



**Utah Community Action™**  
Committed to Ending Poverty

## **2018 Community Needs Assessment**

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# Section 1: Executive Summary

## **Purpose for Assessment**

The purpose for Utah Community Action's (UCA) community assessment is to do a systematic examination of program services as well as identify key needs for the populations that we serve to assess short- and long-term service delivery strategies.

## **Mission Statement**

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

## **About Utah Community Action**

Utah Community Action sets itself apart by offering a continuum of care that starts with solving immediate challenges and continues with programs that provide ongoing support and empowerment. Through holistic case management, we address the many factors that contribute to single generational, two-generational or intergenerational poverty. Over 60,000 individuals living in poverty were served in 2017.

Utah Community Action is pleased to present our 2018 Community Needs Assessment.

# Section 2: Overview of Utah Community Action

## **Programs and Services**

### **Our Six Comprehensive Programs**

**Adult Education** - Programs are aimed at adults seeking skills and education to bolster their families' economic security. Classes focus on English as a Second Language, GED preparation, vocational preparation and certification, and post-secondary education in several degree programs. Participants also learn resume and job finding skills to prepare them for the next step in their careers.

**Case Management & Housing** - Programs are targeted towards the community's most vulnerable populations to obtain or maintain safe, stable and affordable housing. This process includes assessing need, providing timely interventions and resources, empowering families and individuals with transferable skills and knowledge, and reducing inter-generational poverty. Services include diversion, case management, rental assistance, housing location and financial education.

**Head Start and Early Head Start** - Assists children and their families with health, education and self-sufficiency. Programs are offered for children ages 0-5, and parents are encouraged to participate in their child's educational process. Participants learn in a classroom setting, have access to health and nutrition services, and gain a firm foothold on the path to self-sufficiency. Home-based and prenatal services are also available. The average household income for a family of four in our program is just \$18,958 annually.

**HEAT** - Offers utility assistance to income-eligible households in Salt Lake and Tooele counties. Participants receive help paying their utility bills, budget counseling, energy education and referrals to community resources. These clients are assured a warm home during the winter months. HEAT also offers crisis assistance to those who meet the criteria.

**Nutrition** - Our comprehensive nutrition programs provide services to individuals and families ranging from infants to the elderly. Meals are provided for Head Start/Early Head Start classrooms and outside clients who serve youth ages 0-18. A Summer Food Program for youth is offered, the Sauté culinary arts program for adults, community Food Pantries, Nutrition in the Home, and the Evergreen Café at the Millcreek Recreation Center. Each of these services focuses on nutritious, healthy food to meet clients' needs and build real-world skills. On average our staff provides over 5,000 meals daily during the school year.

**Weatherization** - This program provides safe, energy-efficient upgrades to homes of income-eligible members of the community. Weatherization can be performed on any home, including apartments, manufactured homes and single-family residences. Services include insulation, air sealing, installing high-efficiency furnaces, using energy-efficient lighting and appliances, and more. Weatherized homes save energy costs and improve the safety for residents.

# Brief Overview of 2017 Accomplishments

Our programs have performed well, and we have had significant impact in the multiple counties that we serve.

- Adult Education offers education courses, sauté program, financial learning and asset building assistance to improve employability, experience, and enrichment. UCA provided ESL courses to 45 clients, 38% of our clients completed GED or Adult High School program, and 56 participants completed our Financial Asset Building program.
- Case Management and Housing provided services to 1,108 households in 2017: 746 families, 580 disabled individuals, and 130 senior citizens. The purpose of our housing program is to facilitate housing stability in order to mitigate homelessness.
- Head Start prepares Utah's most vulnerable young children to succeed in school and life. We have provided classroom services and educational programming to 3,296 low-income children and 2,881 families.
- The Home Energy Assistance Target (HEAT) Program assisted 13,300 households. This ensured that these at risk households (income eligible families, the elderly, and disabled) were able to maintain electric and fuel needs for their apartments/homes.
- Our Nutrition program encompasses Head Start meals, food pantries, urban farms, and more. The food pantry alone provided 24,059 boxes of food to income eligible families in need.

## Utah Community Action's Initiative

One specific area that UCA is asked to showcase is our Head Start program. UCA was the first organization in Utah to respond to President Lyndon B Johnson's call to declare war on poverty. The facilitation of the Head Start Program in the state of Utah was created to serve the poor and underserved populations through early childhood development. Head Start works with the most vulnerable in the communities that we serve to meet health, nutritional, emotional, and educational needs for children growing up in income-eligible households. With our Head Start program, we leverage resources to bridge gaps in order to combat poverty. We offer a hand up solution to even our most vulnerable and youngest participants.

Utah Community Action's service area for Head Start encompasses Salt Lake and Tooele Counties. We provide Weatherization services to the Tri-County areas of Weber, Davis, and Morgan counties. We also provide one Early Head Start Classroom in Washington County.

Salt Lake County is the county with the highest population in Utah and a 2016 population estimate of 1,092,518 with a population density of 1,274 people per square mile. Salt Lake County includes the state capitol and is a key location for government, culture, and economic activity in the state.

Tooele County has the 7th highest population in Utah with 61,986 residents. Tooele County has seen a 52% population growth rate since the 2000 census. The population of Tooele County is primarily concentrated in the Eastern portion of the county with most of the county's geographic area consisting of the Great Salt Lake desert and military training and storage installations at the Tooele Army Depot, Dugway Proving Grounds, and the Utah Test and Training Range. The population density of Tooele County is 6 people per square mile.

The tri-county area served by Utah Community Action's Weatherization program is comprised of Weber, Davis, and Morgan counties. While Morgan County is more rural, Weber and Davis counties make up some of the most densely populated counties in Utah with a total population of 594,254 across the three counties. Davis County ranks 3rd, Weber County ranks 4th, and Morgan County ranks 21st in population within the state of Utah. Davis County is the home of Hill Air Force Base, the largest single location employer in the state of Utah, employing nearly 24,000 people.

The next two pages provide location information for one of our programs, Head Start.

# Head Start Location Service Areas

Poverty rates vary substantially by location within our service area. Locations in the Central and Western part of Salt Lake County and the Western part of Tooele County have poverty concentrations higher than the state and national average. UCA locates Head Start classroom and other agency services such as housing and nutrition assistance programs in areas with higher concentrations of need.

