

2017

Community Needs Assessment



Utah Community Action[™]
Committed to Ending Poverty

Contents

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Executive Summary

Utah Community Action is pleased to present our 2017 Community Needs Assessment. As a longstanding provider of services to Utah communities, our goal is to empower people living in poverty and provide them the tools necessary to make gains toward economic self-sufficiency. Assessing and understanding local needs are paramount to our ability to ensure that programs align not only with our mission, but with the unique needs of the communities we serve.

Key Findings

Causes & Conditions of Poverty

Our assessment research indicates that the causes of poverty are multifaceted and that barriers to financial security are inherently intersectional. Specifically, lack of education and job skills, lack of transportation and childcare, and high cost of housing were persistently noted among the causes and conditions of poverty in our community. What's more, low wage jobs and jobs that lack benefits were cited among all groups surveyed as being leading causes of poverty in Utah.

These issues, which affect virtually all low-income people, are compounded among people of color and those who do not speak English. Among this population, problems of discrimination and barriers related to language and citizenship, especially in relation to employment and housing, exacerbate the problems of poverty.

Since 2000, poverty in Utah has increased. Rates of poverty are highest among children, female headed households, and people of color. The poverty rate among seniors is roughly half of that of the state's population as a whole, but poverty among seniors may change as baby boomers age into retirement.

As Utah public and private agencies continue to strive to address poverty in our communities, it is vital that the challenges faced by marginalized groups are viewed as serious concerns. Utah Community Action is committed to being an active and engaged participant in statewide conversations about poverty and economic opportunity in Utah.

Needs of Communities Assessed

Among low-income households, significant needs include access to education and job training and opportunities for employment beyond minimum wage jobs. Access to affordable housing and information on housing rights were also noted as being of significant need for low-income individuals and families. Transportation also arose as an area of need for low-income persons; indeed, transportation presents a barrier that affects a low-income person's ability to access opportunities related to education, employment, and other means of attaining socioeconomic mobility.

Healthcare needs among low-income families are also significant in this community. Many individuals surveyed suggested that lack of health insurance and the cost of healthcare are major challenges for people who are struggling to make ends meet. Finally, many individuals indicated that food insecurity and lack of access to healthy food are prevalent needs among low-income persons in the communities we serve. Detailed findings on community needs may be found in the Areas of Need and Appendix sections of this report.

Recommendations

The information in this assessment demonstrates that Utah Community Action has a unique opportunity to enhance our programs and initiatives to meet the needs of our clients. It is thus the recommendation of the author of this report that Utah Community Action continue to offer its current high quality programming with an eye toward expanding key endeavors; in particular, the agency should work to heighten its efforts around family case management and adult education, and should at a minimum maintain the current capacity and level of service for all programs.

As a leader in the early childhood education field, Utah Community Action should work to maintain its reputation as a Head Start leader by taking advantage of new opportunities for program innovations and collaborative partnerships as they arise. Indeed, Utah's Fifth Annual Report on Intergenerational Poverty suggests that high quality preschool and other supportive early childhood services are needed interventions for at-risk children facing intergenerational welfare dependence. What's more, affordable childcare repeatedly emerged in our qualitative research as a community need, particularly for supporting families with employment and educational needs. As a result, the agency should take advantage of opportunities for program expansion, including through extending the duration of Head Start services and implementing other program innovations that would support working families' self-sufficiency goals.

Finally, Utah Community Action must continue its work to integrate services and build interdepartmental capacity, as well as to form new partnerships with other service providers to serve low-income families and individuals. Opportunities for new partnerships should be assessed and prioritized based on the needs indicated in this report and on feedback obtained from key stakeholders.

The data contained in this assessment indicates that the challenges facing low-income families are varied and complex. We are nevertheless optimistic as we look to the future and envision a community where economic opportunity abounds. As Utah Community Action works to enrich the communities we serve, we invite you to join us in promoting upward mobility and a higher quality of life for the most vulnerable members of our communities.

Sources of Data

- Kids Count Data Center
Accessed via datacenter.kidscount.org, Annie E. Casey Foundation
- MIT Living Wage Calculator
Accessed via livingwage.mit.edu
- State Housing Profile, National Low Income Housing Coalition
Accessed via nlihc.org
- National Transit Database Ridership Data
Accessed via fivethirtyeight.com
- U.S. Census Bureau, American Community Survey 2011 – 2015
Accessed via CommunityCommons.org
Accessed via Annual Report on Poverty in Utah, Community Action Partnership of Utah, caputah.org
- U.S. Census Bureau, American Community Survey 2015
Accessed via CommunityCommons.org
- U.S. Census Bureau, American Community Survey 2012
Accessed via disabilitystatistics.org, Cornell University Online Resource for U.S. Disability Statistics
- USDA Food Access Research Atlas
Accessed via ers.usda.gov
- Utah Department of Workforce Services Labor Statistics & Annual Profiles
Accessed via jobs.utah.gov
- Veterans Data Central
Accessed via veteransdata.info

Methodology

Utah Community Action undertakes an effort to assess our community each year. This 2017 report represents our agency's effort to understand the unique character of the communities we serve, particularly in regards to the prevalence of poverty and the needs of low-income families and individuals. Assessing our community enables us to better fulfill our mission to empower individuals, strengthen families, and build communities through self-sufficiency and education programs.

This assessment was created through the collection and analysis of quantitative and qualitative data, including American Community Survey statistics obtained from the Census Bureau and the feedback of our clients, employees, and community partners.

The results of the Community Needs Survey reported can only be considered the opinions of the survey participants and should not be generalized to represent our entire client population as a whole. This report is intended for informational purposes only.

Programs & Services

Utah Community Action provides a variety of services to assist low-income families and individuals toward economic self-sufficiency. We serve over 61,000 individuals each year through the following programs:

Adult Education provides clients with the opportunity to earn their GED or High School Diploma, obtain English skills through ESL courses, seek job skills through our Sauté culinary arts training program, or receive post-secondary education including Child Development Associate and Applied Technology degree programs.

Case Management & Housing services focus on assisting individuals and families in achieving self-sufficiency through holistic case management. Clients receive assistance designed to stabilize housing and engage with our staff to maintain and improve employment, access educational opportunities, and ensure health and well-being.

Head Start provides high quality early childhood education and care for over 2,000 children each year. We believe that parents are the primary educators of their children, and our program emphasizes physical, social, and emotional development and utilizes developmentally appropriate learning for school readiness.

HEAT (Home Energy Assistance Target) is a federally funded utility assistance program designed to ensure that low-income households can manage and lower their home energy costs.

Nutrition programming assists individuals and families ranging from infants to the elderly. Services are comprehensive and include Head Start meal production, our Summer Food program, Community Food & Resource Centers, Nutrition in the Home, Evergreen Café at the Millcreek Recreation Center, and Real Food Rising.

Weatherization improves the safety and energy efficiency of homes of low-income people across Northern Utah.

The mission of Utah Community Action is to empower individuals, strengthen families, and build communities through self-sufficiency and education programs.



Pictured: Volunteers from Molina Healthcare working with Head Start students in the classroom.

Area Demographics

Service area (Salt Lake and Tooele Counties) demographics are as follows. Demographic information is also included for the entire state of Utah for comparison purposes and because in some cases our programs have expanded beyond Salt Lake and Tooele counties to serve persons in other parts of the state of Utah. All data in this section was sourced from the American Community Survey, accessed through Community Commons.

Population

Population change within the report area from 2000-2015 is shown below. During the 13-year period, total population estimates for the service area grew by 21.37%, increasing from 939,122 persons in 2000 to 1,139,851 persons in 2015.

| | Total Population, 2013 ACS | Total Population, 2000 Census | Total Change in Population | % Change in Population |
|--|-------------------------------|----------------------------------|-------------------------------|------------------------|
| Service Area (Salt Lake & Tooele Counties) | 1,139,851 | 939,122 | 200,729 | 21.37% |
| Salt Lake County | 1,078,958 | 898,387 | 180,571 | 20.1% |
| Tooele County | 60,893 | 40,735 | 20,158 | 49.49% |
| Utah | 2,903,379 | 2,233,169 | 670,210 | 30.01% |

Age & Gender

Population by gender within the report area is shown below. According to ACS 2011-2015 5 year population estimates for the report area, the female population comprised 49.98% of the report area, while the male population represented 50.02%.

| | 0 to 4 Male | 0 to 4 Female | 5 to 17 Male | 5 to 17 Female | 18 to 64 Male | 18 to 64 Female | 65+ Male | 65+ Female |
|------------------|-------------|------------------|--------------|-------------------|------------------|--------------------|-------------|------------|
| Service Area | 48,271 | 46,081 | 120,025 | 114,698 | 356,978 | 348,076 | 42,464 | 58,428 |
| Salt Lake County | 45,533 | 43,532 | 111,860 | 106,912 | 339,421 | 330,898 | 40,346 | 55,785 |
| Tooele County | 2,738 | 2,549 | 8,165 | 7,786 | 17,557 | 17,178 | 2,118 | 2,643 |
| Utah | 130,873 | 124,371 | 330,002 | 312,272 | 868,534 | 854,532 | 116,621 | 152,975 |

Race

Population by gender within the report area is shown below. According to ACS 2011-2015 5 year population estimates, the white population comprised 89.05% of the report area, black population represented 1.74%, and other races combined were 9.21%. Persons identifying themselves as mixed race made up 2.95% of the population.

| | White | Black | American Indian | Asian | Native Hawaiian | Mixed Race |
|------------------|-----------|--------|-----------------|--------|-----------------|------------|
| Service Area | 944,295 | 18,472 | 9,227 | 40,102 | 16,979 | 31,310 |
| Salt Lake County | 888,426 | 18,103 | 8,565 | 39,574 | 16,666 | 30,161 |
| Tooele County | 55,869 | 369 | 662 | 528 | 313 | 1,149 |
| Utah | 2,544,735 | 31,909 | 31,824 | 64,102 | 26,147 | 74,755 |

Veterans, Age and Gender

Veterans age and gender demographics show the number of veterans living in the report area. According to the American Community Survey (ACS), 6.12% of the adult population in the report area are veterans, which is less than the national average of 8.32%.

| | Veterans Total | Veterans Male | Veterans Female | % Pop Over 18 |
|------------------|----------------|---------------|-----------------|---------------|
| Service Area | 49,559 | 46,622 | 2,937 | 6.12% |
| Salt Lake County | 45,713 | 42,991 | 2,722 | 5.93% |
| Tooele County | 3,846 | 3,631 | 215 | 9.73% |
| Utah | 134,332 | 125,983 | 8,349 | 6.71% |

Poverty Statistics

Service area (Salt Lake and Tooele Counties) demographics are as follows. Demographic information is also included for the entire state of Utah for comparison purposes and because in some cases our programs have expanded beyond Salt Lake and Tooele counties to serve persons in other parts of the state of Utah.

Poverty Guidelines 2017

The Department of Health and Human Services (HHS) released updates of the poverty guidelines January 26, 2017. The federal poverty guidelines are used as an eligibility criterion by the Community Services Block Grant and a number of other federal programs, including Head Start and Weatherization. The poverty guidelines are derived from the Census Bureau's current official poverty threshold, and the figures reflect annual income.

| Persons in Family/Household | 100% of Poverty | 125% of Poverty | 150% of Poverty |
|-----------------------------|-----------------|-----------------|-----------------|
| 1 | \$12,060 | \$15,075 | \$18,090 |
| 2 | \$16,240 | \$20,291 | \$24,360 |
| 3 | \$20,420 | \$25,525 | \$30,630 |
| 4 | \$24,600 | \$30,750 | \$36,900 |
| 5 | \$28,780 | \$35,975 | \$43,170 |
| 6 | \$32,960 | \$41,200 | \$49,440 |
| 7 | \$37,140 | \$46,425 | \$55,710 |
| 8 | \$41,320 | \$51,650 | \$61,980 |

Note: For families/households with more than eight people, add \$4,180 for each additional person.

