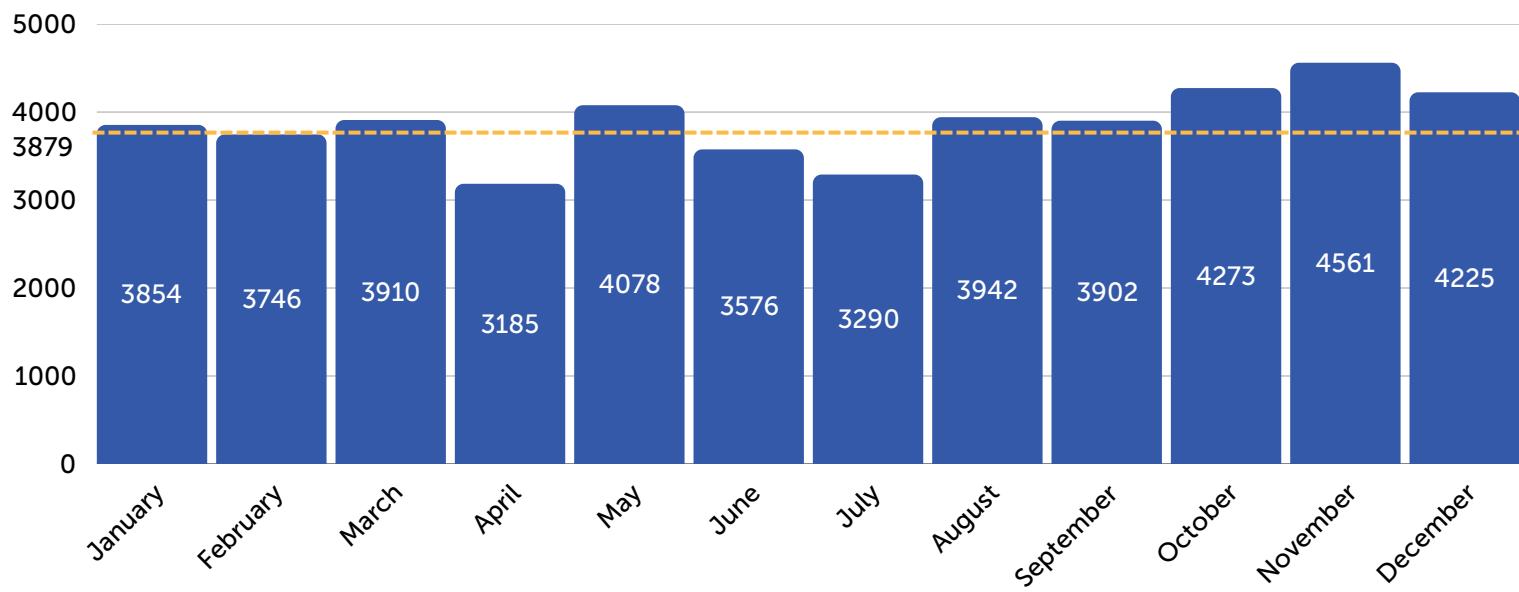
In 2024, the Day Center averaged 732 unique visitors per month. The lowest attendance was observed in February (575), March (559), and April (560), with visitor numbers steadily increasing from May to a peak of 926 in December—an increase of roughly 65% from the lowest utilized month.