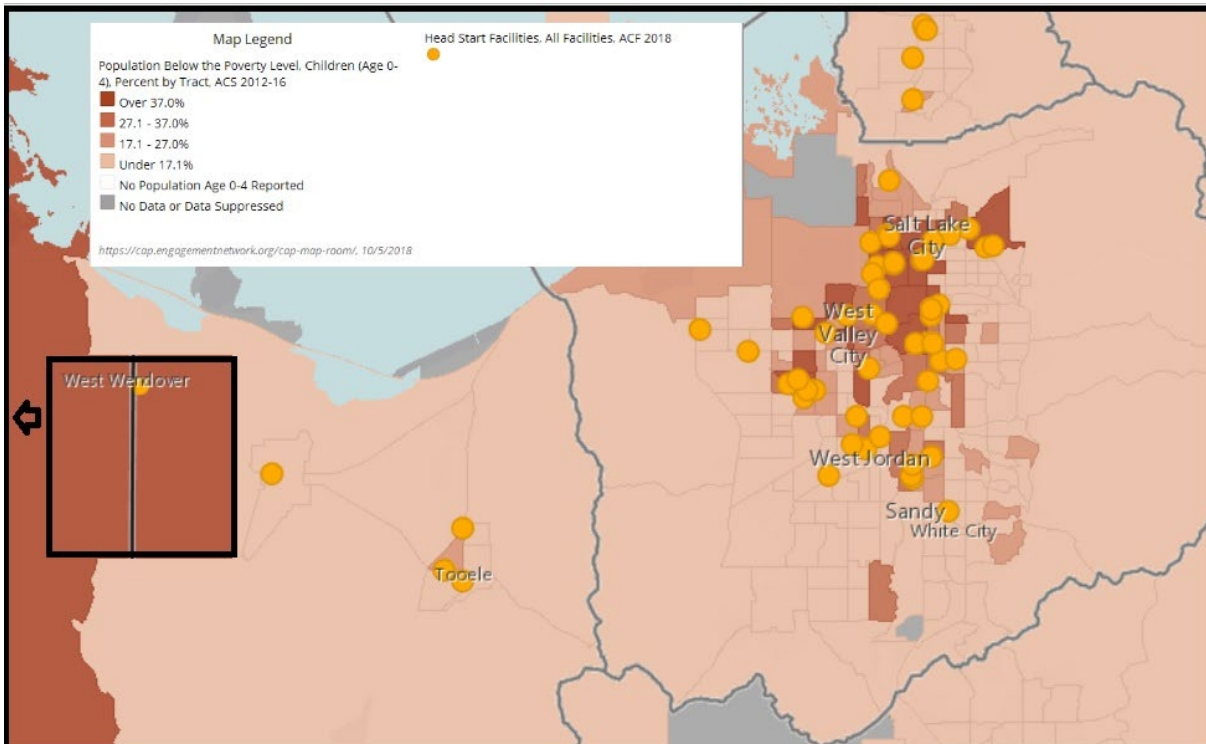
Head Start Site	White	Black or African American	American Indian	Asian	Native Hawaiian or Pacific Islander	Other	Two or More Races	Hispanic or Latino	Not Hispanic or Latino
Bellview	90.10%	0.50%	0.50%	3.00%	0.50%	2.50%	2.80%	7.90%	92.10%
Bennion	82.10%	1.50%	0.50%	8.70%	0.30%	4.00%	2.80%	10.20%	89.80%
CCC, Midvale, Midvalley	77.70%	1.90%	1.20%	2.60%	0.80%	12.30%	3.60%	23.90%	76.10%
CCH	70.20%	1.60%	1.20%	3.20%	2.40%	17.10%	3.60%	29.60%	70.40%
Grantsville	92.30%	0.30%	0.50%	2.30%	1.20%	1.30%	2.10%	4.80%	95.20%
HJS, Murray, Meadowbrook	84.30%	2.30%	1.40%	2.90%	0.60%	5.40%	3.10%	13.00%	87.00%
Horizonte	76.20%	5.30%	2.80%	4.10%	1.00%	6.10%	4.50%	18.50%	81.50%
JRR	55.30%	4.70%	1.50%	4.30%	4.10%	25.10%	5.10%	48.00%	52.00%
Magna	78.40%	0.90%	1.00%	0.80%	2.00%	13.30%	3.60%	23.40%	76.60%
Majestic, West Jordan	82.00%	1.00%	0.70%	3.40%	1.90%	8.10%	2.90%	17.40%	82.60%
Millcreek	86.20%	1.70%	0.90%	3.30%	0.60%	3.80%	3.40%	9.90%	90.10%
Monroe	65.30%	1.80%	1.00%	5.10%	4.60%	18.50%	3.80%	32.10%	67.90%
Neighborhood House, Shriver, UNP, Riley, Glendale, Sorenson	51.40%	4.20%	1.90%	3.60%	6.60%	26.80%	5.40%	52.10%	47.90%
Oquirrh Hills, TCC, West Kearns	72.90%	1.50%	1.10%	3.00%	2.60%	15.40%	3.50%	27.80%	72.20%
Palmer Court, Central City	75.10%	3.70%	2.30%	4.10%	1.00%	9.90%	4.00%	21.90%	78.10%
Redwood, Stansbury	64.60%	2.80%	1.70%	4.80%	3.30%	18.80%	4.00%	35.10%	64.90%
SLCC, Grant Elem	79.50%	2.50%	1.50%	4.30%	1.50%	7.60%	3.50%	15.80%	84.20%
SSL, Creekside	68.70%	4.40%	2.70%	4.80%	1.00%	14.30%	4.10%	28.70%	71.30%
Terra Linda	82.70%	0.90%	0.70%	2.60%	1.40%	8.40%	3.30%	17.20%	82.80%
TLC	88.70%	1.40%	1.20%	0.50%	0.60%	5.10%	2.50%	16.90%	83.10%
Tooele	90.60%	0.80%	0.80%	0.70%	0.40%	3.70%	2.90%	11.30%	88.70%
U of U	89.50%	0.70%	0.30%	6.20%	0.20%	1.00%	2.20%	3.60%	96.40%
Wendover	68.40%	0.60%	1.90%	0.40%	0.00%	25.40%	3.30%	63.50%	36.50%



# Head Start Location Service Areas

Poverty rates vary substantially by location within our service area. Locations in the Central and Western part of Salt Lake County and the Western part of Tooele County have poverty concentrations higher than the state and national average. UCA locates Head Start classroom and other agency services such as housing and nutrition assistance programs in areas with higher concentrations of need.

ZIP CODE	HEAD START SITE	# FULL DAY SESSIONS	#HALF DAY SESSIONS	HS CAPACITY	EARLY HEAD START CLASSROOMS	EHS CAPACITY	QUALIFYING CHILDREN IN ZIP CODE
84029	Grantsville	1	0	17			25
84044	Magna	2	4	102			236
84047	CCC, Midvale, Midvalley	3	6	155			677
84074	Tooele	1	4	85			309
84083	Wendover	1	2	51			95
84084	Majestic, West Jordan	0	6	108			445
84088	Terra Linda	1	0	17	1	8	245
84094	Bellview	0	4	72			193
84101	Horizonte	1	0	17	5	40	96
84102	Bennion Elementary	1	0	17			47
84104	Neighborhood House, Shriver, UNP, Riley, Glendale, Sorenson	3	3	99	2	16	1094
84106	Millcreek	0	2	32			383
84107	HJS, Murray, Meadowbrook	3	4	121	1	8	496
84108	U of U Family Housing	0	2	38			247
84111	Palmer Court	1	0	15	3	22	154
84115	SSL, Creekside	1	6	117	1	8	1366
84116	JRR	5	6	192	3	24	894
84118	Oquirrh Hills, The Children's Center, West Kearns	2	10	208			1292
84119	Redwood, Stansbury	0	8	132			1432
84120	Monroe	0	2	34			1204
84123	SLCC, Grant Elem	1	2	57			774
84128	CCH	4	0	72	1	8	197
<b>TOTALS</b>		<b>31</b>	<b>71</b>	<b>1758</b>	<b>17</b>	<b>134</b>	<b>11901</b>



# Section 3: Community Assessment Methodology

Utah Community Action assesses the needs of the communities we serve on an annual basis. This 2018 report represents our agency's effort to understand the unique characteristics of the communities we serve, particularly regarding the prevalence of poverty and the needs of income-eligible families and individuals. Assessing the needs of our communities enables us to better fulfill the mission of our programs 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 data, such as data available from the American Community Survey statistics from the U.S. Census Bureau, and qualitative data collected from focus groups and surveys of our clients, staff, and community partners.