Poverty Rate 2015

2015 poverty estimates show a total of 121,804 persons living below the poverty level in the report area. Poverty information is at 100% of the federal poverty income guidelines.

| | All Ages # of Persons | All Ages Poverty Rate | Age 0-17 # of Persons | Age 0-17 Poverty Rate | Age 5-17 # of Persons | Age 5-17 Poverty Rate |
|------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| Service Area | 121,804 | 10.69% | 41,156 | 12.51% | 26,096 | 11.12% |
| Salt Lake County | 117,311 | 10.8% | 39,181 | 12.8% | 24,733 | 11.3% |
| Tooele County | 4,493 | 7.2% | 1,975 | 9.3% | 1,363 | 8.5% |
| Utah | 662,466 | 11.41% | 231,022 | 12.87% | 149,552 | 11.64% |
| United States | 46,153,077 | 14.58% | 15,000,273 | 20.36% | 10,245,028 | 19.05% |

Poverty Rate 5-Year Estimates (ACS)

The following report section shows population estimates for all persons in poverty for report area. According to the American Community Survey 5 year estimates, an average of 12.09 percent of all persons lived in a state of poverty during the 2011 – 2015 period. The poverty rate for all persons living in the report area is less than the national average of 15.47%.

| | Total Population | Population in Poverty | % Population in Poverty |
|------------------|------------------|-----------------------|-------------------------|
| Service Area | 1,124,973 | 135,969 | 12.09% |
| Salt Lake County | 1,064,695 | 131,630 | 12.36% |
| Tooele County | 60,278 | 4,339 | 7.2% |
| Utah | 2,855,909 | 351,601 | 12.31% |
| United States | 116,926,305 | 16,811,595 | 14.4% |

ACS estimates show that there were 40,663 households, or 10.97% of all households living in poverty in the service area:

- In Salt Lake County, there were 39,046 households in poverty – 11.1% of all households in Salt Lake County.
- In Tooele County, 8.7% of all households, or 1,617, were in poverty.
- Across all households in Utah, the poverty rate was 11.6%, or 104,985 households.

Poverty Rate Change

Poverty rate change in the report area from 2000 to 2015 is shown below. According to the U.S. Census, the poverty rate for the area increased by 2.45%, compared to a national increase of 3.4%.

| | Persons in Poverty 2000 | Poverty Rate 2000 | Persons in Poverty 2015 | Poverty Rate 2015 | % Change 2000-2015 |
|------------------|-------------------------|-------------------|-------------------------|-------------------|--------------------|
| Service Area | 76,445 | 8.16% | 121,804 | 10.6% | 2.45% |
| Salt Lake County | 73,343 | 8.2% | 117,311 | 10.8% | 2.6% |
| Tooele County | 3,102 | 7.3% | 4,493 | 7.2% | - 0.1% |
| Utah | 396,868 | 8.82% | 662,466 | 11.22% | 2.4% |
| United States | 31,581,086 | 11.3% | 46,153,077 | 14.7% | 3.4% |

Population in Poverty by Gender

| | Total Male | Total Female | % Male | % Female |
|------------------|------------|--------------|--------|----------|
| Service Area | 63,304 | 72,665 | 11.24% | 12.94% |
| Salt Lake County | 61,427 | 70,203 | 11.53% | 13.2% |
| Tooele County | 1,877 | 2,462 | 6.17% | 8.24% |
| Utah | 163,752 | 187,849 | 11.44% | 13.18% |

Population in Poverty by Ethnicity Alone

| | Total Hispanic/Latino | Total Not Hispanic/Latino | % Hispanic/Latino | % Not Hispanic/Latino |
|------------------|-----------------------|---------------------------|-------------------|-----------------------|
| Service Area | 47,343 | 88,626 | 24.34% | 9.52% |
| Salt Lake County | 46,187 | 85,443 | 24.65% | 9.74% |

| | | | | |
|---------------|--------|---------|--------|--------|
| Tooele County | 1,156 | 3,183 | 16.25% | 5.99% |
| Utah | 94,698 | 256,903 | 24.77% | 10.39% |

Percent of Population in Poverty by Race

| | White | Black | American Indian | Asian | Native Hawaiian | Some Other Race | Mixed Race |
|------------------|--------|--------|-----------------|--------|-----------------|-----------------|------------|
| Service Area | 9.57% | 25.63% | 29.19% | 16.91% | 24.95% | 29.18% | 18.74% |
| Salt Lake County | 9.75% | 25.91% | 31.5% | 17.13% | 25.42% | 29.38% | 19.16% |
| Tooele County | 6.83% | 11.73% | 0.76% | 0% | 0% | 21.48% | 7.79% |
| Utah | 10.75% | 23.24% | 31.71% | 17.83% | 22.26% | 28.06% | 17.44% |

Total Population in Poverty by Race

| | White | Black | American Indian | Asian | Native Hawaiian | Some Other Race | Mixed Race |
|------------------|---------|-------|-----------------|--------|-----------------|-----------------|------------|
| Service Area | 89,303 | 4,620 | 2,563 | 6,718 | 4,200 | 22,811 | 5,754 |
| Salt Lake County | 85,525 | 4,578 | 2,558 | 6,718 | 4,200 | 22,385 | 5,666 |
| Tooele County | 3,778 | 42 | 5 | 0 | 0 | 426 | 88 |
| Utah | 269,376 | 7,090 | 9,763 | 11,235 | 5,730 | 35,671 | 12,736 |

Families in Poverty

The number of families in poverty by type are shown below. According to ACS 2011-2015 5 year estimates for the report area, there were 23,591 families living in poverty.

| | Total Families | Total # of Families in Poverty | Families in Poverty Married Couples | Families in Poverty Male Householder | Families in Poverty Female Householder |
|------------------|----------------|--------------------------------|-------------------------------------|--------------------------------------|--|
| Service Area | 262,544 | 23,591 | 10,683 | 2,776 | 10,132 |
| Salt Lake County | 247,693 | 22,704 | 10,201 | 2,688 | 9,815 |
| Tooele County | 14,851 | 887 | 482 | 88 | 317 |
| Utah | 680,007 | 62,207 | 31,683 | 5,832 | 24,692 |

Children in Poverty

Population and poverty estimates for children age 0-4 are shown for the report area. According to the American Community Survey 5 year data, an average of 16.7% of children lived in a state of poverty during the survey calendar year. The poverty rate for children living in the report area is less than the national average of 24.5 percent.

| | Ages 0-4 Total Population | Ages 0-4 in Poverty | Ages 0-4 Poverty Rate |
|------------------|---------------------------|---------------------|-----------------------|
| Service Area | 93,118 | 15,593 | 16.7% |
| Salt Lake County | 87,852 | 15,177 | 17.3% |
| Tooele County | 5,266 | 416 | 7.9% |
| Utah | 252,882 | 39,740 | 15.7% |

Population and poverty estimates for children age 5-17 are shown for the report area. According to the American Community Survey 5 year data, an average of 15.1% percent of children lived in a state of poverty during the survey calendar year. The poverty rate for children living in the report area is less than the national average of 20.7%.

| | Ages 5-17 Total Population | Ages 5-17 in Poverty | Ages 5-17 Poverty Rate |
|------------------|----------------------------|----------------------|------------------------|
| Service Area | 230,582 | 34,850 | 15.1% |
| Salt Lake County | 214,869 | 33,840 | 15.7% |
| Tooele County | 15,713 | 1,010 | 6.4% |
| Utah | 632,543 | 86,594 | 13.7% |

Population and poverty estimates for children age 0-17 are shown for the report area. According to the American Community Survey 5 year data, an average of 15.6% percent of children lived in a state of poverty during the survey calendar year. The poverty rate for children living in the report area is less than the national average of 21.7%.

| | Ages 0-17 Total Population | Ages 0-17 in Poverty | Ages 0-17 Poverty Rate |
|------------------|----------------------------|----------------------|------------------------|
| Service Area | 323,700 | 50,443 | 15.6% |
| Salt Lake County | 302,721 | 49,017 | 16.2% |
| Tooele County | 20,979 | 1,426 | 6.8% |
| Utah | 885,425 | 126,334 | 14.3% |

Veterans in Poverty

There are 134,713 veterans in the state of Utah. The poverty rate among veterans statewide is 6.3% and the unemployment rate among veterans is 6.0%. Young persons have the highest rates of unemployment among veterans. The median household income for Utah veterans is \$61,370. HUD estimates that approximately 337 Utah veterans were homeless in 2015. (Source: Veterans Data Central, veteransdata.info)

Seniors in Poverty

Poverty rates for seniors (persons age 65 and over) are shown below. According to American Community Survey estimates, there were 7,090 seniors, or 6.8%, living in poverty within the report area.

| | Seniors Total | Seniors in Poverty | Senior Poverty Rate |
|------------------|---------------|--------------------|---------------------|
| Service Area | 103,969 | 7,090 | 6.8% |
| Salt Lake County | 99,115 | 6,749 | 6.8% |
| Tooele County | 4,854 | 341 | 7% |
| Utah | 278,808 | 18,126 | 6.5% |

Concentrated Poverty

Zip codes within Salt Lake and Tooele Counties that are among those with the highest concentrations of family poverty are listed below, based on ACS 2015 data.

| Zip Codes | Location | Utah Community Action Physical Locations in Area* | % All Families Below Poverty Level | % Families Below Poverty Level with Children under 18 | # Households Receiving SNAP Past 12 Months | % 16 Years & Older Unemployed |
|-----------|----------------|---|------------------------------------|---|--|-------------------------------|
| 84104 | Salt Lake City | Head Start, Food Center | 30.90% | 43.40% | 1,655 | 7.80% |

| | | | | | | |
|-------|------------------|--|--------|--------|-------|--------|
| 84083 | Wendover | Head Start | 28.00% | 39.10% | 45 | 3.80% |
| 84115 | South Salt Lake | Head Start, HEAT, Adult Education, Central Kitchen | 24.10% | 33.70% | 2,321 | 4.90% |
| 84119 | West Valley City | Head Start, Weatherization, Food Center | 21.50% | 29.60% | 2,544 | 5.50% |
| 84116 | Salt Lake City | Head Start | 19.80% | 28.00% | 1,866 | 5.60% |
| 84101 | Salt Lake City | Housing Case Management, Head Start | 18.90% | 49.00% | 493 | 10.30% |
| 84111 | Salt Lake City | Head Start | 15.90% | 23.80% | 1,068 | 5.30% |
| 84120 | West Valley City | Head Start | 15.20% | 22.40% | 1,983 | 5.50% |
| 84047 | Midvale | Head Start, Food Center | 14.40% | 21.20% | 1,540 | 4.60% |
| 84123 | Taylorsville | Head Start | 13.60% | 22.70% | 1,680 | 4.80% |
| 84107 | Murray | Head Start | 12.00% | 21.80% | 1,665 | 4.30% |
| 84102 | Salt Lake City | | 11.60% | 9.70% | 526 | 4.40% |
| 84044 | Magna | Head Start, Food Center | 10.30% | 14.20% | 978 | 5.60% |
| 84128 | West Valley City | Head Start | 9.80% | 13.90% | 750 | 6.20% |
| 84118 | Kearns | Head Start | 8.60% | 12.50% | 2,086 | 4.50% |

*Utah Community Action Services are offered to all eligible persons in all zip codes in our service area; this lists physical locations only. Some zip codes listed above have multiple Head Start locations.

Summary of Poverty Trends

Poverty affects individuals from all demographic groups in Utah. In terms of age, poverty is most prevalent among children, with young children ages 0-4 experiencing the highest rates of poverty in Utah. Poverty is also high among children ages 5-17. Poverty among seniors is less prevalent than child poverty, though it occurs in higher numbers in Salt Lake County than in Utah as a whole.

Significant economic disparities exist between whites and those of other races and ethnic backgrounds. Whites experience poverty at lower rates than any other racial or ethnic category in Utah, including those who identify as mixed race and those who are of Hispanic/Latino origin. This fact is especially troubling given Utah's racial demographics, where whites comprise a significant majority of Utah's overall population.

Poverty in Utah disproportionately affects women and families headed by women. Among families, female headed households and married couples experience the highest rates of poverty; male headed households experience poverty at much lower rates than any other family type.

Utah's poverty rate has increased since the year 2000. Generally, the service area's poverty rate has roughly kept pace with the national average, however Utah's poverty rate has climbed at a slower pace than that of the United States as a whole. With a 2015 poverty rate of 11.41%, Utah's poverty rate is lower than the national average of 14.58% (ACS 2011-2015).