# DAY CENTER MEALS

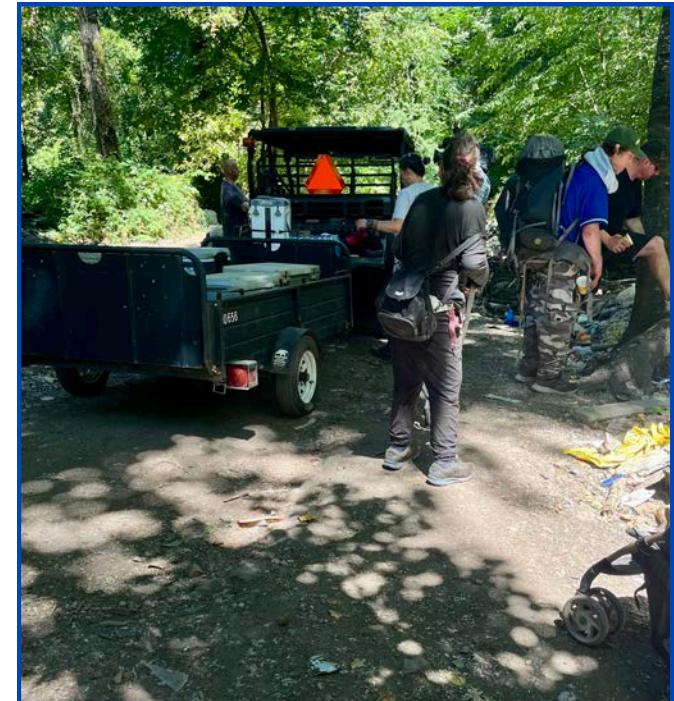
The Day Center plays a vital role in addressing food insecurity. On average, the Day Center serves 3,879 meals per month, and for many experiencing homelessness, these meals are their only source of nutrition. Throughout 2024, the Day Center delivered a total of 46,533 meals.



## OUTREACH SUMMARY

The ARCHES Outreach Team meets clients where they are at to provide needed services, build rapport, and connect clients to housing services. Outreach is a critical component in responding to the homelessness crisis, through locating and identifying the most vulnerable individuals, providing services to address immediate health and safety needs, and working to connect them to homeless services and the coordinated entry system.

Through a partnership with United Way, ARCHES Outreach Team operates a mobile shower unit to provide hygiene services to clients throughout Marion and Polk county. In 2024, the team provided mobile shower services to 1,893 clients, in addition to delivering hygiene and grooming supplies to a further 408.