The responses collected from our clients, staff, and community partners reflect the opinions of the survey responses and should not be generalized to represent our entire client population as a whole. The response information reported herein is intended for information purposes only.

## Data Collection Entity

Utah Community Action engaged Wilkinson Ferrari & Co. (WF&Co.) in the summer of 2018 to assist with aspects of this community needs assessment. UCA also did a portion of the assessment. The assessment is utilized for the organization to evaluate the situation in which it operates, identify needs and where there might be gaps, and discuss desired outcomes and opportunities. The findings from the community needs assessment will help guide Utah Community Action to determine its strategic direction and identify areas of focus. As part of this effort, WF&Co. conducted the following research activities to gather information. These activities provided an opportunity to have in-depth discussions with a variety of stakeholder groups to get a pulse on the situation and gather qualitative information.

## Foundational Details

These findings will provide key foundational details that can be used by Utah Community Action to set goals, identify priorities and position the organization for success.

**One-On-One Interviews:** Conducted six one-on-one interviews with a variety of stakeholders. Those interviewed were from Utah Office of Child Care, Utah Office of Education, Community Service Block Grant, the Church of Jesus Christ of Latter-Day Saints, Salt Lake County Department of Human Services, and the Salt Lake County Health Department.

**Staff Focus Groups:** Facilitated two focus groups with staff members. Eight people participated in the first focus group and seven people in the second focus group. Each focus group lasted approximately two hours and included a good mix of staff from different areas in the organization.

**Client Focus Group:** Facilitated a two-hour focus group with three Utah Community Action clients. The three participants had utilized Utah Community Action for three different types of services and were from different age and demographic backgrounds.

**Partner Focus Group:** Facilitated a two-hour focus group with representatives from three Utah Community Action partner organizations. The participants had varied interactions and history with Utah Community Action.

**Online Survey:** Conducted an online survey distributed to Utah Community Action's stakeholder list of 21,738 people and to Utah Community Action's board members. There were 216 survey respondents.

## Research Findings

### Prevalent Community Problems

Staff members, partners and interviewees were asked to identify what they believe to be the prevalent concerns facing our community. The top responses identified were:

- Affordable Housing
- Livable Wages
- Transportation
- High Suicide Rates
- Homelessness
- Food Insecurity
- Health Insurance
- Language Barriers
- Intergenerational Poverty
- Mental Health and Substance Abuse
- Early Education
- Lack of Support for Youth
- Refugee Integrating Into Society

# Poverty Situation in Utah

When asked about the poverty situation in Utah, clients, staff, partners and interviewees offered the following responses:

**Invisible & Diverse:** The poverty situation in Utah is largely invisible and misunderstood. The reasons for poverty are diverse and complex. Some people get caught in situations and suddenly lose everything, some live on the streets because of mental health and substance abuse issues, and many work hard at minimum wage jobs but are always in a crisis mode.

In addition, many elderly people on fixed incomes live in poverty, as do many individuals who are disabled and can't work, individuals affected by domestic violence and human trafficking situations, and young single adults who choose not to work.

**Greater In Rural Utah:** Along the Wasatch Front, there are numerous neighborhoods and communities where the poverty situation is great, but there are not resources available to help. Poverty in Utah's rural communities is much greater. Conditions are often appalling and people simply don't have ready access to services or economic ladders to success.

Many of those in poverty are stuck in a cycle and have to make choices, such as deciding if they can afford to buy enough gas to drive 200 miles for groceries, or if they go without for another day. Service agencies in rural areas do their best yet are woefully underfunded and understaffed.

**Stigmas:** People in poverty are often stigmatized as being lazy and not caring about their families and this is not true. People assume they can pull themselves up by their boot straps, however they don't have any boot straps to pull. People using public services are often stigmatized as well. As a result, some individuals and families don't access services because it hurts their pride.

**Costs Are Increasing:** The cost of living is constantly increasing. Housing costs are high and are consuming more than half of people's income, healthcare costs are skyrocketing, and other common needs, such as cellular phone service, are also regularly increasing. One in five Utah residents are not sure where their next meal will come from.

Unemployment is very low, meaning there is a lack of good paying jobs. Multiple families are forced to live together, and it's common for people to work two or more jobs just to survive. During the staff focus groups, people reported that there are even Utah Community Action employees living in cars and having a hard time making it because of high housing costs and relatively low wages.

**People Get Stuck:** Today's financial struggles often rule the rest of people's lives, keeping them in poverty. Breaking the cycle of intergenerational poverty is one of the most significant issues facing our community. This can result in unhealthy lifestyles and negative mindsets that are passed down from generation to generation. People get stuck in their place in society or on a career ladder. Many adults in our community lack education beyond high school. There is a need to address family situations holistically.

Our system is also stacked against people in poverty. People in poverty often don't have the time or access to transportation to get services or obtain the education needed. Refugees struggle because of language and cultural barriers.

**Childcare & Kids Falling Behind:** Access to affordable and good childcare is an issue. Childcare costs often far outweigh their earnings from full-time employment, so people stay home with their children. Kids in poverty situations typically start school behind their peers and find it hard to catch up.

**Lack of Support for Ex-Felons:** Our society and systems do little to support ex-felons. It is hard for them to get housing because of the Good Landlord program. It is also hard for them to find jobs because they are viewed as too risky for employers.

**Gap With Policy Makers:** There is a gap between policy makers' solutions and the reality of poverty. A lot of policy makers think people just need jobs and training to succeed in society, but the reality is much more complicated. Medical conditions, addictions, legal barriers, unattainable childcare and inability to locate and afford basic housing and food needs all complicate life for the working poor.

**Entities Trying To Help:** A wide variety of public and private organizations provide services throughout Utah, but effectively addressing poverty is complicated, not well- understood and underfunded.



## Section 4: Service Area in Utah Area Demographics

Demographic information for our service area along with state and national demographic information are presented for comparison purposes. We also include demographic information for Tri-County area (Weber, Davis, and Morgan Counties) where our agency provides Weatherization services.

Because of the large total population residing in our service area (Salt Lake and Tooele Counties), we also include, where applicable, the percent of each statewide demographic category residing within our service area in the far right column.

Data for this section of the needs assessment were drawn from American Community Survey data accessed through the Community Action Partnership's Assessment Tool.

	UCA MAIN SERVICE AREA	UTAH	SALT LAKE COUNTY	TOOELE COUNTY	TRI- COUNTY (Weatherization)	% OF STATE in UCA MAIN SERVICE AREA
WHITE TOTAL	942,742	2,572,595	886,578	56,164	520,376	36.65%
BLACK TOTAL	18,699	32,512	18,297	402	6,924	57.51%
AMERICAN INDIAN TOTAL	8,633	31,686	8,065	568	3,384	27.25%
ASIAN TOTAL	41,840	66,039	41,324	516	9,342	63.36%
NATIVE HAWAIIAN/ PACIFIC ISLANDER TOTAL	17,135	26,411	16,817	318	2,692	64.88%
MIXED RACE TOTAL	32,681	77,810	31,334	1,347	17,236	42.00%
HISPANIC ETHNICITY	182,676	358,340	176,015	6,661	72,297	51.00%

## Poverty Rates

Poverty rates in the UCA service area have increased slightly (1.17%) since 2000. However, the poverty rate has been trending downward since hitting 13.5% in 2011.

