



Utah Community Action™

Committed to Ending Poverty

2019 Community Needs Assessment

An update of 2018

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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 50,000 individuals living in poverty were served in 2018.

Utah Community Action is pleased to present our 2019 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 and achieve long-term self-sufficiency. Classes include English as a Second Language, GED preparation, vocational preparation and certification for childhood education (CDA) and the culinary industry (Sauté), and post-secondary education in several degree programs. Participants additionally learn resume and job finding skills to reduce and remove barriers to employment and increase wage-earning potential. Due to parent's varied work schedules, UCA offers childcare and several scheduling options to meet families' needs.

Case Management & Housing - Programs are targeted to assist the community's most vulnerable populations in obtaining and maintaining safe, stable and affordable housing. Case managers work with families and individuals to assess needs, problem-solve, provide timely interventions and resources, and reduce inter-generational poverty. Services include diversion, case management, housing location and stabilization, deposit and emergency rental assistance, landlord mediation, and financial education.

Head Start and Early Head Start - Comprehensive programs assist 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 prepare for school and future success. Home-based and prenatal services are also available. The average annual household income for a family of four in our program is \$17,269, over \$8,000 lower than the Federal poverty level guideline for a family of 4.

HEAT - Programs offer utility and crisis assistance to income-eligible households in Salt Lake and Tooele counties. Participants also receive emergency conservation education, budget counseling, and referrals to community resources. Households are able to maintain the health and safety of their homes over the winter months, as well as during times of financial crisis, in order to stabilize housing and move forward on their path to self-sufficiency.

Nutrition - Our comprehensive nutrition programs address food insecurity within our community by serving individuals and families ranging from infants to the elderly year-round. We provide meals for Head Start and Early Head Start classrooms, as well as outside clients who serve children ages 0-18. Additionally, we provide the Summer Food Program for youth, the Sauté culinary training program for adults, and emergency food boxes through our Food and Resource Centers for individuals and families. Further, we operate Evergreen Café in the Millcreek Senior Center, which serves both seniors and the public, also acting as a training ground for our culinary program graduates. On average, over 5,000 meals are provided each day from our Central Kitchen.

Weatherization - This program provides safe, energy-efficient upgrades to homes of income-eligible members of the community. Weatherization can be performed for both homeowners and renters, including those living in 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 health and safety of residents, with an average energy efficiency increase of 30%.

Brief Overview of 2019 Accomplishments

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

- Head Start serves over 2,000 children and families every year and impacts our public school system by preparing young children to be academically, social emotionally and physically ready for kindergarten and beyond.
- Over 90% of our children leave our program every year ready for our public schools.
- Adult Education provides ESL, vocational training, financial literacy education, or basic education classes to over 500 individuals each year to reduce or eliminate barriers to employment and increase wage-earning potential.
- The Community Food & Resource Centers reach approximately 30,000 income-eligible individuals.
- The Case Management & Housing Program serve approximately 3,500 people every year.
- HEAT provides winter assistance to over 13,000 families in our service area each year.
- Weatherization services improve the health, safety, and energy efficiency of homes impacting over 900 individuals each year.

Utah Community Action's Initiative

In 1965, UCA was the first organization in Utah to respond to President Lyndon B. Johnson's declaration of War on Poverty. The Head Start Program was created to serve poor and underserved populations through the instrumental years of early childhood development. Head Start works with the most vulnerable in communities to meet health, nutritional, emotional, and educational needs for children from at-risk backgrounds. With our Head Start program, we leverage resources to bridge gaps in order to combat deep-rooted poverty.

Utah Community Action's service area for Head Start and Utah Community Action services encompasses Salt Lake and Tooele Counties with one Early Head Start Classroom in Washington County. Additionally, we provide Weatherization services to the tri-county areas of Weber, Davis, and Morgan Counties.