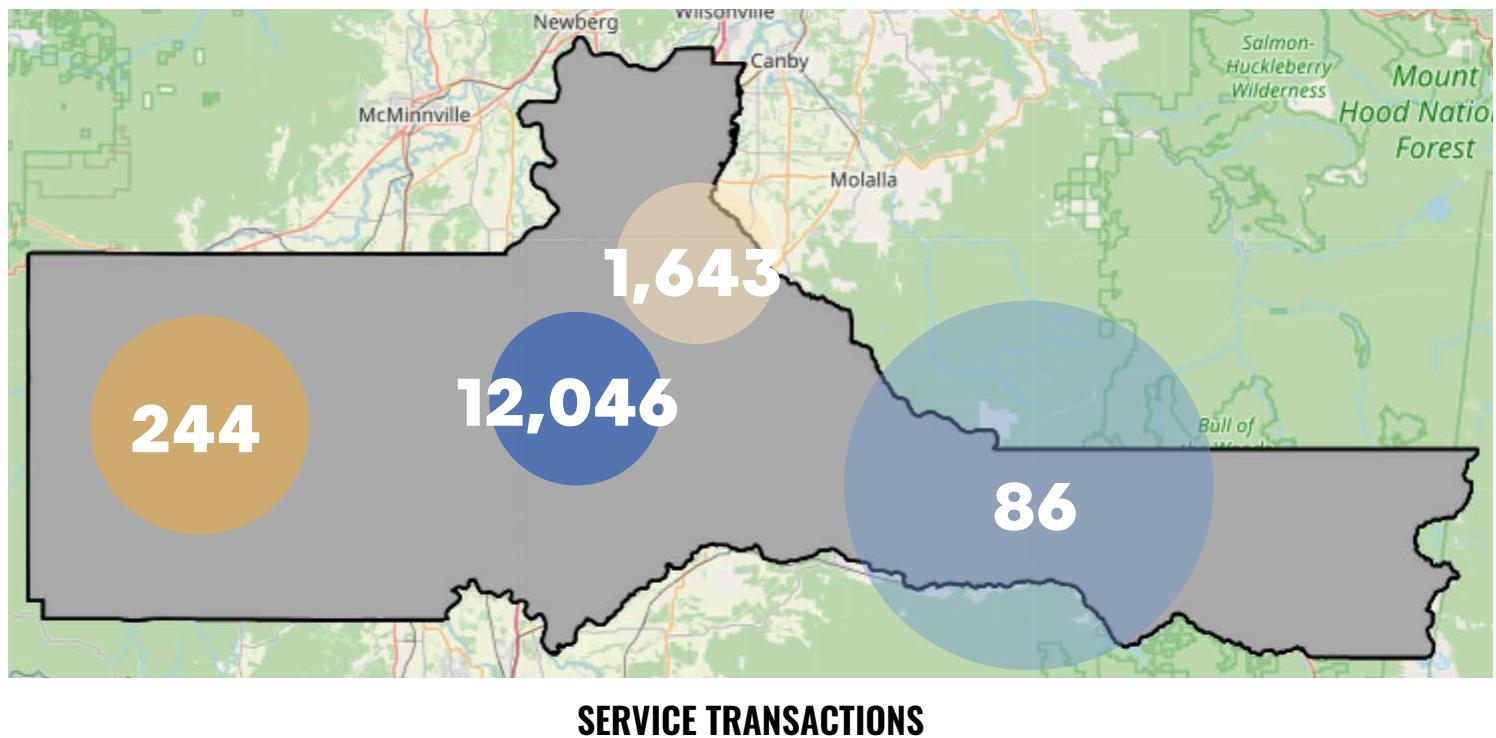
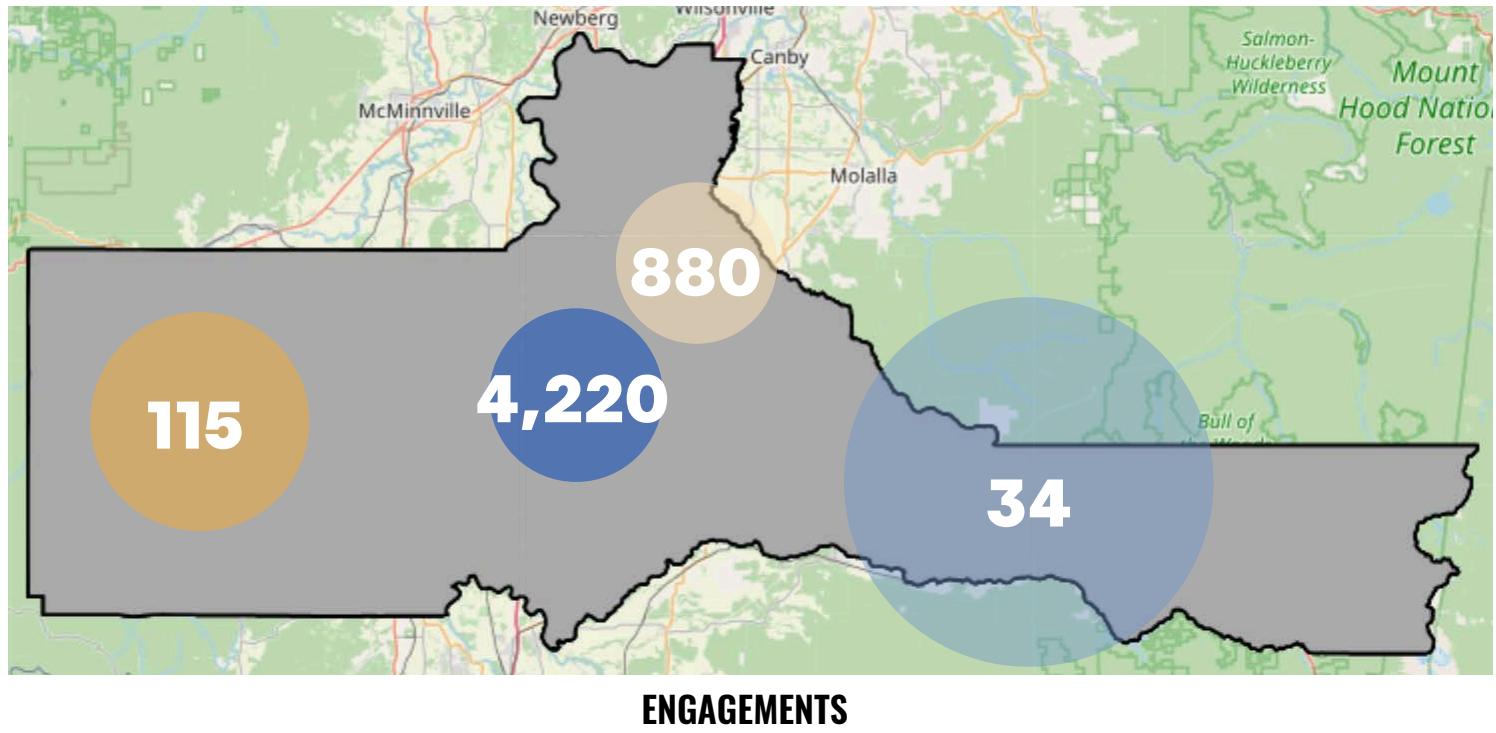