Areas of Need

Utah Community Action recognizes seven areas of need as defined by assessment criterion put forward by Utah's State Community Services Office. These categories include: Education, Employment, Health, Housing, Income, Nutrition, and Transportation. What follows is an in-depth analysis of community needs and barriers to self-sufficiency based on those categories.

These areas of need do not exist in a vacuum; indeed, the nature of poverty is such that each issue area affects the others. As such, we have combined several categories for improved analysis and in acknowledgement that issues of poverty are inherently intersectional.



Education

We recognize that education is a cornerstone to self-sufficiency and economic security. Educational attainment is highly correlated with economic outcomes. Those who receive high quality education from early childhood on are in the best position to achieve future success, in terms of both academics and economic well-being.



Pictured: Real Salt Lake Player Tony Beltran reading to Head Start children in the classroom.

Early Childhood Education

Utah Community Action operates three early childhood education initiatives: Head Start, Early Head Start, and Early Head Start Childcare Partnerships. Head Start and Early Head Start families are enthusiastic about our early childhood education programming. A large majority of families stated that Head Start has helped them to improve their parenting skills (96.8%) and family functioning (97%). Additionally, Head Start families attest to the efficacy of our services, with over 89% stating that they believe Head Start has prepared their child for kindergarten (10% stated Not Applicable due to their child being in EHS).

Head Start and Early Head Start families most often apply for HEAT, Nutrition (Neighborhood Food & Resource Centers), and Adult Education services with our agency. This suggests that, in addition to the other needs outlined in this assessment, Head Start families have particular needs around securing food, accessing housing and income resources, and obtaining education and job training opportunities. A large number of Head Start families (69.7%) did not apply for any additional services from Utah Community Action during the 2015-2016 school year. 98% of families stated that their Family Advocate assisted them in finding resources to meet family needs.

Early Childhood Education Facts

Utah ranks 10th in the nation for child well-being by the Annie E. Casey Foundation 2016 Kids Count State Rankings system, which aggregates comprehensive measures of child well-being.

On measures of education alone, the Annie E. Casey Foundation ranks Utah 27th among all U.S. States and territories.

- 59% of Utah children do not attend preschool.
- 66% of young children in households under 200% of poverty do not attend preschool.
- 16% of Utah children under six are in family-based child care.
- 7% of babies born in Utah have low birthweights.
- 9% of children in Utah do not have health insurance.
- 19% of all Utah children live in single-parent households.

- 5% or 43,000 Utah children live in high-poverty areas.

Demographics of Head Start Eligible Children & Families

| Zip Code | Head Start Site | White | Black or African American | American Indian | Asian | Native Hawaiian or Pacific Islander | Other | Two or More Races | Hispanic or Latino | Not Hispanic or Latino |
|----------|---------------------------|-------|---------------------------|-----------------|-------|-------------------------------------|-------|-------------------|--------------------|------------------------|
| 84094 | Bellview | 90.1% | 0.5% | 0.5% | 3.0% | 0.5% | 2.5% | 2.8% | 7.9% | 92.1% |
| 84128 | CCH | 70.2% | 1.6% | 1.2% | 3.2% | 2.4% | 17.1% | 3.6% | 29.6% | 70.4% |
| 84047 | CCH | 77.7% | 1.9% | 1.2% | 2.6% | 0.8% | 12.3% | 3.6% | 23.9% | 76.1% |
| 84029 | Grantsville | 94.6% | 0.1% | 1.0% | 0.1% | 0.2% | 2.0% | 2.1% | 5.4% | 94.6% |
| 84107 | HJS | 84.3% | 2.3% | 1.4% | 2.9% | 0.6% | 5.4% | 3.1% | 13.0% | 87.0% |
| 84101 | Horizonte | 76.2% | 5.3% | 2.8% | 4.1% | 1.0% | 6.1% | 4.5% | 18.5% | 81.5% |
| 84116 | JRR | 55.3% | 4.7% | 1.5% | 4.3% | 4.1% | 25.1% | 5.1% | 48.0% | 52.0% |
| 84044 | Magna | 78.4% | 0.9% | 1.0% | 0.8% | 2.0% | 13.3% | 3.6% | 23.4% | 76.6% |
| 84084 | Majestic | 82.0% | 1.0% | 0.7% | 3.4% | 1.9% | 8.1% | 2.9% | 17.4% | 82.6% |
| 84047 | Midvale Boys & Girls Club | 77.7% | 1.9% | 1.2% | 2.6% | 0.8% | 12.3% | 3.6% | 23.9% | 76.1% |
| 84120 | Monroe | 65.3% | 1.8% | 1.0% | 5.1% | 4.6% | 18.5% | 3.8% | 32.1% | 67.9% |
| 84047 | Midvalley | 77.7% | 1.9% | 1.2% | 2.6% | 0.8% | 12.3% | 3.6% | 23.9% | 76.1% |
| 84107 | Murray | 84.3% | 2.3% | 1.4% | 2.9% | 0.6% | 5.4% | 3.1% | 13.0% | 87.0% |
| 84104 | Neighborhood House | 51.4% | 4.2% | 1.9% | 3.6% | 6.6% | 26.8% | 5.4% | 52.1% | 47.9% |
| 84118 | Oquirrh Hills | 72.9% | 1.5% | 1.1% | 3.0% | 2.6% | 15.4% | 3.5% | 27.8% | 72.2% |
| 84111 | Palmer Court | 75.1% | 3.7% | 2.3% | 4.1% | 1.0% | 9.9% | 4.0% | 21.9% | 78.1% |
| 84119 | Redwood | 64.6% | 2.8% | 1.7% | 4.8% | 3.3% | 18.8% | 4.0% | 35.1% | 64.9% |
| 84065 | Riverton | 93.1% | 0.9% | 0.5% | 1.0% | 0.5% | 2.0% | 1.9% | 6.1% | 93.9% |
| 84065 | Rose Creek | 93.1% | 0.9% | 0.5% | 1.0% | 0.5% | 2.0% | 1.9% | 6.1% | 93.9% |
| 84104 | Shriver | 51.4% | 4.2% | 1.9% | 3.6% | 6.6% | 26.8% | 5.4% | 52.1% | 47.9% |
| 84123 | SLCC | 79.5% | 2.5% | 1.5% | 4.3% | 1.5% | 7.6% | 3.5% | 15.8% | 84.2% |
| 84118 | South Kearns | 72.9% | 1.5% | 1.1% | 3.0% | 2.6% | 15.4% | 3.5% | 27.8% | 72.2% |
| 84115 | SSL | 68.7% | 4.4% | 2.7% | 4.8% | 1.0% | 14.3% | 4.1% | 28.7% | 71.3% |
| 84119 | Stansbury | 64.6% | 2.8% | 1.7% | 4.8% | 3.3% | 18.8% | 4.0% | 35.1% | 64.9% |
| 84088 | Terra Linda | 82.7% | 0.9% | 0.7% | 2.6% | 1.4% | 8.4% | 3.3% | 17.2% | 82.8% |
| 84074 | Tooele | 90.6% | 0.8% | 0.8% | 0.7% | 0.4% | 3.7% | 2.9% | 11.3% | 88.7% |
| 84108 | U of U | 89.5% | 0.7% | 0.3% | 6.2% | 0.2% | 1.0% | 2.2% | 3.6% | 96.4% |
| 84083 | Wendover | 68.4% | 0.6% | 1.9% | 0.4% | 0.0% | 25.4% | 3.3% | 63.5% | 36.5% |
| 84084 | West Jordan | 82.0% | 1.0% | 0.7% | 3.4% | 1.9% | 8.1% | 2.9% | 17.4% | 82.6% |
| 84118 | West Kearns | 72.9% | 1.5% | 1.1% | 3.0% | 2.6% | 15.4% | 3.5% | 27.8% | 72.2% |

The preceding chart shows estimated population by race and ethnicity of all persons by zip code for our Head Start service area (Census 2010). The total population of children ages 0-4 in Salt Lake County is 87,852 and in Tooele County is 5,266 (ACS 2015).

Other Child Development & Childcare Programs

The Utah Department of Workforce Services Office of Childcare operates the Care About Childcare website to assist parents with locating care options for their children. Care About Childcare's search tool suggests that there are 515 licensed childcare facilities (136 with openings) offering preschool activities in Salt Lake County and 20 (3 with openings) in Tooele County. Not all of the childcare providers listed may provide services affordable to low-income families.

A number of affordable preschool options do exist in our service area, highlighted below.

| Childcare Programs for Low-Income Children | Programs/Services Offered |
|--|---|
| Canyons School District | The Canyons District Early Childhood Program integrates tuition-paying students to serve as peer models in the classroom with students with special needs, is for 3-and 4-year-old children. Canyons offers three ways to participate in preschool: special education, Title I, and tuition. Each class has between 12-15 students and is taught by a teacher certified in Early Childhood Special Education and three assistants. Tuition to participate in the program is \$70 a month for classes that take place two days a week, either in the morning or afternoon, for about two hours. Acceptance into the program is determined on a first-come first-served basis. |
| Children's Services Society | The Children's Service Society of Utah empowers families and caregivers through services that support the safety and well-being of children. They operate on referral only, providing free child care referrals and family support referrals services. |
| DDI Vantage Early Head Start | DDI Vantage is an Early Head Start provider in the Salt Lake County area. The agency serves children up to 130% of federal poverty in accordance with Head Start/EHS regulatory requirements. In 2016, DDI Vantage Early Head Start served 194 EHS Home Base and 101 EHS Child Care families. |
| Family Support Center | The Family Support Center KidStart Daycare offers low cost, quality and curriculum-based childcare for ages newborn to five years. FSC also operates a free 24/7 crisis nursery care for any child ages 0-11 in three locations in the Salt Lake Valley. |
| Granite School District | Granite School District has 21 Title 1 preschools with a comprehensive program, qualified staff, and a 1:10 staff child ratio. Each class has a lead teacher, assistant teacher, and support staff. Classes are housed in district facilities for added security. Teachers and parents work together to help children grow and progress. Costs are researched annually and are set at or below neighboring preschools, a sliding scale is available for tuition assistance. Serves approx. 3,800 preschool aged children. |
| Guadalupe Early Learning Center | The Guadalupe Early Learning Center has five unique programs that offer quality education at every stage of life from infants to adults. The preschool program takes up to 88 early learners aged 3-4 years old. Class size is no more than 24 children per class with 1:8 adult to child ratio. All programs are free, but there is a waitlist. Serves approx. 80 preschool aged children. |
| Jordan School District | This district does not offer early childhood programming but they do offer early intervention services through the Jordan Child Development Center (JCDC). Early intervention services are available for children who have developmental delays, diagnosed conditions or syndromes, ages 0-3. The 3 year old program is \$70 per month, and the 4 year old program is \$95 per month. Payments are based on an annual fee and divided equally over eight months. |
| Murray School District | Murray Early Childhood Education Center preschool programs are designed to promote the development of the whole child. Offers a variety of scheduling options for preschool aged children. Registration for the school year is on a first come, first served basis, and is open as long as space is available. A registration fee of \$50 must be received for each child you are registering. Tuition is due on a monthly basis. Serves approx. 142 preschool aged children. |
| Neighborhood House | A NAEYC accredited non-profit providing quality preschool and daycare services based on each client's ability to pay. Neighborhood House's approach encourages language development, creative expression, motor coordination and social and emotional skills. Serves approx. 100 preschool aged children. |
| Salt Lake City School District | The Salt Lake City School District offers Early Childhood programs to support children and their families, birth through age 5. Programs are designed to give students the assistance they need to prepare them for school success. Programs include Parents as Teachers, a free home visitor program available to all families with children birth to 5 who live within Salt Lake City School District boundaries, and Parent and Child Preschool Classes, which offers parent and child education classes for 3-year-old children. Pre-Kindergarten Classes provide a child centered environment, safe materials, meaningful and engaging instruction, and the emotional support, |

| | |
|--|---|
| | and Summer Kindergarten Readiness prepares children for kindergarten. Tuition is based on a sliding scale with proof of income and dependents. Serves approx. 886 preschool aged children. |
| The Boys & Girls Club (Greater Salt Lake & South Valley) | The Boys & Girls Clubs serve children at 12 locations in Salt Lake and Tooele counties. Last year, over 7,200 youth attended Salt Lake & South Valley Boys & Girls Clubs with over 1,400 members coming to the Clubs each day. The Sugarhouse & Murray locations offer licensed Full Day Pre-School and Kindergarten Care, Half Day Kindergarten Care, and Before and After School Programs. Both offer sliding scale arrangements. |
| Toole School District | The Early Learning Center is a developmental preschool for children ages 3 to 5 years old. Providing free monthly assessments, monthly clinics are offered at no cost. Preschool programming is offered for children with developmental delays and typically developing children. Classrooms are staffed with certified teachers and supported with related service personnel including, para-educators, occupational therapists, physical therapists, speech and language pathologists, and adaptive P.E. specialists. Serves approx. 332 preschool aged children. |
| YWCA | The Lolie Eccles Early Education Center in Salt Lake City is NAEYC accredited. The Center provides full time or half time preschool, Half-day kindergarten, and a full-day kindergarten program, which includes before & after school as well as day camps during school closure days. Payment arrangements can be worked out with DWS if the family qualifies. Serves approx. 97 preschool aged children. |