POVERTY RATE CHANGE	SERVICE AREA	UTAH	USA	SALT LAKE COUNTY	TOOELE COUNTY	TRI-COUNTIES (WEATHERIZATION)	% OF STATE SERVICE AREA
PERSONS IN POVERTY 2000	76,445	396,868	31,581,086	73,343	3,102	32,394	19.26%
POVERTY RATE 2000	8.16%	8.82%	11.30%	8.20%	7.30%	7.19%	--
PERSONS IN POVERTY 2016	109,486	614,539	44,268,996	104,297	5,189	48,299	17.82%
POVERTY RATE 2016	9.33%	10.21%	14.00%	9.40%	8.10%	8.12%	--
CHANGE IN POVERTY RATE 2000-2016	1.17%	1.39%	2.70%	1.20%	0.80%	.93%	--

# Household Poverty Rates

POVERTY CHARACTERISTICS	SERVICE AREA	STATE UTAH	USA	SALT LAKE COUNTY	TOOELE COUNTY	TRI-COUNTIES (WEATHERIZATION)	% OF STATE IN UCA MAIN SERVICE AREA
Total Population	1,140,056	2,901,465	310,629,645	1,078,703	61,353	594,254	39.29%
Population in Poverty	127,037	338,808	46,932,225	122,608	4,429	48,299	37.50%
Total Households in Poverty	38,342	101,402	16,652,240	36,790	1,552	17,266	37.81%
Total Families in Poverty	21,210	58,320	8,543,087	20,331	879	10,066	36.37%
Married Couples in Poverty	9,650	30,129	3,104,359	9,244	406	4,355	32.03%
Female Households in Poverty	9,165	23,064	4,523,743	8,766	399	4,795	39.74%
Male Households in Poverty	2,395	5,127	914,985	2,321	74	916	46.71%

## Poverty Statistics

The Department of Health and Human Services (HHS) released updates of the poverty guidelines January 13, 2018. 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 household income.

## Poverty Guidelines 2018

PERSONS IN HOUSEHOLD	100% OF POVERTY	125% OF POVERTY	150% OF POVERTY
1	\$12,140	\$15,175	\$18,210
2	\$16,460	\$20,575	\$24,690
3	\$20,780	\$25,975	\$31,170
4	\$25,100	\$31,375	\$37,650
5	\$29,424	\$36,775	\$44,130
6	\$33,740	\$42,175	\$50,610
7	\$38,060	\$47,575	\$57,090
8	\$42,380	\$52,975	\$63,570

Note: For families/households with more than eight people, add \$4,320 for each additional person.

Census poverty estimates from 2016 show that 9.48% of the population in the UCA service area lives in poverty. The rate of poverty is slightly higher for children with 10.83% of the children under 18 in our service area being below the federal poverty level.

# Poverty Guidelines 2018

POPULATION	UCA MAIN SERVICE AREA	STATE	USA	SALT LAKE COUNTY	TOOELE COUNTY	TRI-COUNTIES (WEATHERIZATION)	% OF STATE IN UCA MAIN SERVICE AREA
ALL AGES NO. OF PERSONS IN POVERTY	109,486	614,539	44,268,996	104,297	5,189	53,342	17.82%
ALL AGES POVERTY RATE	9.48%	10.42%	13.90%	9.40%	8.10%	7.9%	--
AGE 0-17 NO. OF PERSONS	35,830	200,431	14,115,713	33,821	2,009	20,455	17.88%
AGE 0-17 POVERTY RATE	10.83%	11.07%	19.18%	11.00%	9.40%	9.5%	--
AGE 5-17 NO. OF PERSONS	23,817	130,246	9,648,486	22,521	1,296	14,283	18.29%
AGE 5-17 POVERTY RATE	10.04%	10.00%	17.95%	10.20%	8.10%	9.03%	--
AGE 18-64 NO. OF PERSONS	72,242	199,234	25,723,818	70,984	1,258	29,288	36.26%
AGE 18-64 POVERTY RATE	10.20%	11.60%	13.20%	10.60%	9.40%	7.1%	--
AGE 65+ NO. OF PERSONS	7,694	19,979	4,429,465	7,367	327	3,959	38.51%
AGE 65+ POVERTY RATE	7.08%	6.90%	9.2%	7.10%	6.30%	7.23%	--

## Poverty by Race

Poverty rates vary by racial and ethnic group with poverty rates being higher for minority populations.

ETHNIC DEMOGRAPHICS	SERVICE AREA	STATE	USA	SALT LAKE COUNTY	TOOELE COUNTY	TRI-COUNTIES (WEATHERIZATION)	% OF STATE IN UCA MAIN SERVICE AREA
WHITE	80,286	257,316	28,424,685	76,812	3,474	41,785	31.20%
	9.10%	10.2%	12.4%	8.80%	6.20%	6.9%	
BLACK	5,192	8,284	10,111,248	5,101	91	1,470	62.68%
	28.33%	26.4%	26.25%	28.40%	23.20%	21.6%	
AMERICAN INDIAN	2,135	9,485	692,998	2,066	69	553	22.51%
	25.62%	30.9%	27.6%	26.60%	12.30%	16.35%	
ASIAN	6,404	10,890	2,009,019	6,404	0	1,130	58.81%
	15.62%	16.9%	12.3%	15.80%	0.00%	20.03%	
NATIVE HAWAIIAN	3,559	5,113	108,956	3,559	0	739	69.61%
	20.95%	19.7%	20.1%	21.40%	0.00%	21.75%	
OTHER RACE	24,433	35,647	3,765,448	23,755	678	4,892	68.54%
	26.74%	25.7%	25.4%	26.80%	25.80%	31.4%	
MIXED RACE	5,589	12,073	1,819,871	4,911	678	41,785	46.29%
	6.21%	15.9%	19.3%	16.00%	25.80%	6.9%	
HISPANIC ETHNICITY	43,811	87,889	12,653,597	42,654	1,157	1,470	49.85%
	22.75%	22.5%	23.4%	22.30%	15.90%	21.6%	

# Population

Population change within our service area between 2000 and 2016 (the most recent year for which data are available) was 215,382 persons, or 22.93%. Slightly over 30% of the total statewide population increase since 2000 is within our service area.

POPULATION	SERVICE AREA	STATE	USA	SALT LAKE COUNTY	TOOELE COUNTY	TRI-COUNTIES (WEATHERIZATION)	% OF STATE IN UCA MAIN SERVICE AREA
TOTAL POPULATION, 2016 ACS	1,154,504	2,948,427	318,558,162	1,092,518	61,986	581,265	39.16%
TOTAL POPULATION, 2000 CENSUS	939,122	2,233,169	281,421,906	898,387	40,735	442,656	42.05%
POPULATION CHANGE FROM 2000-2016 CENSUS/ACS	215,382	715,258	37,136,256	194,131	21,251	138,609	30.11%
PERCENT CHANGE FROM 2000-2016 CENSUS/ACS	22.93%	32.03%	13.20%	21.61%	52.17%	31.31%	

## Age and Gender

For each age category under age 65, there are slightly more males to females (51% to 49%). Over one-third of the state population in each age category live in the UCA service area, with nearly 41% of the statewide adult population between ages 18 and 63 residing in our service area.