# OUTREACH WORK

## BY LOCATION

MWVCAA's outreach team conducted 5,249 duplicate engagements and facilitated 14,019 services to people in urban centers and remote encampments—distributing essential items such as food, water, hygiene supplies, pet food and accessories, and first aid kits—across Marion and Polk Counties.



● Rural Polk County

● Salem Metro

● North Marion County

● East Marion County



# ACKNOWLEDGEMENTS

At Mid-Willamette Valley Community Action Agency, partnership is our guiding principle. We're proud to stand shoulder-to-shoulder with more than 300 non-profits, local governments, interest groups, and businesses to address our community's systemic challenges and emerging needs.

Please join us in thanking some of our partners and donors:

- City of Salem
- City of Woodburn
- Courtney's Place
- JD Health and Wellness
- Marion and Polk Food Share
- Mid-Willamette Valley Homeless Alliance
- Oregon Department of Human Services Office of Resilience and Emergency Management
- Oregon Housing and Community Services
- Oregon State Legislature
- Seed of Faith Ministries
- Veterans Administration



**A special thank you to our team of anti-poverty professionals and volunteers whose unwavering dedication and commitment make this work possible. Your tireless efforts and passion for ending homelessness are the driving force behind our success. Every day, you bring hope, compassion, and solutions to those in need, ensuring that individuals and families have access to safe shelter, essential services, and a path to stability. Your expertise, resilience, and kindness transform lives and strengthen our community.**



## ABOUT MWVCAA

Founded in 1967, MWVCAA is a leading anti-poverty organization serving Oregon's Marion and Polk Counties. For over half a century, we have been grounded in our mission of empowering people to change their lives and exit poverty by providing vital services and community leadership. We use innovative and research-based practices to design programs that highlight our vision that all people are respected for their infinite worth and are supported to envision and reach a positive future.

Our agency has developed a layered anti-poverty framework, based on a progressive theory of change, and supported by wrap-around resources across all types of basic needs. Supporting eight core programs, and over 50 sub-programs, across three divisions: Early Learning and Childcare, Energy and Weatherization, and Housing and Homeless Services.





# FUEL THE MISSION

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WE INVITE YOU TO JOIN US IN MAKING A DIFFERENCE AND PUTTING  
**COMPASSION IN MOTION!**

Your generous donation helps us extend our reach and impact more lives. Together, we can create a world where all people are respected for their invite worth and supported to envision and reach a positive future. Every gift, no matter the size, will have a profound impact on our community. Scan the QR code and donate today.

## COMMUNITY





# HOUSING AND HOMELESS SERVICES TERMINOLOGY

## **Bed Night**

A unit of measurement representing one available bed in a shelter or transitional housing facility for one night. This metric is used to track shelter capacity and utilization, helping agencies understand and plan for the housing needs of homeless populations.

## **Barrier Removal Services**

A set of interventions designed to eliminate obstacles that prevent individuals from obtaining or maintaining stable housing. These services may include assistance with identification documents, credit repair, transportation, childcare, legal aid, or addressing past evictions and criminal records that hinder housing access.

## **Case Conferencing**

Collaborative meetings involving coordinated entry staff and service provider staff from multiple projects, agencies, and organizations. These meetings discuss individual cases, resolve housing barriers, and make consistent decisions regarding priority, eligibility, and enrollment.