Additionally, Utah Community Action is engaged in an Early Head Start Childcare Partnership grant that enables us to create needed community capacity for affordable childcare. Our partnerships with other childcare providers have created 64 total childcare slots for eligible children.

| Partnering Agency | Zip Code | # of Affordable Childcare Slots |
|----------------------------------|---------------------------|---------------------------------|
| Central City Recreation Center | 84111 | 8 |
| South Salt Lake | 84115 | 8 |
| Copperview Recreation Center | 84047 | 8 |
| Mountain View Elementary | 84104 | 8 |
| ASUU Student Child Care | 84112 | 8 |
| Early Childhood Education Center | 84108 | 8 |
| Neighborhood House | 84104 | 8 |
| The Learning Center for Families | 84770 (Washington County) | 8 |

Children with Disabilities

Cornell University's Disability Statistics center estimates that 0.7% of all children ages 0-4 in Utah have a disability (based on ACS 2015 data). That's roughly 1,800 young children across the state with reported disabilities, although the prevalence of reported disabilities significantly increases with age. Among children aged 4 and younger, 0.7% reported a visual disability and 0.7% reported a hearing disability. Reported disabilities for this population include sensory disabilities only, whereas other age-group populations report on additional types of disabilities, including ambulatory and cognitive.

For children ages 5 to 15 years, 3.9% of the total population, or roughly 21,000, reported disabilities. Overall in Utah, 9.9% of the total population are reported to have disabilities.

| Resources for Children with Disabilities | Programs/Services Offered |
|--|--|
| Baby Watch Early Intervention | Provides early identification and treatment for children from birth to age three with developmental delays and/or disabilities. There is a 45-day intake period for evaluation and assessment. Services are readily available. |
| Baby Your Baby Outreach Program | Provides prenatal and well-child care information and referrals. No direct clinical services are provided. There is an approximately 3-5 day wait period to obtain services after a telephone interview. |

| | |
|---|---|
| The Autism Society of Utah | A nonprofit organization serving families and professionals who live and work with individuals with autism. ASU is dedicated to providing educational, emotional and social support to individuals and families. |
| The Carmen B. Pingree Autism Center of Learning | Provides comprehensive treatment, education, and related services for children with autism and their families, including preschool services for children ages two through five. |
| The Child Development Center | Provides comprehensive evaluations for children from birth through age five with developmental, behavioral or emotional problems and for multiple-handicapped children up to 18 years of age. |
| The Children's Behavior Therapy Unit | Provides day treatment in a school setting for children with Autism who need more structure than a self-contained classroom. The agency's focus is on education, social skills, therapy, and medication management. Utilize a higher teacher to child ratio. Use behavior modification techniques to transition children to a general educational setting. CBTU serves 54 children with an average of 18 weeks for children 5-12 years of age. There is typically a 3-week waiting period and availability is very limited. |
| The Children's Center | Dedicated to helping preschool aged children who suffer emotional and behavioral disturbances. The Center serves children and families who may need support through family crisis. The Children's Center currently serves 150 children through day treatment and 200 through outpatient services. Their waiting list runs from 3 weeks to 2 months. |
| The Division of Services for People with Disabilities | Operates as a division of the Utah Department of Human Services. DSPD promotes opportunities and provides supports for people with disabilities to lead self-determined lives by overseeing home and community-based services for more than 5,000 people who have disabilities. The programs attend to issues related to mental retardation, developmental disabilities, family support, group homes, and day training for employment, support for employment, and a personal assistance program, among others. There is a waitlist for services. |
| The Learning Disabilities Association of Utah | Dedicated to a world in which all individuals with learning disabilities thrive and participate fully in society, and to a world in which the causes of learning disabilities are understood and addressed. LDAU is dedicated to enhancing the quality of life for all individuals with learning disabilities and their families, alleviating the restricting effects of learning disabilities, and supporting endeavors to determine the causes of learning disabilities. No information available on availability of services. |
| The Neonatal Follow-up Program | A statewide program whose main purpose is to provide specialty services through an interdisciplinary team for the first five years of the child's life. Children qualify by meeting a weight requirement and are born in the state of Utah. Services are readily available. |
| The University Developmental Assessment Clinics | Provides clinical evaluation of children with or at risk for developmental delays throughout the state of Utah and the western frontier region. These clinics will provide developmental assessments and management recommendations for infants and children. UDAC partners with primary care providers to offer children the best services possible and assist families in the coordination of their child's ongoing developmental needs through available services including local community resources and family support services. |
| The Utah Parent Center | Offers parent training, information and referral services. They also provide outside education to groups upon request such as the Individual Education Plan (IEP) process, stress management, etc. Services are offered for individuals from birth to age 22 in both English and Spanish. Services at UPC are typically free. |
| United Way 2-1-1 Information and Referral | A statewide service of United Way of Salt Lake. 2-1-1 is an easy-to-remember information and referral telephone number that people dial to get connected and get answers. 2-1-1 connects people to important health, human, and community service programs including: emergency food pantries, rental assistance, public health clinics, child care resources, support groups, legal aid, and a variety of nonprofit and government agencies. |
| Utah Children with Special Health Care Needs | CSHCN is a part of the Utah Department of Health, Division of Family Health and Preparedness. Utah Department of Health (UDOH) is the state Maternal Child Health (Title V) agency for Utah. CSHCN provides and promotes family-centered, coordinated care and facilitates the development of community-based systems for these children and their families. |

Resources for Children & Families

- Utah Community Action recognizes many resources available within our agency and among partners in our community that may be used to address the needs of Head Start eligible children and their families. We engage in partnerships designed to meet not only the health and education needs of children, but also the

comprehensive needs of low-income families. Resources may be found throughout this assessment in addition to those listed above and below.

- Care About Childcare provides families looking for child care with profiles of licensed childcare providers located throughout Utah. Also provides comprehensive resource lists for parents of young children. Services widely available.
- Maternal, Infant, and Early Childhood Home Visiting is a community-based service designed to enable and empower families by building on individual family qualities that support and strengthen parenting capabilities and overall family functioning. Programs are voluntary, some beginning during pregnancy, and may continue until children are school-aged. There is a waitlist to receive services.
- South Valley Services is a domestic violence service provider that provides safe shelter and supportive services to women, men, and their children who have been impacted by domestic violence. Services available.
- The Road Home provides emergency shelter and a variety of programs that help individuals and families step out of homelessness & back into our community. The Road Home maintains a family shelter during the winter months to meet increased demand. Utah Community Action partners with The Road Home on our Diversion Pilot program. Services available.
- The UNP Hartland Partnership Center is a partnership-based community center that offers resources such as English language instruction, mental health support, citizenship classes, employment workshops, afterschool and summer programs, and educational resources to the Salt Lake City community. Services available.
- Utah Foster Care is a nonprofit authorized by the Utah State Legislature that finds, educates, and supports families to care for children placed in foster care. Services available.
- The Utah Intergenerational Poverty Mitigation Act was passed in 2012 and directed state agencies to undertake an initiative to improve coordination and alignment among state agencies serving the needs of vulnerable children and families. As a result, the Department of Workforce Services (DWS) has combined forces with other state agencies to measurably reduce the incidence of children who remain in poverty as they become adults. This goal will be achieved by focusing in the areas of early childhood development, education, economic stability and health. IGP is not a direct service; services available through DWS.
- Women, Infants & Children Program (WIC) nutrition program that helps pregnant women, new mothers, and young children eat well, learn about nutrition, and stay healthy. Services available with eligibility criteria.

Youth Education

Youth services have been identified by staff and partners as a gap in our programming. To address this gap, Utah Community Action acquired Real Food Rising from local food advocacy organization Utahns Against Hunger in 2015.



Pictured: Real Food Rising Teen Workers take a much needed break after completing a day of farm work.

Real Food Rising is a youth development initiative that brings together teens from diverse backgrounds to grow healthy food for their community. Crew workers learn about sustainable agriculture, explore issues of food justice, and develop leadership skills. Real Food Rising serves four major purposes: to produce food, engage youth in service, cultivate leadership in young people, and provide job training to our community's youth. Food produced on the Real Food Rising farm is distributed to our food pantries, sold to the public at farmer's markets, and sold wholesale to help sustain the operability of the program.

Youth Education Facts

- Utah has come in last place in per pupil funding since 1988, with \$6,500 spent per pupil compared with the national average of \$11,000.
- 30.9% of Utah's population is under 18 years of age.
- Utah's high school graduation rate is 85%. The lowest rates of graduation are found among students with disabilities, at 69%, and among English Language Learners, with 65%.
- For economically disadvantaged students, the high school graduation rate is 75%.
- 60% of Utah fourth graders are not proficient in reading and 62% of Utah eighth graders are not proficient in math.

At-risk youth are adolescents who are less likely than their peers to successfully transition into adulthood and achieve economic self-sufficiency. Poverty and family instability are among the factors that may contribute to a youth being at-risk. Youth who are at-risk are more likely to experience teen pregnancy and are more likely to become incarcerated or experience poverty as adults.

| # of Utah Teen Births 2014 | Utah Teen Birth Ranking | Utah Teen Pregnancy Ranking |
|----------------------------|-------------------------|-----------------------------|
| 2,163 | 13th | 4th |

Note: For rankings above, 1 is considered lowest and 50 is considered highest.

Resources for Youth

- Boys and Girls Club (Greater Salt Lake & South Valley) provides afterschool programming, leadership development, and education and career programs for youth.
- Kairos Academy is a tuition free public high school providing a quality education, college readiness, and career training to girls in grades 9 through 12 with a focus on serving teen mothers.
- Latinos in Action works to empower Latino youth to be college and career ready through culture, service, leadership, and excellence in education.
- Teen Mother & Child Program is a service of the University of Utah Health Care system that provides medical care for pregnant teens and their babies.
- Utah Afterschool Network provides resource lists and referrals for afterschool programs and assists parents in recognizing quality engaging with afterschool providers.
- The Utah Pride Center operates a youth activity center and support groups for youth ages 14-20 who are a part of the LGBTQ community.

Adult Education

Utah Community Action is proud of our growing Adult Education program. We offer assistance for a variety of job training and academic opportunities. Data on adult education, included below, suggests that there are opportunities to expand and develop new programming for Adult Education.



Pictured: Adult Education Students work on sharpening their professional knowledge and skills.

To that end, Utah Community Action is excited to have developed a new partnership this year that will enable us to provide culinary job training skills to veterans. Culinary Command is a 45-day training program for veterans and active-duty military personnel that originated in New York.