AGE AND GENDER	SERVICE AREA	STATE	USA	SALT LAKE COUNTY	TOOELE COUNTY	TRI-COUNTIES (WEATHERIZATION)	% OF STATE IN UCA MAIN SERVICE AREA
0 TO 4 MALE	47,719 (51%)	130,142	10,154,024	44,987	2,732	26,001	36.67%
0 TO 4 FEMALE	45,853 (49%)	123,822	9,712,936	43,288	2,565	24,632	37.03%
5 TO 17 MALE	121,527 (51%)	334,710	27,455,869	113,311	8,216	68,669	36.31%
5 TO 17 FEMALE	115,719 (49%)	316,522	26,289,609	107,920	7,799	64,688	36.56%
18 TO 64 MALE	361,305 (51%)	882,147	98,851,301	343,390	17,915	171,046	40.96%
18 TO 64 FEMALE	352,058 (49%)	865,742	99,913,791	334,518	17,540	168,308	40.67%
OVER 64 MALE	44,452 (42%)	122,327	18,244,716	42,167	2,285	24,046	36.34%
OVER 64 FEMALE	60,717 (58%)	159,286	25,876,504	57,958	2,759	31,346	38.12%

## Home Languages

The majority of homes in the UCA service area speak English as the primary home language. For the UCA Head Start population, primary home languages are English (61.1%), Spanish (26.7%), Portuguese (2.8%), and Arabic (2.3%).

HOME LANGUAGES	STATE	USA	SALT LAKE COUNTY	TOOELE COUNTY	TRI-COUNTIES (WEATHERIZATION)
ENGLISH	85.3%	78.9%	79.6%	97.1%	91.1%
SPANISH	9.9%	13.1%	13.2%	5.5%	6.4%
OTHER INDO-EUROPEAN LANGUAGES	1.9%	3.6%	2.8%	1.3%	1.2%
ASIAN & PACIFIC ISLAND LANGUAGES	2.1%	3.4%	3.5%	1.1%	1.2%

# Veteran Status

In the UCA service area, 5.86% of the population over 18 are veterans, with the percentage being higher in Tooele County (9.65%) than in Salt Lake County (5.56%). The overall percentage of veterans in our service area is less than the average for the state of Utah (6.36) and the nation (8.01%). Over one-third of the total veteran population for the state of Utah lives in the UCA service area.

VETERAN DEMOGRAPHICS	# IN UCA MAIN SERVICE AREA	UTAH	USA	SALT LAKE COUNTY	TOOELE COUNTY	TRI-COUNTIES (WEATHERIZATION)	% OF STATE IN UCA MAIN SERVICE AREA
VETERANS TOTAL	48,178	129,748	19,535,341	44262	3916	33,605	37.13%
VETERANS MALE	45,274	121,411	17,948,822	41603	3671	30,754	37.29%
VETERANS FEMALE	2,904	8,337	1,586,519	2659	245	2,851	34.83%
% POP OVER 18 TOTAL	5.86%	6.36%	8.01%	5.66%	9.65%	8.53%	

# Special Service Populations

Based on information gathered from city, county, and state data in 2017 and 2018 as well as partners serving pre-school-aged children with disabilities or homelessness, we estimated the following numbers for special service populations within our main UCA service area:

Service Area (Salt Lake and Tooele Counties)	Preschool Children Receiving Disability Services	Children in Foster Care	Preschool Children Experiencing Homelessness	Expectant Mother's in Poverty
Service Area (Salt Lake and Tooele Counties)	2,468	351	135	880



# Housing

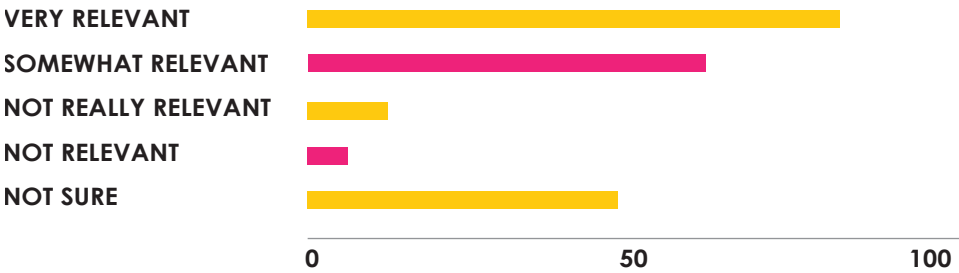
Affordable housing is a challenge for people in the UCA service area. Residential vacancy rates are very low with housing costs rising rapidly in recent years. In Salt Lake County, an individual would need to earn \$19.90/hr in order to afford a two bedroom apartment (average rent=\$1,035/mo. National Low Income Housing Coalition). With the challenge of affordable housing, many families are experiencing housing instability. In the 2017 Point in Time homelessness count, 620 homeless families with minors were identified. Approximately half of minors in homeless families in Salt Lake County are under 5 (Office of Childcare "Homeless Children in Care" 2013).

		Service Area	STATE	USA	Salt Lake County, UT	Tooele County, UT	Tri-Counties (Weatherization)
<b>Housing</b>	Total Housing Units	397,381	1,024,047	134,054,899	376,956	20,425	194,680
	Owner Occupied Homes 2000	213,530	501,547	69,815,753	203,597	9,933	106,191
	Owner Occupied Homes 2000	69.37%	71.52%	66.19%	68.98%	78.35%	76.43%
	Owner Occupied Homes 2016	250,911	638,767	74,881,068	236,147	14,764	136,754
	Owner Occupied Homes 2016	63.14%	62.38%	55.86%	62.65%	72.28%	70.25%
<b>Vacancy Rates</b>	Residential Addresses	443,473	1,100,182	146,832,025	421,808	21,665	219,714
	Vacant Residential Addresses	6,458	17,608	3,825,190	6,070	388	2,919
	Residential Vacancy Rate	1.50%	1.60%	2.60%	1.40%	1.80%	1.30%
	Business Addresses	48,742	109,936	13,835,679	47,593	1,149	18,343
	Vacant Business Addresses	3,863	8,860	1,232,945	3,792	71	1,750
	Business Vacancy Rate	7.9	8.1	8.9	8	6.2	9.5
<b>Number of Unsafe, Unsanitary Homes</b>	Occupied Housing Units 2000	307,818	701,281	106,741,426	295,141	12,677	138,945
	Housing Units without Plumbing 2000	1,106	2,906	736,626	1,074	32	275
	Percent without Plumbing 2000	0.36%	0.38%	0.69%	0.35%	0.23%	0.20%
	Occupied Housing Units 2016	375,127	918,367	117,706,238	35,6061	19,066	182,733
	Housing Units without Plumbing 2016	873	2,452	453,650	825	48	463
	Percent without Plumbing 2016	0.23%	0.27%	0.39%	0.23%	0.25%	0.25%
<b>Evictions</b>	Renter Occupied Households	133,365	301,260	38,372,860	128,465	4,900	49,474
	Eviction Filings	3,724	6,590	2,350,042	3,568	156	1,577
	Evictions	1,865	2,787	898,479	1,813	52	475
	Eviction Filing Rate	2.79%	2.19%	6.12%	2.78%	3.18%	3.19%
	Eviction Rate	1.40%	0.93%	2.34%	1.41%	1.06%	0.96%

# Section 5: Utah Community Action Relevance

## How Relevant Is Utah Community Action?

When asked about Utah Community Action's relevance in the community, 89 online respondents (41 percent) said very relevant, 62 (29%) said somewhat relevant, 47 (22%) were not sure, 12 (6%) said not very relevant, and 5 (2%) said not relevant.