## **Case Management**

A service process in which a case manager works closely with an individual to assess their needs, develop a personalized plan, and connect them to appropriate community resources and services. This coordinated approach is essential in helping clients navigate complex systems and achieve long-term stability.

## **Chronic Homelessness**

Chronic homelessness is defined as an individual with a disability who resides in a place not meant for human habitation or an emergency shelter and has experienced homelessness continuously for at least 12 months or on at least four separate occasions within the past three years. The definition also includes individuals who have spent fewer than 90 days in an institutional care facility, provided they met the criteria for chronic homelessness before entering the facility.

## **Continuum of Care (CoC)**

A regional or local planning body that coordinates housing and services funding for homeless families and individuals. For example, the Mid-Willamette Valley Homeless Alliance (MWVHA) serves as the Marion and Polk Regional Continuum of Care, ensuring that resources and strategies are aligned to address local homelessness challenges.

## **Coordinated Entry System (CE)**

An approach defined by the U.S. Department of Housing and Urban Development (HUD) to manage crisis response system resources so that decisions are made consistently using available information. This system efficiently and effectively connects people to interventions that will rapidly end their homelessness.

## **Financial Assistance**

Support provided to individuals or families in the form of direct payments or subsidies to cover essential expenses such as rent, utilities, security deposits, or other housing-related costs. These payments are made by the organization directly to the vendor on the clients behalf. Financial assistance services help prevent homelessness, stabilize housing situations, and promote long-term financial security.

## **Low-Barrier**

A term used to describe programs that have minimal entry requirements or restrictions, ensuring that individuals experiencing homelessness can access support without unnecessary obstacles. Low-barrier programs typically do not require sobriety or participation in specific services as a condition for entry.



# HOUSING AND HOMELESS SERVICES TERMINOLOGY

## Permanent Supportive Housing

A long-term housing intervention that combines affordable housing with ongoing supportive services. It is specifically targeted to individuals who have experienced chronic homelessness, helping them achieve housing stability while addressing underlying issues such as mental health, substance use, or other challenges.

## Rapid Re-Housing

A service model designed to quickly move individuals and families out of homelessness by providing short-term rental assistance and supportive services. The goal is to reduce the time spent homeless while increasing housing stability through expedited access to affordable housing and tailored supports.

## Rural Marion County

Includes the incorporated and unincorporated cities outside of the Salem Metro area, including Brooks, Woodburn, Silverton, Mt. Angel, Stayton, Sublimity, Aumsville, Turner, Mill City, and Detroit.

## Rural Polk County

Includes the incorporated and unincorporated cities West of Hwy 51 including Monmouth, Independence, Dallas, Falls City, and Grand Ronde.

## Salem Metro

Includes the incorporated and unincorporated areas of the city of Salem, West Salem, and Keizer.

## Substance Use Disorder

A medical condition characterized by the problematic use of psychoactive substances—including alcohol and drugs—that leads to significant impairment or distress. This disorder often requires specialized treatment and support services to address both the addiction and its broader impacts on an individual's life.

## Veterans Affairs Supportive Housing (VASH)

A program tailored for veterans that offers permanent housing solutions coupled with supportive services. This initiative is designed to address the unique needs of homeless veterans by providing access to affordable housing and critical services aimed at stabilizing their living situations and promoting overall well-being.

## Vulnerability Index-Service Prioritization Decision Assistance Tool

A standardized assessment tool used to evaluate the needs, risks, and vulnerabilities of homeless individuals and families. The results help service providers prioritize clients for housing and supportive services based on their level of need. The VI-SPDAT score range is 1 to 16+ and is reflective of an individual's risks and vulnerabilities, with a higher score indicating a need for immediate intervention.

## Youth and Young Adult

The U.S. Department of Housing and Urban Development (HUD) defines "youth" as individuals under the age of 18 and "young adults" as individuals aged 18 to 24. These definitions are used to categorize unaccompanied individuals experiencing homelessness within these age groups.

## Youth Homelessness Demonstration Program (YHDP)

A federal initiative designed to reduce and ultimately end youth homelessness by providing targeted funding, innovative strategies, and community-based collaboration to create effective housing and support solutions for young people experiencing homelessness.