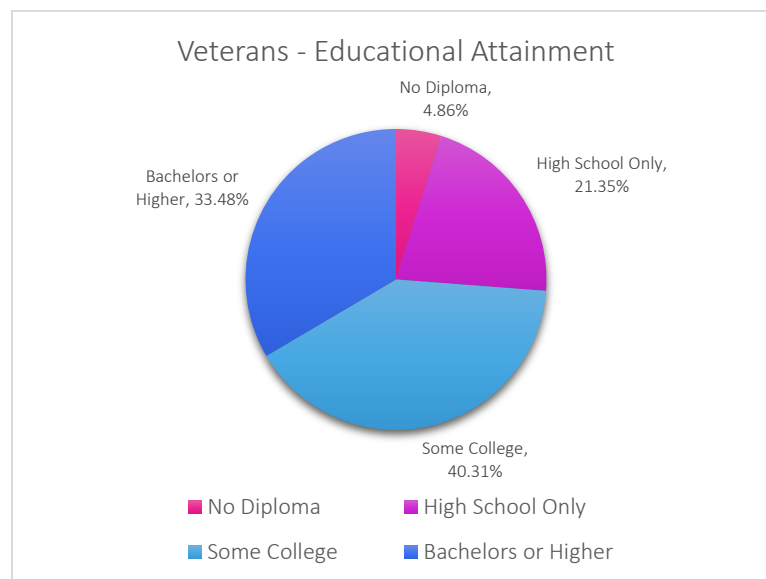
Adult Education Facts

- In terms of educational attainment, poverty in Utah is highest among those who have less than a high school diploma (20.6%). The poverty rate for high school graduates is 10.5%. Poverty is lowest among college graduates with a bachelor's degree or higher, with a poverty rate of 4.2%.

- 9% of Utahns aged 16 and older lack literacy skills, according to the National Center for Education Statistics. For Salt Lake and Tooele Counties, the rate of illiteracy is higher at 11% and 10%, respectively. The national rate of persons lacking literacy skills is 14.64%.
- At 10.31%, the percent of population with no high school diploma is higher in Salt Lake and Tooele Counties than the state average of 8.77%.
- 8% or 75,000 children live in families where the head of household lacks a high school diploma.

Educational attainment levels are shown in the following chart. Educational attainment is calculated for persons over 25, and is an average for the period from 2009 to 2013. The highest number of persons are found in the High School Only and Some College categories.

| | % No High School Diploma | % High School Only | % Some College | % Associate's Degree | % Bachelor's Degree | % Graduate or Professional Degree |
|------------------|--------------------------|--------------------|----------------|----------------------|---------------------|-----------------------------------|
| Service Area | 10.31% | 23.23% | 25.98% | 8.83% | 20.59% | 11.07% |
| Salt Lake County | 10.45% | 22.8% | 25.8% | 8.9% | 20.8% | 11.4% |
| Tooele County | 7.63% | 32.1% | 29.6% | 8.3% | 16.8% | 5.6% |
| Utah | 8.77% | 23.2% | 27.4% | 9.6% | 20.8% | 10.4% |



Community Resources for Adult Education

- Granite School District provides adult education courses including GED preparation and testing.
- Horizonte Instruction & Training Center provides adult education including GED preparation and testing.
- Indian Training & Education Center provides American Indians and Hawaiian Natives with adult education resources including GED/High School Completion, ESL (English as a Second Language) and occupational skills training.
- Jordan School District provides adult education courses including GED preparation and testing.
- Murray School District provides adult education courses including GED preparation and testing.
- Salt Lake City School District provides adult education courses including GED preparation and testing.

- Salt Lake Community College is Utah’s largest college serving more than 60,000 students on 10 campuses with affordable academic and vocational programs.
- Tooele Applied Technology College is a campus of the Utah College of Technology serving high school students, adults and businesses in Tooele County through applied technology and vocational skills training.
- Tooele School District provides adult education including GED preparation and testing.

Employment & Income

Employment and income may be the highest predictors of poverty. Indeed, level of income is the single determining factor of whether one is considered to be living in poverty. However, being employed and earning an income alone do not assure a life free from poverty.



Pictured: Students in UCA's Sauté program demonstrate their culinary job skills.

The minimum wage, while sufficient to maintain above poverty-level income for a single person, is a poverty-level wage for an adult with two children. Currently, the federal minimum wage is \$7.25 per hour; this is also the minimum wage in the state of Utah. A full time worker (40 hours/week) making minimum wage earns \$15,080 per year. Federal poverty level for a household of one is \$12,060 per year, whereas the poverty threshold for a household of three is \$20,420 per year. A single parent with two children earning minimum wage must work at least 54.5 hour per week to earn enough to be considered above poverty. Nationally, 90% of minimum wage workers are over the age of 20; the average age of a minimum wage earner is 35 years old.

Employment Facts

- Utah's unemployment rate is 2.9%, which is lower than the national rate of 4.6%.
- Utah's job growth rate changed by 3.2% from March 2016 to March 2017.
- According to the U.S. Department of Labor, unemployment for December 2015 to 2016 fell from 17,542 persons to 17,146 persons, a rate change of -0.17% percent.
- Salt Lake ranks 6th and Tooele ranks 9th among all counties in Utah for unemployment (not seasonally adjusted).

| | Labor Force | Number Employed | Number Unemployed | Unemployment Rate |
|------------------|-------------|-----------------|-------------------|-------------------|
| Service Area | 643,080 | 625,934 | 17,146 | 2.7% |
| Salt Lake County | 612,499 | 596,311 | 16,188 | 2.6% |
| Tooele County | 30,581 | 29,623 | 958 | 3.1% |
| Utah | 1,522,330 | 1,478,598 | 43,732 | 2.9% |

Utah's largest five industries for employment, according to the Department of Workforce Services, include:

- Trade, Transportation, & Utilities
- Government

- Professional and Business Services
- Education, Health, & Social Services
- Leisure & Hospitality

The largest industry for employment in Salt Lake County is Trade, Transportation, & Utilities.

In Tooele County, the largest industry for employment is Government.

The following chart lists the major employers in 2017 for the State of Utah and Salt Lake and Tooele Counties. The data is provided by the Department of Workforce Services.

| Top Employers: State of Utah | Top Employers: Salt Lake County | Top Employers: Tooele County |
|------------------------------|---------------------------------|------------------------------|
| Intermountain Health Care | University of Utah | Tooele School District |
| University of Utah | Intermountain Health Care | Wal-Mart Stores |
| State of Utah | State of Utah | U.S. Department of Defense |
| Brigham Young University | Granite School District | U.S. Magnesium |
| Wal-Mart Stores | University of Utah Health Care | Tooele County |

Community Resources for Employment

- Deseret Industries training program is designed to help people create an individual career plan and develop ways to reach the goal of long-term employment.
- LDS Employment Resource Services (ERS) helps individuals determine a career path, identify the steps they need to take, and find resources that exist in the community that can help them achieve their goals.
- People Helping People is dedicated to reducing the number of children living in poverty by teaching low-income women, primarily single mothers, how to earn an adequate income through stable employment that pays a living wage.
- Utah Department of Workforce Services (DWS) provides accessible employment related and support services responsive to the needs of employers, job seekers, and the community.
- Utah Division of Rehabilitation Services (Vocational Rehab) provides various services to Utah residents living with disabilities to assist them in maximizing their self-sufficiency, independence, and employment.

Income Facts

- Utah's median household income is slightly higher than the median annual income for the United States.
- 26% of all jobs in Utah are considered low-wage.
- 83.9% of all Utah households have earned income.
- 55.6% of Utah credit users have prime credit.

The following chart shows the median household income for our primary service areas and the state of Utah.

| Report Area | Median Household Income |
|------------------|-------------------------|
| Salt Lake County | \$65,549 |
| Tooele County | \$67,938 |
| Utah | \$62,961 |
| United States | \$55,775 |

- A pronounced wage disparity exists between men and women in Utah; for every dollar a male worker earns, his female counterparts earn an average of only \$0.67. The wage gap is most pronounced for African American and Latina women in Utah.
- Utah's gender wage gap is the second largest in the country, down two rankings from 20-16.

Median earnings by educational attainment and sex for the state of Utah are listed below.

| | All | Men | Women |
|--------------------------------------|----------|----------|----------|
| All Population Over 25 with Earnings | \$36,341 | \$27,474 | \$26,674 |
| Less than High School Graduate | \$23,626 | \$27,474 | \$17,217 |
| High School Graduate & Equivalency | \$30,517 | \$36,623 | \$22,757 |
| Some College or Associate's Degree | \$32,661 | \$41,844 | \$25,276 |
| Bachelor's Degree | \$46,255 | \$60,964 | \$32,143 |
| Graduate or Professional Degree | \$70,017 | \$83,048 | \$51,666 |

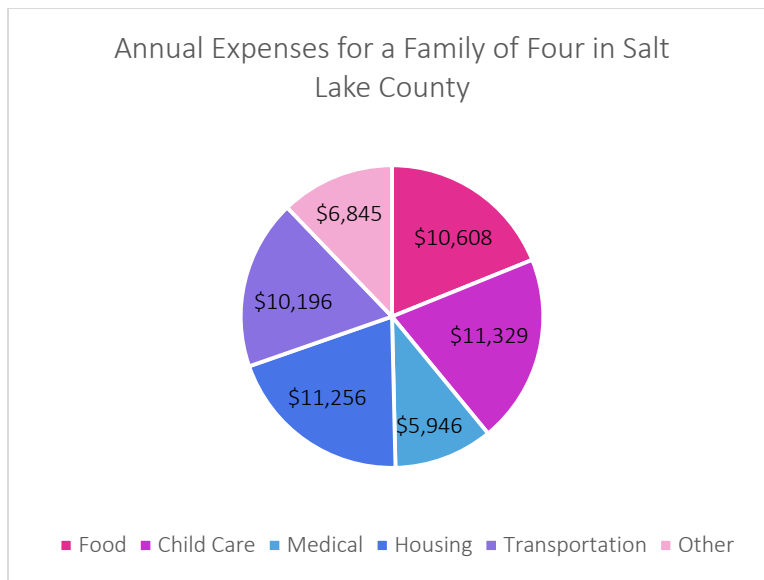
The living wage for an individual with no children in Utah is \$10.78 per hour. A living wage is an hourly wage that a person or family can earn through employment to meet the most basic costs of living without needing government assistance programs to supplement their income.

The living wage for various family types is calculated below for Utah.

| | 1 Adult | 1 Adult & 1 Child | 1 Adult & 2 Children | 2 Adults & 2 Children |
|--------------|---------|-------------------|----------------------|-----------------------|
| Living Wage | \$10.78 | \$22.33 | \$28.59 | \$24.95 |
| Poverty Wage | \$5.00 | \$7.00 | \$9.00 | \$11.00 |
| Minimum Wage | \$7.25 | \$7.25 | \$7.25 | \$7.25 |

- The living wage for an individual with no children in Salt Lake County is \$11.09; for one adult and one child, it is \$22.96.
- The living wage for an individual with no children in Tooele County is \$10.89; for one adult and one child, it is \$21.85.

The chart below shows the typical annual expenses for a Salt Lake County family with two adults and two children in which both adults work. The required annual income to meet these expenses before taxes is \$66,651.



Community Resources for Income

- AAA Fair Credit Foundation is a nonprofit organization providing financial guidance counseling, financial education, debt management, and asset-building programs.
- Utah Educational Savings Plan is a nonprofit 529 college savings plan designed to assist residents of Utah.
- Utah Saves provides free financial tools, savings services, advice, and resources that help persons from every income level manage money more effectively.
- Volunteer Income Tax Assistance (VITA) is a free tax preparation service for low- and moderate-income households provided by the nonprofit organization Community Action Partnership of Utah.

Health & Nutrition

Poverty is highly correlated with poor health outcomes, and nutrition is a major factor in an individual's overall health. At Utah Community Action, we make the health and nutrition of our clients a priority. Each day we serve more than 4,300 nutritious meals from our Central Kitchen to Head Start children. We also work in partnership with Salt Lake County to provide healthy food options for seniors at the Evergreen Café at the Millcreek Recreation Center.



Pictured: Head Start children receiving health & dental screenings at UCA's annual Fall Family Fest.

Case managers also work to connect families and individuals with health and nutrition resources, including affordable healthcare and SNAP (Food Stamps).