## Words That Describe Utah Community Action

The following words were used by interviewees and focus group participants when asked to describe Utah Community Action. The larger the word, the more times it was mentioned.



Utah Community Action's authentic self:  
What all respondents believe about the organization.

Partners. Passionate. Advocate. Assistance. Helpful. Friendly. Education. Head Start. Community. Families. Kids.

# Words That Make Utah Community Action Different

The following are the words respondents used when asked what makes Utah Community Action different from other organizations. The bigger the word, the more times it was mentioned.



Utah Community Action's authentic self:  
What all respondents believe about the organization.

**Don't Know. Comprehensive Approach/Umbrella Agency.**

# Utah Community Action's Strengths

Research respondents used the following words and phrases when asked about Utah Community Action's strengths. The checkmarks indicate multiple similar answers.

## STAFF

- **Staff (professionalism passion) ✓**
- Internal collaboration
- Work well together
- **Connected programs ✓**
- Holistic approach
- Linking clients to resources
- Promoting self-sufficiency
- Client-focused
- **Helping families thrive ✓**
- Adaptable to different situations
- **Compassion ✓**
- Make people happy

## PARTNERS

- **Comprehensive services ✓**
- Willing to come to the table
- Motivation to help
- Innovative

## CLIENTS

- Directing people
- Referring people
- **Willingness to listen ✓**
- **Being attentive ✓**
- **Willingness to answer questions ✓**
- **Being there for them ✓**

## INTERVIEWEES

- **Focus on families ✓**
- **Families' voices are heard ✓**
- Providing resources
- Building partnerships
- Understanding of rules and processes
- Food programs offered
- Being organized
- Being accountable
- **Staff and board (what about them?) ✓**

## ONLINE RESPONDENTS

- **Dedicated staff ✓**
- Providing access to services
- Early childhood programs
- **Focus on families ✓**
- Focus on community
- Resources
- Fundraising
- Looking for ways to help



# Utah Community Action's Weaknesses

Research respondents used the following words and phrases when asked about Utah Community Action's weaknesses. The checkmarks indicate multiple similar answers.

## STAFF

- Lack of staff training
- Training on the spot can be stressful
- Ability to leave work (inability?)
- **Need more help/high volume of work ✓**
- Taking on too much affects quality of services
- **High staff turnover (large workloads, high expectations, burnout) ✓**
- Willingness to learn new technology
- Use of social media
- Intra-agency referrals
- **Lack of funding ✓**
- Lack of sufficient translation services
- Allowing enough time to test processes
- Different income levels for different programs
- Big organization, so hard to feel together
- Big organization, so risk of clients falling through the cracks
- Not all programs feel equal
- Fewer resources available on the west side
- Communities change faster than we can adapt
- **Community unaware of programs ✓**
- Focus on changing population needs (refugees, special needs students, foster families)

## PARTNERS

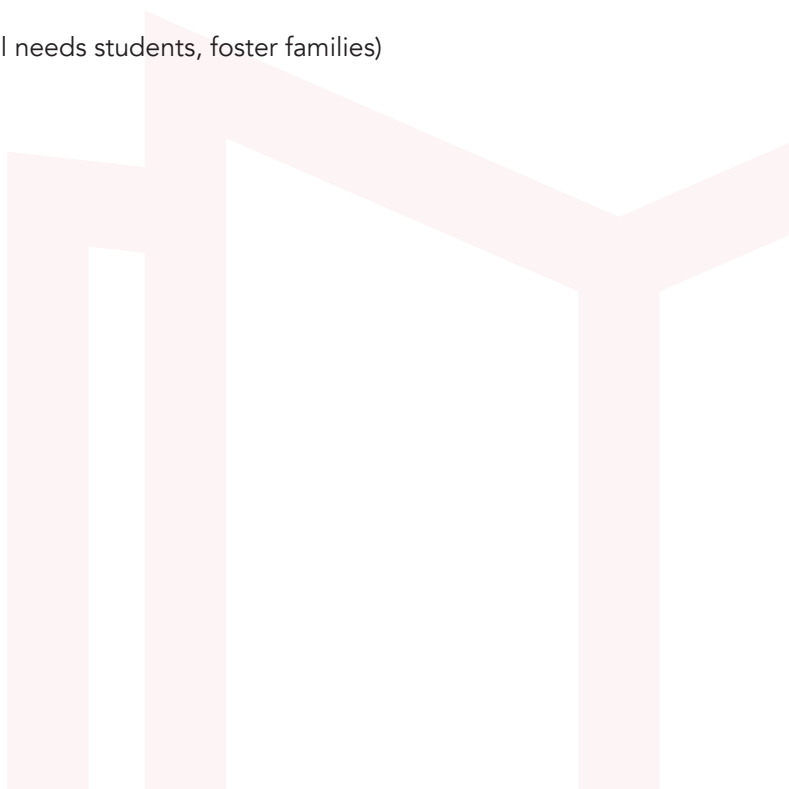
- **Staff transition ✓**
- Half-day preschool doesn't work for some
- Career development for housing clients

## CLIENTS

- None

## INTERVIEWEES

- **Don't know ✓**
- Too dependent on federal grant funding
- **Lack of community awareness ✓**
- Lack of information about past CEO situation
- Not sure how UCA does it with so many programs
- **May be over-extended with so many programs ✓**
- Not well-known





# Utah Community Action's Value To The Community

Research respondents (note: online respondents were not asked this question) used the following words and phrases when asked about the value Utah Community Action provides to the community. The check-marks indicate multiple similar answers.

## STAFF

- Provides resources at a cost savings
- Educates
- **Promotes self-sufficiency ✓**
- Offers relief for clients
- Provides "plan B" when needed
- Gives people hope
- Provides the feeling that someone cares
- Has quality staff that are friendly, helpful and judgment free
- Keeps clients updated and have open communication
- **Builds a stronger community ✓**
- Helps break the cycle of poverty
- Advocates

## PARTNERS

- **Comprehensive services ✓**
- Wrap-around services
- Access to services

## INTERVIEWEES

- **Ensures people can be self-reliant and contribute to Utah's economy ✓**
- **Improves lives and lifts up those they serve, and that benefits the entire community ✓**
- **Different programs under their umbrella ✓**
- Not afraid to reach out to other agencies to help an individual
- Fills a particular niche
- Willing to be accountable
- Don't know



# Knowledge of Existing Resources

The following responses were given by partners, staff and those interviewed when asked what they believe people know about the community resources that may help their situation.

## Partners

- It's easy for people in need to find resources.
- Hard for people to reach services because transportation is an issue.
- The process is overwhelming because resources are siloed, there are multiple forms to fill out, organizations can't share information with each other, there are too many rules and restrictions, staff may not be trained to fully support clients, and the number of case managers isn't sufficient to help people navigate the system.

## Staff

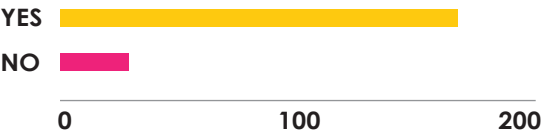
- People in need are unaware of resources available.
- When people are in a crisis, finding and navigating resources is daunting.
- People hear about resources through word of mouth.
- Immigrants are afraid to apply.
- Agencies often don't know what other agencies offer.