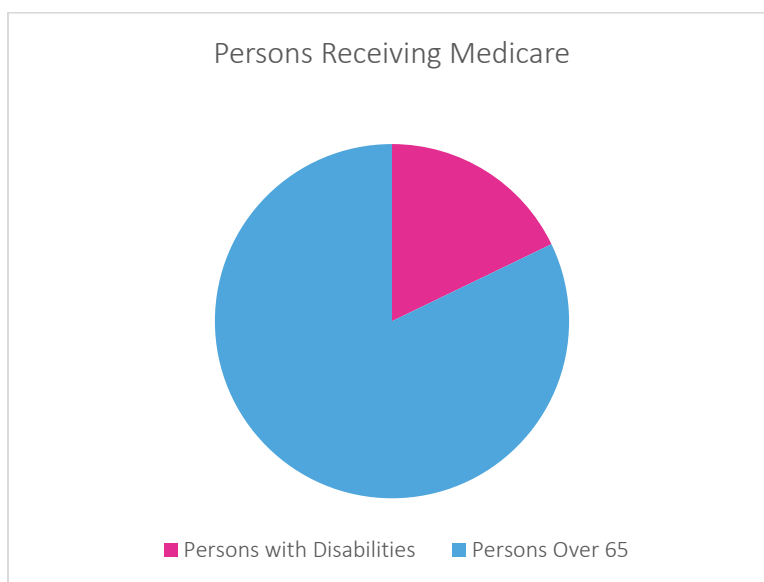
Health Facts

- 14.8% of Salt Lake County residents are uninsured. By contrast, Tooele County has an uninsured rate of 13.23%.
- There are 360,274 uninsured persons living in Utah. At 12.41%, Utah has a higher percentage of uninsured population than the national rate of 11.38%.
- The uninsured rate for individuals who have not completed high school is 30.9% in Utah.
- People who live at or below 138% of poverty are more likely to be uninsured than those in any other economic bracket.
- There are nine Federally Qualified Health Centers (FQHC) in Salt Lake County and zero in Tooele County. FQHCs are community-based organizations that provide comprehensive primary care and preventive care, including health, oral, and mental health/substance abuse services to persons of all ages, regardless of their ability to pay or health insurance status.

Total institutional Medicare and Medicaid providers, including hospitals, nursing facilities, FQHCs, rural health clinics and community mental health centers for the report area are shown below. According to the U.S. Department of Health and Human Services, there were 197 active Medicare and Medicaid institutional service providers in the service area in the third quarter of 2015.

| | Total Institutional Providers | Hospitals | Nursing Facilities | Federally Qualified Health Centers | Rural Health Clinics | Community Mental Health Centers |
|------------------|-------------------------------|-----------|--------------------|------------------------------------|----------------------|---------------------------------|
| Service Area | 197 | 25 | 38 | 9 | 0 | 0 |
| Salt Lake County | 192 | 23 | 37 | 9 | 0 | 0 |
| Tooele County | 5 | 2 | 1 | 0 | 0 | 0 |
| Utah | 525 | 64 | 98 | 45 | 16 | 0 |

The total number of persons receiving Medicare is shown, broken down by number over 65 and number of disabled persons receiving Medicare for Salt Lake and Tooele Counties. The U.S. Department of Health and Human Services reported that a total of 127,774 persons were receiving Medicare benefits in the Salt Lake and Tooele Counties in 2013 (most recent year for which data is available). A large number of individuals in our society are aware that persons over 65 years of age receive Medicare; however, many of them are unaware that disabled persons also receive Medicare benefits. A total of 22,799 disabled persons in the report area received Medicare benefits in 2013.



Community Resources for Health

- Community Health Centers provide quality patient-centered primary care services to vulnerable and underserved individuals regardless of their ability to pay. Locations across Utah.
- Community Nursing Services is a community-based, not-for-profit, full service home care provider that attends to the home care needs of people from every income level in Utah by accepting almost every type of private insurance as well as Medicare and Medicaid.
- Fourth Street Clinic helps homeless persons improve their health and quality of life by providing high quality health care and support services.
- Maliheh Free Clinic provides free medical services for uninsured and low-income individuals and families.
- Planned Parenthood Association of Utah provides a full range of reproductive healthcare services for women, men, and teens regardless of age or income.
- Shriners Hospital for Children provides expert pediatric orthopedic medical care regardless of ability to pay.
- Take Care Utah helps people find and understand their new options for affordable healthcare coverage by connecting them with trained enrollment specialists in their communities and neighborhoods.
- The Urban Indian Center of Salt Lake assists American Indian/Alaskan Native people by promoting and providing access to primary medical care, dental care, and prenatal care.

- US Department of Veterans Affairs serves as America's largest integrated health care system; provides comprehensive healthcare and health resources for Veterans.

Nutrition Facts

- There are a total of 88,122 children who are eligible for free or reduced price lunches in Salt Lake and Tooele Counties.
- Overall, roughly 37% of Utah students qualify for free or reduced price lunch based on their family's household income.

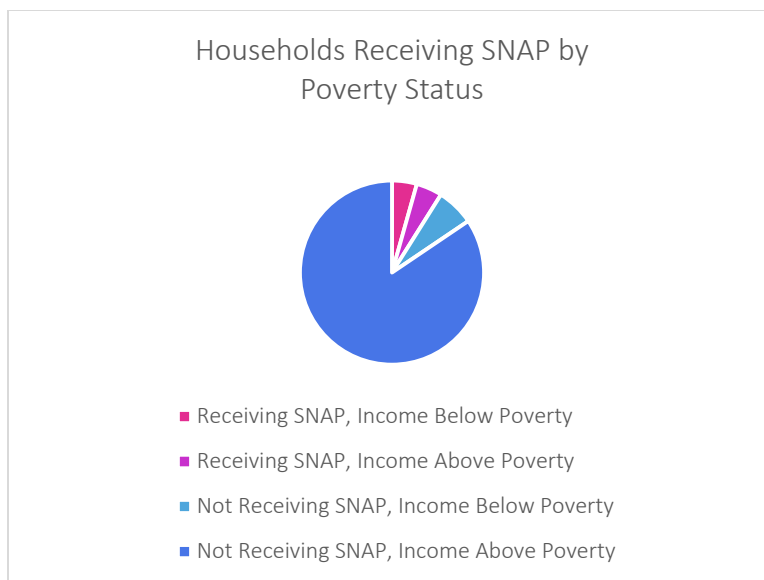


Pictured: Head Start students learning about food and nutrition in the Head Start Central Kitchen.

| | Total Students | # Free/Reduced Price Lunch Eligible | % Free/Reduced Price Lunch Eligible |
|------------------|----------------|-------------------------------------|-------------------------------------|
| Service Area | 224,835 | 88,122 | 39.19% |
| Salt Lake County | 209,828 | 82,207 | 39.18% |
| Tooele County | 15,007 | 5,915 | 39.41% |
| Utah | 625,093 | 231,165 | 36.98% |

SNAP (the Supplemental Nutrition Assistance Program, commonly referred to as Food Stamps) offers nutrition assistance to millions of eligible, low-income individuals and families and provides economic benefits to communities. SNAP is the largest program in the domestic hunger safety net.

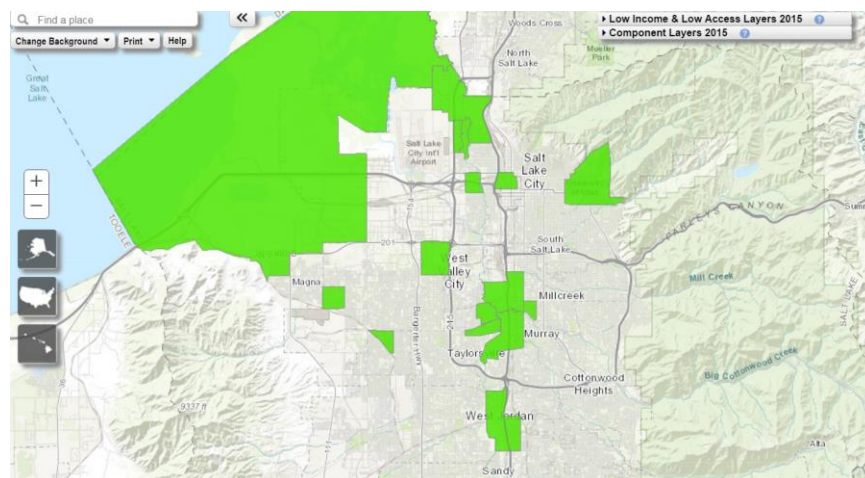
80,217 Utah households, or 8.85% of all households, received SNAP payments during 2015. During this same time period, there were 65,610 households with incomes under poverty level that were not receiving SNAP payments. The national average is 7.7%.



- In Salt Lake County, 31,335 households received SNAP and 23,714 households with incomes below the federal poverty level were not receiving SNAP benefits.
- In Tooele County, 1,785 households received SNAP and 779 households with incomes below the federal poverty level were not receiving SNAP benefits.

Food Deserts as defined by the USDA are "urban neighborhoods and rural towns without ready access to fresh, healthy, and affordable food. Instead of supermarkets and grocery stores, these communities may have no food access or are served only by fast food restaurants and convenience stores that offer few healthy, affordable food options" (USDA, Creating Access to Healthy Foods). Without a source of healthy foods in the community, the residents of these communities often suffer from higher levels of obesity due to their poor diets and other obesity related diseases, such as diabetes and heart disease.

The following map shows USDA identified food deserts in Salt Lake County. As the map demonstrates, access to healthy food is a nutrition barrier for many individuals in our service area.



Community Resources for Nutrition

- 2-1-1 United Way connects callers with services, including food pantries and resources, through information and referrals.
- Crossroads Urban Center assists low-income and vulnerable Utahns to meet basic needs through grassroots organizing and the operation of an emergency food pantry and thrift store.
- LDS Church Welfare Square provides material assistance to low-income and otherwise needy individuals and families through employment services and a Bishop's Storehouse (food pantry).
- Utah Department of Workforce Services (DWS) provides accessible employment related and support services including the Supplemental Nutrition Assistance Program (SNAP, formerly Food Stamps).
- Women, Infants & Children Program (WIC) nutrition program that helps pregnant women, new mothers, and young children eat well, learn about nutrition, and stay healthy. Services available with eligibility criteria.

Housing

Housing is considered by many to be a foundation for economic stability. When individuals and families are able to meet the basic need of shelter with a safe, stable, and affordable place to live, they can focus on other aspects of self-sufficiency. Unaffordable or unsafe housing, by contrast, can exacerbate the cycle of poverty. Families who cannot afford to cover basic housing costs often move frequently, which contributes to family instability and can lead to negative health and education outcomes, especially for children.



Pictured: Case Management & Housing Director Tony Milner and award-winning Case Manager Lauralee Duarte enjoying lunch.

Utah Community Action's comprehensive Housing Case Management services offer low-income households the opportunity to receive assistance in meeting basic housing needs. Case managers work with clients to identify housing options and obtain stable housing, often with the help of assistance programs designed to reduce the financial burden of housing on low-income persons. Case managers then assist clients in setting goals and accessing resources for employment, education, and other basic needs that will improve their overall financial stability and family well-being.

Housing Facts

- According to the most recent Utah homeless Point in Time count, approximately 13,460 Utahns experienced homelessness in 2016.
- The Utah State Office of Education estimates that there were 11,283 homeless school-aged children (K-12) in 2015 (according to the U.S. Department of Education's homelessness definition, which includes children in doubled-up housing situations).
- 24% of all Utah Renter households are considered extremely low-income.
- Utah's affordable housing shortage is 47,180 units for extremely low-income units. Salt Lake & Tooele counties each have approximately 50 available and affordable housing units per 100 extremely low-income households.
- Fair Market Rent in Salt Lake County is \$938 for a 2-bedroom apartment. The wage needed to afford fair market rent in Salt Lake County is \$18.04 per hour; the average renter earns \$14.00 per hour. 33% of Salt Lake County households are renters.
- Fair Market Rent in Tooele County is \$769 for a 2-bedroom apartment. The wage needed to afford fair market rent in Tooele County is \$14.79 per hour; the average renter earns \$13.16 per hour. 25% of Tooele County households are renters.

Total housing units, median year built and median age in 2015 for the service area are shown below. Housing units used in housing age include only those where the year built is known.

| | Total Housing Units | Median Year Built | Median Age (from 2013) |
|------------------|---------------------|-------------------|------------------------|
| Service Area | 393,138 | No Data | No Data |
| Salt Lake County | 372,990 | 1979 | 34 |
| Tooele County | 20,148 | 1992 | 21 |
| Utah | 1,011,099 | 1985 | 28 |

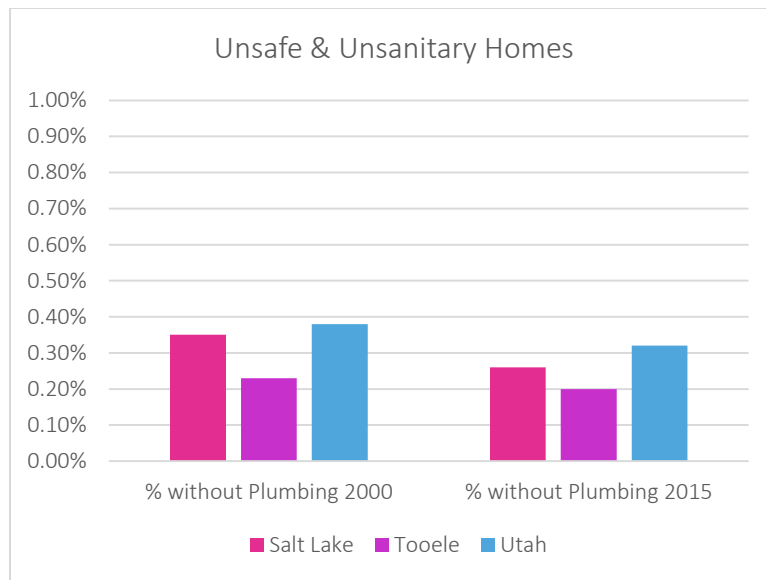
The U.S. Census Bureau estimated there were 213,530 homeowners in the service area in 2000 and 69.37% owner occupied homes in the report area for the five year estimated period from 2011 - 2015.

| | Owner Occupied Homes 2000 | Owner Occupied Homes 2000 | Owner Occupied Homes 2015 | Owner Occupied Homes 2015 |
|------------------|---------------------------|---------------------------|---------------------------|---------------------------|
| Service Area | 213,530 | 69.37% | 247,439 | 62.94% |
| Salt Lake County | 203,597 | 68.98% | 233,092 | 62.49% |
| Tooele County | 9,933 | 78.35% | 14,347 | 71.21% |
| Utah | 501,547 | 71.52% | 629,584 | 62.27% |
| United States | 69,815,753 | 66.19% | 74,712,091 | 56.03% |

The number and percentage of occupied housing units without plumbing are shown below. U.S. Census data shows 1,106 housing units in the service area were without plumbing in 2000 and ACS five year estimates show 938 housing units in the service area were without plumbing in 2015.

| | Occupied Housing Units 2000 | Housing Units without Plumbing 2000 | % without Plumbing 2000 | Occupied Housing Units 2015 | Housing Units without Plumbing 2015 | % without Plumbing 2015 |
|------------------|-----------------------------|-------------------------------------|-------------------------|-----------------------------|-------------------------------------|-------------------------|
| Service Area | 307,818 | 1,106 | 0.36% | 370,523 | 938 | 0.25% |
| Salt Lake County | 295,141 | 1,074 | 0.35% | 351,892 | 901 | 0.26% |
| Tooele County | 12,677 | 32 | 0.23% | 18,631 | 37 | 0.2% |
| Utah | 701,281 | 2,906 | 0.38% | 906,292 | 2,878 | 0.32% |

Dwellings that lack basic plumbing may be considered unsafe and unsanitary. Individuals with low incomes are more likely to experience unsafe or unsanitary housing conditions due to lack of availability of safe and affordable housing options. Utah Community Action's Weatherization program works to address housing conditions for low-income households.



Community Resources for Housing

- Family Promise of Salt Lake provides emergency shelter and day services for homeless families through a faith-based partnership approach to homeless services.
- Housing Authorities provide and develop quality affordable housing opportunities, including place-based subsidized housing and subsidized vouchers, for individuals and families while promoting self-sufficiency, empowerment, and neighborhood revitalization. Housing authorities in our service area include Salt Lake City Housing Authority, Housing Authority of the County of Salt Lake, and Tooele County Housing Authority.
- The Road Home provides emergency shelter and a variety of programs that help individuals and families step out of homelessness and back into our community.
- South Valley Services is a domestic violence service provider that provides safe shelter and supportive services to women, men, and their children who have been impacted by domestic violence.
- Utah Affordable Housing Database is a searchable database maintained by DWS to assist Utahns in locating available, affordable rental properties based on housing needs and other searchable criteria.
- Volunteers of America Utah is a human services nonprofit organization that provides services to address homelessness, substance abuse, mental illness, and domestic violence.
- YWCA Utah provides emergency and extended shelter facilities and transitional housing for women with dependent children in their care for up to two years.

Transportation

Transportation is crucial to accessing opportunity. From employment and education to health and nutrition, access to safe and reliable transportation can greatly increase one's ability to meet one's own needs. In this way, transportation is about more than simply getting from point A to point B; it's about having access to those opportunities that are associated with upward mobility. Areas with poor transportation systems are often highly correlated with concentrated poverty. Because owning and maintaining a car can be expensive, a robust public transportation system is critical to low-income individuals' ability to achieve economic security.



Pictured: Utah's growing public transportation system strives to meet community needs.

Access to reliable transportation has repeatedly emerged as a barrier to self-sufficiency in our qualitative research on community needs. Clients, community members, service providers and our agency personnel have all identified difficulties with transportation as it relates to employment and education. In particular, the convenience and reliability of public transportation, lack of public transportation choices, and the cost of owning and operating a vehicle have been identified as barriers that can work to prevent economic mobility. Transportation, then, is a need area that presents both a challenge and an opportunity for Utah Community Action.

Transportation Facts

- 75.2% of all Utah workers over age 16 drive alone to work.
- In Utah, the average commute time is 20.51 minutes.
- The Salt Lake City-West Valley City Metro Area ranks 22nd in the nation for monthly public transportation ridership among census-designated Urban Areas with an average 42.2 trips per capita.

This table shows the method of transportation workers used to travel to work. Of the 554,639 workers in the report area, 75.2% drove to work alone while 12.3% carpool. 3.7% of all workers reported that they used some form of public transportation, while others used some optional means including 3% walking or riding bicycles, and 1.1% used taxicabs to travel to work.

| | Workers 16 and Up | % Drive Alone | % Carpool | % Public Transport. | % Bicycle or Walk | % Taxi or Other | % Work at Home |
|------------------|-------------------|---------------|-----------|---------------------|-------------------|-----------------|----------------|
| Service Area | 554,639 | 75.2% | 12.3% | 3.7% | 3% | 1.1% | 4.9% |
| Salt Lake County | 528,726 | 75.3% | 12% | 3.7% | 3% | 1.1% | 4.9% |
| Tooele County | 25,913 | 71.7% | 18% | 3% | 2.3% | 1.2% | 3.9% |
| Utah | 1,319,944 | 75.9% | 11.9% | 2.5% | 3.4% | 1.1% | 5.1% |

Travel times for workers who travel (do not work at home) to work is shown below. The average commute time for the service area is shorter than the national average commute time of 24.78 minutes.

| | Workers 16 and Up | Average Commute Time (mins) |
|------------------|-------------------|-----------------------------|
| Service Area | 554,639 | 21.49 |
| Salt Lake County | 528,726 | 21.16 |
| Tooele County | 25,913 | 28.21 |
| Utah | 1,319,944 | 20.51 |

Community Resources for Transportation

- Salt Lake City Transportation provides programs to make public transit in Salt Lake City more affordable and convenient, including the HIVE Pass and bike sharing program.
- Salt Lake County Aging & Adult Services Rides for Wellness Program provides rides for older adults, 60 years of age or older, with no other means of transportation to vital medical appointments such as dialysis, chemotherapy, physical therapy and prescription pick-ups.
- Tooele County Aging Services Transportation Assistance provides FLEX routes services for seniors that enable elderly riders increased flexibility and convenience, including curbside drop-off and pick-up and limited route deviation, when using public transportation.
- Utah Transit Authority provides customer service and information on public transportation in Utah, including Buses, Trax, and Frontrunner. Offers discount passes, bicycle storage options, and Carpool, Vanpool and Car Share alternative commuter programs.

Appendix

Utah Community Action conducted a number of research activities to obtain qualitative data on community needs from three distinct populations –our staff, our clients and members of the general public, and our community partners.

We held a staff focus group designed to elicit information regarding needs in the community based on experiences with clients. We recognize that the experiential knowledge of our staff is valuable source of information regarding community needs. We asked staff members about what they consider to be the top needs of low-income persons in the community under a number of categories (namely, those listed as identified areas of need in this assessment document).

We also held a community forum for clients, community members, and partner agencies that provide services to low-income persons. This was conducted in a similar format to the staff focus group. Our findings are detailed below. It should be noted that identified needs among each of these groups may only be considered the opinions of those individuals who participated and do not necessarily reflect the opinion of Utah Community Action.

Community Forum Findings

The following chart shows the foremost identified community needs from each of our qualitative research activities.

Staff Focus Group Results

| Employment | Income | Education | Transportation |
|--|---|-----------------------------------|---|
| Lack of Job Skills | Payday Loans & Access to Banking Services | Access to Quality Early Education | Community Buy-in to Address Public Transportation Needs |
| Legal Documentation & Language Barrier | Access to Banking Services | Cost of Higher Education | Cost of Owning & Maintaining a Vehicle |
| Access to Childcare & Transportation | Transitional Services for Low-to-Moderate Income Households | Access to Transportation | Adequate & Convenient Transportation |

| Housing | Health | Nutrition | Crisis Support/Other |
|--|---|---|---|
| Lack of Living Wage Jobs | Dental & Vision Insurance Coverage | Distance of Public Transportation to Grocery Stores | Trust in Police Officers & Community Leaders & Institutions |
| Lack of Safe, Affordable Housing | Resources for Mental Health & Substance Abuse Treatment | Lack of Fruits & Vegetables | Transitional Services & Gaps in Resources (Foster Care, Refugees, etc.) |
| Landlord Discrimination & Housing Policy | Healthcare Coverage Gap | Access to Healthy Food | Resources for Mental Health & Substance Abuse Treatment |

Discussion at the Staff Focus Group centered on the intersectional nature of issues that affect economic stability. While staff identified many of the typical barriers to self-sufficiency one might expect in almost any American community – living wage jobs, cost of housing and education, access to reliable transportation and adequate childcare – they also identified more abstract community barriers, such as eroding trust in community institutions and police and public will to address policy issues, such as transportation, affordable housing, and air quality.

Staff also made recommendations for the agency to address identified needs in the future. Suggestions made by staff included additional training for front-line staff, continued efforts to provide comprehensive and integrated services, additional partnerships (especially for short-term job training programs in Adult Education), addressing gaps in services (especially for youth, refugee, and immigrant populations), and obtaining funding that may be discretionarily used to address one-time and short-term client needs or for populations not typically included in targeted funding.

2017 Annual Revision - UCA Community Needs Assessment

Community Forum Results

| Employment | Housing | Education | Health |
|--|---|---|--|
| Living Wage Jobs | Affordable Housing | Short-Term Job Training & Vocational Programs | Affordable Healthcare & Payment Plans with Providers |
| Transportation | Landlord Discrimination & Housing Policy | Access to Transportation & Childcare | Lack of Affordable Preventive Care |
| Job Skills Development & Opportunities for People with Criminal Background | Education on Housing Rights & Access to Legal Resources for Renters | Cost of Education (Esp. Higher Ed/College) | Healthcare Partnerships for Low-Wage Jobs |

The community forum took place in April 2016. Due to length, the forum focused on four areas of need selected by participants as being largest areas of need in our community. Community members at the forum included clients of Utah Community Action and employees of several partner organizations that provide services to low-income residents of Utah. The forum focused heavily on needs for education and participants identified a number of dimensions of educational need, including early education, higher education, and life skills education (for example, money management and navigating systems). Similar to the Staff Focus Group, participants in the Community Forum noted the intersectionality of economic barriers and focused heavily on collaborative partnerships and public advocacy as a means to address the issues that affect people living in poverty.