## Interviews

- Some thought those in need know how to access the system and know what resources are available.
- They thought those in intergenerational poverty are better informed than others.
- Some thought those in need are not familiar with existing resources and that they need to know to call 211 to find resources.
- Some thought service providers are knowledgeable about what is offered in the community, while others felt that some service providers and faith-based entities are less aware than they could be.
- One person stated that the general public knows about food stamps and Medicaid, but nothing beyond that.
- One person said that people get referrals from teachers and other service providers.

# Knowledge of Utah Community Action

Of the 214 respondents to the online survey asked if they had heard of Utah Community Action 179 (84 percent) said yes and 35 (16 percent) said no.



# Awareness of Utah Community Action's Programs

	STAFF	PARTNERS	CLIENTS
HEAD START	Somewhat	Very	Yes
HEAT	Not At All	Moderately	Yes
WEATHERIZATION	Not At All	Not At All	Yes
NUTRITION	Somewhat	Slightly	No
ADULT EDUCATION	Slightly	Not At All	No
HOUSING CASE MANAGEMENT	Moderately	Moderately	No

When asked how aware they believe community members are of Utah Community Action's various programs, participants in the staff, partner and client focus groups provided the following responses.

### Interviewee's Responses

- Those who need the services are aware of them, especially those in intergenerational poverty.
- Needs to be a greater awareness of programs being offered and that people can call 211.
- Service providers are well-informed and know what their community partners offer.
- Faith-based entities are somewhat aware of UCA programs but could know more.
- General public knows about food stamps and Medicaid, but little about other programs.
- General public generally knows about Head Start but not other child-focused programs.
- There is a gap in the general public's knowledge about poverty and resulting needs.
- Not sure of people's knowledge of Utah Community Action.

# Barriers That Exist For People Seeking Assistance

When asked what type of barriers prevent people in need from seeking assistance, respondents gave the following answers:

## Clients

- Pride/embarrassment
- Language barriers
- Afraid of being "turned in"
- Need to give too much personal information
- Afraid to ask for help
- Limited childcare options prevents ability to seek services

## Staff

- Pride makes it hard to ask for help
- Language barriers
- Refugee restrictions; they need to ask a lawyer first before seeking assistance
- Afraid of using services because of the unknowns and lack of trust
- Immigration status makes people afraid; many quit before they are told they don't deport; many don't know they can apply if their kids are citizens
- A lot of people don't quality
- Transportation barriers
- Length of application process; requires a lot of personal information; difficult for people to get the required documents
- Lack of education
- Long waiting lists

## Partners

- Language barriers
- The amount of time it takes
- Rules and regulations
- Literacy
- Transportation barriers
- One-size-fits-all mentality
- Can't miss work to apply
- Childcare affordability
- Lack of case management coordination
- Lack of flexibility in resources
- Required to share a lot of information
- Hard for people in trauma or crisis to think about finding help and going through the processes
- Multiple requirements

## Interviews

- Pride makes it difficult to admit they are in crisis
- Transportation is an issue; distance to services; especially in rural areas
- Hierarchy of needs; do everything they can to meet basic needs – food, shelter – but have time or energy for additional things
- Hours of operation
- Complexity of navigating the system; paperwork it takes; documents needed
- Fear related to immigration status
- Not knowing where to go for help
- Scattered resources
- Need to apply separately for different programs
- People being just over the limit
- Competitive needs with providers of services to have clients need their services and stay on

# How Accessible Are Utah Community Action's Services

When clients were asked how accessible Utah Community Action's services are, they offered the following responses:

- Technology is needed to submit documents and that can be difficult; more traditional methods, such as mail, phone, in-person are preferred
- Having a good case manager is key to ease the process
- If people don't have the documents needed it makes it extremely difficult
- Spending money on gas to go through the process, to get services is hard
- It's difficult to know what services are available and where to get them

# Community Needs Not Being Met Right Now

When those online were asked what community needs are not being met right now, the following were the top responses provided:

- Food for those just above the poverty line
- Affordable housing
- Transportation to access services
- Affordable childcare
- Holistic approach to assimilate those with criminal records back into society
- Addiction and mental health resources and help
- Family support for undocumented immigrants
- People with knowledge of how to navigate the system to help those in need access services
- Focus on communities like Kearns, Magna, Grantsville, Moab and Tooele
- Employment and adult education
- Place to wash clothes inexpensively

# Section 6: Community Resources

## Additional Resources for Children and 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 as well as clients of other Utah Community Action services. We engage in partnerships designed to meet not only the health and education needs of children, but also the comprehensive needs of income-eligible individuals and families. Resources may be found throughout this assessment.

- **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 that is open year-round 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.

# Nutrition and SNAP Benefit Recipients

Over 41% of the students in UCA's service are eligible to receive free or reduced school lunch, with 8.4% of the households in the UCA service are receiving SNAP benefits.

Free and Reduced Lunch Program	UCA Main Service Area (SL & Tooele)	STATE	USA	Salt Lake County	Tooele County	Tri-Counties (Weatherization)	PCT of State in UCA Main Service Area
Total Students	231,410	647,870	50,611,787	215,902	15,508	133,728	35.72%
Number Free/Reduced Price Lunch Eligible	95,543	235,880	25,893,504	89,385	6,158	41,348	40.50%
Percent Free/Reduced Price Lunch Eligible	41.29%	36.41%	52.61%	41.40%	39.71%	30.92%	--
<b>Households Receiving SNAP by Poverty Status (ACS)</b>							
# of Households Receiving SNAP Total	31,331	76,578	15,360,951	29,516	1,815	15,441	40.91%
# of Households Receiving SNAP Percent	8.40%	8.34%	13.05%	8.29%	9.52%	8.5%	--
# of Households Receiving SNAP Income Below Poverty	14,592	36,155	7,727,684	13,787	805	6,890	40.36%
# of Households Receiving SNAP Income Above Poverty	16,739	40,423	7,633,267	15,729	1,010	8,551	41.41%
# of Households Not Receiving SNAP Income Below Poverty	23,750	65,247	8,924,556	23,003	747	10,376	36.40%



# Children With Disabilities

Cornell University's Disability Statistics Center estimates that 0.6% of all children ages 0-4 in Utah have a disability (based on ACS 2016 data). That's roughly 1,600 young children across the state with reported disabilities, although the prevalence of reported disabilities significantly increases with age. Among children aged 4 and younger, .4% reported a visual disability, .3% 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, 4.5% 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
<b>Baby Watch Early Intervention</b>	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.
<b>Baby Your Baby Outreach Program</b>	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.
<b>The Autism Society of Utah</b>	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.
<b>The Carmen B. Pingree Autism Center of Learning</b>	Provides comprehensive treatment, education, and related services for children with autism and their families, including preschool services for children ages two through five.
<b>The Child Development Center</b>	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.
<b>The Children's Behavior Therapy Unit</b>	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.
<b>The Children's Center</b>	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.
<b>The Division of Services for People with Disabilities</b>	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.
<b>The Learning Disabilities Association of Utah</b>	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.
<b>The Neonatal Follow-up Program</b>	A statewide program whose main purpose is to provide specialty services through an inter-disciplinary 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.
<b>The University Developmental Assessment Clinics</b>	Provides clinical evaluation of children with or at risk for developmental delays throughout the state of Utah and the western frontier region. These clinics 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.
<b>The Utah Parent Center</b>	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.
<b>United Way 2-1-1 Information and Referral</b>	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.
<b>Utah Children with Special Health Care Needs</b>	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.