Client Interviews

We conducted informal interviews with clients of Utah Community Action to supplement information obtained from the Community Forum and Surveys. Interviews were brief and focused broadly on community needs rather than on specific areas of need. Clients were asked two questions: What do you think are the three biggest issues or barriers facing people in our community? What could Utah Community Action do to address those issues? Results are as follows.

| Identified Community Needs/Barriers | Actions to Address Community Needs/Barriers |
|--|--|
| Understanding Available Resources for Low-Income Persons | Clarify Information on Resources & Increase Community Outreach |
| Drug & Crime Activity in Downtown Salt Lake City | Improve Eligibility & Selection Processes to Provide Assistance to those Most in Need |
| Lack of Available Affordable Housing | Work with State & Local Housing Providers to Increase Housing Options |
| Jobs are Low-Wage, Part-Time, Temporary, and/or Lack Benefits | Job Placement & Employer Partnerships |
| Lack of Job Skills | Provide Job Skills Training |
| Cost & Availability of Childcare | Promote Programs & Services on Social Media & Online Platforms |
| Cost of Education | Increase Number & Availability of Dedicated Case Managers |
| Cost of Healthcare | |
| Housing & Childcare Resources for Single Parents | |
| Waitlists for Services & Referral Loop (i.e. referrals to multiple agencies without receiving services) | |

Note: Text in Bold indicates that multiple individuals identified these as top community needs/actions to address needs.

Community Needs Survey Results

Community needs surveys were also conducted among each of the research groups identified above – clients and members of the community, our staff, and our community partners.

Staff

| Employment | Income | Education | Transportation |
|--|--|---|---|
| Available Jobs are Low Wage (47.86%) | Available Jobs are Low Wage (79.49%) | Cost of Education (67.52%) | Cost of Owning & Operating a Vehicle (76.92%) |
| Cost of Childcare (47.86%) | Inability to Save Money (74.36%) | Lack of High School Diploma or GED (46.15%) | Convenience of Public Transportation (48.72%) |
| People Lack Education to Obtain Job (40.17%) | Rising Cost of Goods & Services (51.28%) | Cost of Childcare (37.61%) | Cost of Public Transportation (44.44%) |

| Housing | Health | Nutrition |
|---|---|---|
| Cost of Rent (70.94%) | Cost of Healthcare (82.91%) | Cost of Healthy Food (76.07%) |
| Lack of Available Affordable Housing (64.96%) | Lack of Health Insurance (47.86%) | Not Enough Income to Cover Food Costs (58.12%) |
| Cost of Owning a Home (47.86%) | Lack of Resources for Mental Health Services (32.48%) | Lack of Knowledge on Healthy Food Choices or Preparation (55.56%) |

Note: Respondents selected up to three responses per question.

Our Staff survey collected 120 responses from employees representing all departments. Employees from almost all sites and locations responded to the survey. The majority of respondents (94.59%) reside in Salt Lake County.

Top internal referrals: Head Start or Early Head Start (68.14%), HEAT (61.95%), Adult Education (56.64%) and Neighborhood Food Centers (56.64%).

Top external referrals: Department of Workforce Services (66.04%), 2-1-1 United Way (57.55%), and The Church of Jesus Christ of Latter Day Saints/LDS Services (39.62%).

Partnering Agencies

| Employment | Income | Education | Transportation |
|---|---------------------------------------|---|---|
| Available Jobs are Low Wage (57.89%) | Jobs are Low Wage (73.68%) | Cost of Education (55.26%) | Convenience of Public Transportation (68.42%) |
| People Lack Skills to Obtain a Job (34.21%) | Inability to Save Money (60.53%) | Lack of Information/ Resources (36.84%) | Cost of Owning & Operating a Vehicle (63.16%) |
| Lack of Transportation (31.58%) | Rising Cost of Goods & Services (50%) | Cost of Childcare (34.21%) | Cost of Public Transportation (47.37%) |

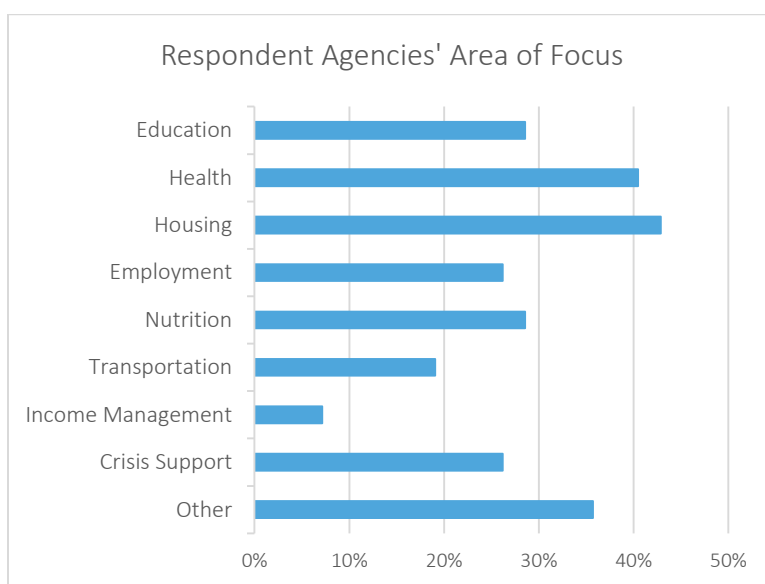
| Housing | Health | Nutrition |
|---|---|---|
| Lack of Available Affordable Housing (84.21%) | Cost of Healthcare (84.21%) | Not Enough Income to Cover Food Costs (73.68%) |
| Cost of Rent (81.58%) | Lack of Health Insurance (68.42%) | Cost of Healthy Food (71.05%) |
| Cost of Owning a Home (42.11%) | Lack of Resources for Mental Health Services (47.37%) | Lack of Knowledge on Healthy Food Choices or Preparation (44.74%) |

Note: Respondents selected up to three responses per question.

We distributed a Partner survey to service providers and organizations that we work with, including community-based organizations, faith-based organizations, private and public sector agencies, and educational institutions. Our Partner survey collected 42 responses. All respondents operate within Salt Lake County, with 7.69% also operating in Tooele County.

The following chart shows the focus areas of respondent agencies. Respondents who selected “Other” fell into the following categories:

- 26.67% were Homeless Service Providers
- 20% were Aging & Senior Services Agencies
- 13.33% were Information & Referral Agencies
- 13.33% were Banking & Financial Institutions
- 13.33% were Policy & Advocacy Organizations
- 6.67% were Case Management Providers
- 6.67% were Religious Organizations.



Note: Respondents allowed to select more than one answer.

Top internal Utah Community Action referrals: HEAT (77.14%), Housing Case Management (62.86%), and Neighborhood Food Centers (60%).

Top external referrals: Department of Workforce Services (76.47%) and 2-1-1 United Way (76.47%), The Road Home (61.76%) and Utah Legal Services (61.76%), and Catholic Community Services (55.88%).

Clients & Community Members

English Language Version

| Employment | Income | Education | Transportation |
|--------------------------------------|--|--|---|
| Available Jobs are Low Wage (37.26%) | Available Jobs are Low Wage (68.47%) | Cost of Education (50%) | Cost of Owning & Operating a Vehicle (51.27%) |
| Cost of Childcare (27.39%) | Rising Cost of Goods & Services (47.45%) | Lack of High School Diploma/GED (26.75%) | Cost of Gasoline (42.36%) |

| | | | |
|------------------------------------|----------------------------------|--|--|
| Not Enough Available Jobs (22.93%) | Inability to Save Money (42.04%) | Lack of Information/ Resources (20.7%) | Cost of Public Transportation (33.44%) |
|------------------------------------|----------------------------------|--|--|

| Housing | Health | Nutrition | Crisis Support/Other |
|---|--|---|---|
| Cost of Rent (60.19%) | Cost of Healthcare (70.7%) | Cost of Healthy Food (70.06%) | Help for People Who Are Homeless (56.37%) |
| Cost of Owning a Home (51.27%) | Lack of Health Insurance (47.77%) | Not Enough Income to Cover Food Costs (61.15%) | Help for People Who Are Experiencing Domestic Violence (34.39%) |
| Lack of Available Affordable Housing (33.12%) | Health Providers Do Not Accept Insurance/Medicaid (18.15%) | Lack of Knowledge on Healthy Food Choices or Preparation (22.93%) | Help for People Who Have Been Laid Off (32.17%) |

Note: Respondents selected up to three responses per question.

Spanish Language Version

| Employment | Income | Education | Transportation |
|--------------------------------------|--|---|---|
| Language Barrier (33.33%) | Jobs are Low Wage (71.43%) | Cost of Education (35.71%) Language Barrier (35.71%) | Cost of Owning & Operating a Vehicle (39.29%) |
| Available Jobs are Low Wage (29.76%) | Lack of Knowledge About Addressing Credit (23.81%) | Lack of Information/ Resources (28.57%) | Cost of Gasoline (30.95%) |
| Cost of Childcare (27.38%) | Inability to Save Money (20.24%) | Lack of High School/GED (26.19%) | Cost of Public Transportation (26.19%) |

| Housing | Health | Nutrition | Crisis Support/Other |
|--------------------------------|-----------------------------------|--|---|
| Cost of Rent (55.95%) | Lack of Health Insurance (64.29%) | Not Enough Income to Cover Food Costs (64.29%) | Help for People Who Are Homeless (45.24%) |
| Cost of Owning a Home (54.76%) | Cost of Healthcare (57.14%) | Cost of Healthy Food (58.33%) | Help for People Who Are Experiencing Domestic Violence (30.95%) |
| Cost of Utilities (25%) | Language Barrier (26.19%) | Lack of Knowledge on Healthy Food Choices or Preparation (25%) | Help for Recent Immigrants or Refugees (28.57%) |

Note: Respondents selected up to three responses per question.

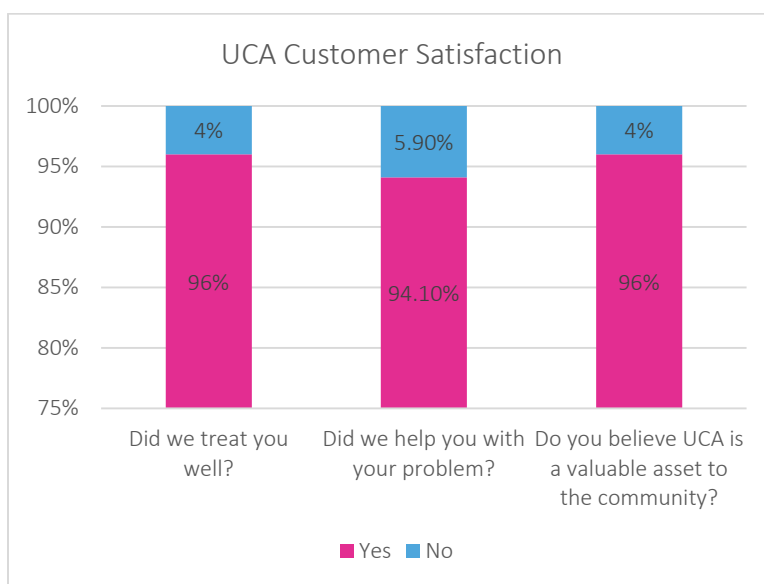
Our Client & Community survey collected 405 responses (321 English & 84 Spanish). The majority of households (51.85%) earned between \$0 - \$15,000 per year. The racial demographics of survey respondents were as follows: White/Caucasian (44.69%), Black or African American (4.19%), Hispanic or Latino (39.01%), Native American or American Indian (1.7%), Asian or Pacific Islander (3.95%), Other (includes Mixed Race) (6.17%). The majority of respondents (87.9%) reside in Salt Lake County.

Customer Satisfaction

We collect customer (client) satisfaction data on an ongoing basis to ensure not only that our services are relevant to client needs, but also that they are offered at the highest quality to the approval of our primary customers – our clients. Our most recent customer satisfaction survey results indicate the following:

- The majority of respondents stated that they were treated well (96%).
- The majority of respondents stated that we helped them with their problem (94.1%).
- The majority of respondents stated that UCA is a valuable asset to the community (96%).

UCA's client satisfaction is generally quite high, with an overall small number of clients expressing neutral or dissatisfied feelings toward Utah Community Action services. Respondents also provided useful feedback on why they rated us how they did and ways that they believe UCA can better serve the community.



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Credits

Research, Writing, & Design: Afton January

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