# 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. Not all of the childcare providers listed may provide services affordable to income-eligible families. A number of affordable preschool options do exist in our service area. The following is a list of programs serving low-income children and families.

Childcare Programs for Low-Income Children	Programs/Services Offered
<b>Canyons School District</b>	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 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.
<b>Children's Services Society</b>	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.
<b>DDI Vantage Early Head Start</b>	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.
<b>Family Support Center</b>	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.
<b>Granite School District</b>	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.
<b>Guadalupe Early Learning Center</b>	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.
<b>Jordan School District</b>	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.
<b>Murray School District</b>	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 registered. Tuition is due on a monthly basis. Serves approx. 142 preschool aged children.
<b>Neighborhood House</b>	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.
<b>Salt Lake City School District</b>	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 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.
<b>The Boys &amp; Girls Club (Greater Salt Lake &amp; South Valley)</b>	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.
<b>Tooele School District</b>	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.
<b>YWCA</b>	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.

# Section 7: Observations and Recommendations of Focus Groups and Interviewees

The information gathered from the informational interviews and focus groups conducted for this report identified a number of needs and recommendations for the communities we serve. This section summarizes the information collected from the focus groups and interviews.

**1 Affordable Housing Is A Core Issue:** Across the board, people said that the lack of affordable housing is an issue affecting more and more people. They described many examples of multiple families living together and people working two or more jobs just to survive. Fast-rising costs for housing, healthcare and other items, such as cellular phone service, are hitting lower income people exceptionally hard. People also noted that wages aren't increasing as fast as expenses, making the idea of a living wage even more elusive. During the staff focus group, people reported there are UCA employees living in their cars because they can't afford housing.

**2 Rural Poverty:** A lot of people talked about how dire the poverty situation is in rural areas. They said that not only are there a lot of people living in poverty in rural Utah, but that they don't have access to services, so they are just doing without. The lack of economic opportunities in rural areas severely limit prospects for people to succeed.

**3 Utah Community Action:** Many people are unfamiliar with Utah Community Action. If they are aware of the agency, they usually know it by one or two services, such as Head Start. Overall, people believe the organization is doing a good job and is needed, but there were a few that wondered if the organization can take on more, or if it is stretched too far. The majority of respondents believed there was a need to get information out about Utah Community Action and its services. People also think Utah Community Action has a good story to tell and should be proactive about telling it.

**4 Opportunities:** Lots of people had ideas about possible opportunities. In particular, several people mentioned the need for more focus on early childhood services. They cited that many kids get to school and don't know how to hold a book or count, leaving them at a disadvantage that is very difficult to overcome. They also mentioned the need to focus attention on families as a whole, on the refugee population, and on affecting public policy.

**5 The Organization:** Internal and external respondents commented on the high staff turnover. Internal respondents talked about the need for better training and pay and the need to reduce or reallocate workloads for overburdened staff members. Some of those interviewed say they see a need and opportunity for Jennifer Godfrey to be more visible with partners, funders and policy makers. They said the time is ripe for this. One partner said the quick departure of the past CEO and the lack of information about it raised eyebrows and created suspicion of wrongdoing or some sort of material problems. The individual said it's caused him to keep a closer watch on the new leadership.

# Recommendations

When clients, staff, partners, interviewees and online survey respondents were asked what opportunities exist for Utah Community Action, the following responses were given.

**Publicize & Market:** Make key audiences like funders, community leaders and policy makers more aware of what Utah Community Action is all about and what services it offers. Develop a tagline to help describe what the agency is about. Collect stories and use them to market. Encourage the CEO and board members to be out in the community promoting the agency and services.

**Impact Public Policy:** Get out the message that it is important to invest in people and what the economic benefit of that is. Use success data from Head Start. Make inroads to better educate legislators about community needs and services. Identify a legislative champion who can help the agency with legislators and other policy makers. Put together a committee to help identify who this champion could be. Facilitate a conversation about living wages and employment realities, partner with a group like the Downtown Alliance or Salt Lake Chamber, and highlight how the issue is linked to the ability of the community to meet economic development goals. Codify the human services benefit structure so that people trying to get out of poverty don't lose assistance when they make a little extra income. Lower college tuition costs so people don't accumulate overwhelming debt. "Cross-promote" services between departments.

**Community Focus:** Look at United Way's Promise Neighborhoods concept as a model. Provide services in areas with the greatest needs. Do more outreach, especially in rural communities. Offer mobile services. Develop a pilot or incubation hub to explore innovative ways of providing services. Provide more family engagement activities in the Tooele area.

**Provide Needed Services:** Provide bus passes and other transportation options. Offer childcare, after-school childcare or childcare vouchers. Offer more case management assistance. Provide prevention services to avoid eviction and medical emergencies. Offer behavioral health services, mental health services and addiction recovery. Serve families as a single unit. Recognize that scattered services are difficult for people to access, especially when they have multiple needs. Make services easy to access on foot and by public transportation. Offer rapid rehousing vouchers for hotel rooms so people don't end up homeless. Provide affordable housing. Keep developing lists of referrals. Improve Head Start hours so it is offered for the full day and serves kids with disabilities. Offer more jobs, educational opportunities and childcare options for single parents. Provide programs to help the working poor. Work with young adults to get the schooling and job training they need to succeed. Provide locations where people can get appropriate clothing for job interviews. Streamline or condense application processes. Develop a mobile app.

**Develop Collaborations:** Develop collaborations with like-minded organizations and desired funders. For example, work with Intermountain Healthcare's mobile health services to provide a nutrition program or Head Start. Get involved with the 10 counties the Department of Workforce Services has identified as most at risk for intergenerational poverty. Attend Intergenerational Poverty Commission meetings and make presentations. Work with schools that offer services like washers and dryers, food and other basics to help students and their families meet their daily needs. Engage with schools that provide students each Friday with backpacks filled with food and other items to use over the weekend. Work with United Way to lobby for more funding for Head Start. Determine how to best work with the new Coordinated Entry program. In the Tooele area, partner with USU to offer ESL and GED courses.

**Create The Right Space & Attitude:** Build trust with clients by creating an inviting atmosphere. Update internal processes. Provide staff with acknowledgment and adequate resources. Put in place a program to retain staff longer. Provide effective staff training.

**Strategic Direction:** Prioritize areas of focus. Continue to grow. Decide if Utah Community Action should become the hub where clients apply for multiple programs. If so, engage with other entities to educate them about this role.

# Section 8: Conclusion

Poverty, and the many issues associated with it, is complex and there is not a “one-size-fits-all” approach to dealing with it. Given this complicated and constantly changing situation, Utah Community Action has found itself needing to adapt in many ways over the years.

Today’s environment, highlighted by the severe lack of affordable housing, fast-rising cost of living and low-paying jobs, poses extreme hurdles for people to overcome and creates a different dynamic and set of needs. The refugee population, those with multiple challenges, ex-felons and parents with small children unable to balance work with childcare also have unique needs and face significant barriers. The process for getting assistance is lengthy and challenging to navigate, especially for those in crisis that need immediate help before their situation becomes worse.

With these concerns as a backdrop, there is an opportunity to look at and internalize what people think about Utah Community Action to develop a persuasive and effective outreach effort to reintroduce the organization to key audiences. Preparing for a reintroduction provides Utah Community Action a tremendous opportunity to assess its offerings, determine if and how it might evolve to respond to new gaps and needs, and sharpen its identity, focus and messages to support continued success.

## Sources of Data

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