Salt Lake County is the county with the highest population in Utah and a 2017 population estimate of 1,106,700 with a population density of 1,371 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 69,907 residents. Tooele County has seen a 72% 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 9 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 621,117 across the three counties. Davis County ranks 3rd, Weber County ranks 4th, and Morgan County ranks 19th 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 21,000 people.

Information relating to our Head Start program is found on the next two pages.

Head Start Locations

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 classrooms 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	91.70%	0.40%	0.10%	2.40%	0.30%	2.40%	2.70%	9.90%	90.10%
Bennion, 10th East Senior Center *	83.50%	1.80%	0.20%	7.20%	0.50%	3.90%	3.00%	10.10%	89.90%
CCC, Midvale, Midvalley	79.90%	3.10%	0.40%	3.70%	1.20%	8.60%	2.70%	23.20%	76.80%
CCH	65.00%	1.40%	0.50%	2.30%	4.90%	20.50%	5.40%	35.10%	64.90%
Escalante, Northstar, JRR	49.00%	3.00%	1.20%	5.40%	4.40%	33.20%	3.70%	48.40%	51.60%
Grantsville	92.40%	0.30%	0.50%	2.10%	1.10%	1.40%	2.50%	5.30%	94.70%
HJS, Murray, Meadowbrook	87.70%	2.20%	0.60%	3.10%	0.60%	1.60%	2.30%	15.30%	84.70%
Horizonte	76.30%	3.40%	1.40%	11.70%	0.80%	7.90%	1.10%	13.70%	86.30%
Magna	75.00%	0.30%	0.50%	1.30%	0.60%	19.50%	2.60%	31.40%	68.60%
Majestic, West Jordan	86.10%	1.60%	2.00%	5.10%	2.20%	7.90%	4.00%	19.70%	80.30%
Millcreek	88.00%	2.30%	1.10%	2.70%	1.10%	2.90%	2.00%	9.20%	90.80%
Monroe	58.40%	1.90%	0.50%	6.40%	3.70%	24.00%	5.00%	36.60%	63.40%
Neighborhood House, Shriver, UNP, Riley, Glendale, Sorenson	43.10%	3.90%	1.80%	5.90%	4.60%	35.90%	4.80%	43.10%	56.90%
Oquirrh Hills, TCC, West Kearns	73.50%	1.60%	1.00%	4.80%	2.00%	13.30%	3.90%	28.80%	71.20%
Palmer Court, Central City	74.40%	5.60%	6.30%	4.30%	0.10%	4.60%	4.70%	14.40%	85.60%
Redwood, Stansbury	54.10%	3.20%	1.90%	5.50%	3.90%	27.70%	3.80%	38.80%	61.20%
Riverton Senior Center*	94.90%	1.10%	0.40%	0.60%	0.30%	0.70%	1.90%	4.80%	95.20%
Roots for Kids	87.00%	1.20%	1.10%	0.60%	0.80%	5.80%	2.80%	16.60%	83.40%
Sandy Boys & Girls	87.90%	1.00%	0.80%	3.50%	0.80%	4.20%	1.80%	13.90%	86.10%
SLCC, Grant Elem	74.90%	3.20%	0.80%	3.90%	2.20%	11.80%	3.20%	18.10%	81.90%
SSL, Creekside	69.50%	7.00%	2.70%	9.60%	1.90%	5.80%	3.50%	21.40%	78.60%
Terra Linda	81.80%	2.00%	0.80%	2.80%	1.80%	8.50%	2.20%	19.40%	80.60%
Tooele	90.80%	0.50%	0.90%	0.50%	0.40%	4.20%	2.60%	11.90%	88.10%
U of U	86.50%	0.60%	0.40%	8.90%	0.00%	1.50%	2.10%	5.60%	94.40%
Wendover	42.90%	0.00%	0.00%	0.00%	0.00%	56.80%	0.30%	74.60%	25.40%
WJ 7200 S. Redwood	82.70%	1.00%	0.60%	3.70%	1.00%	7.10%	4.00%	19.70%	3.60%

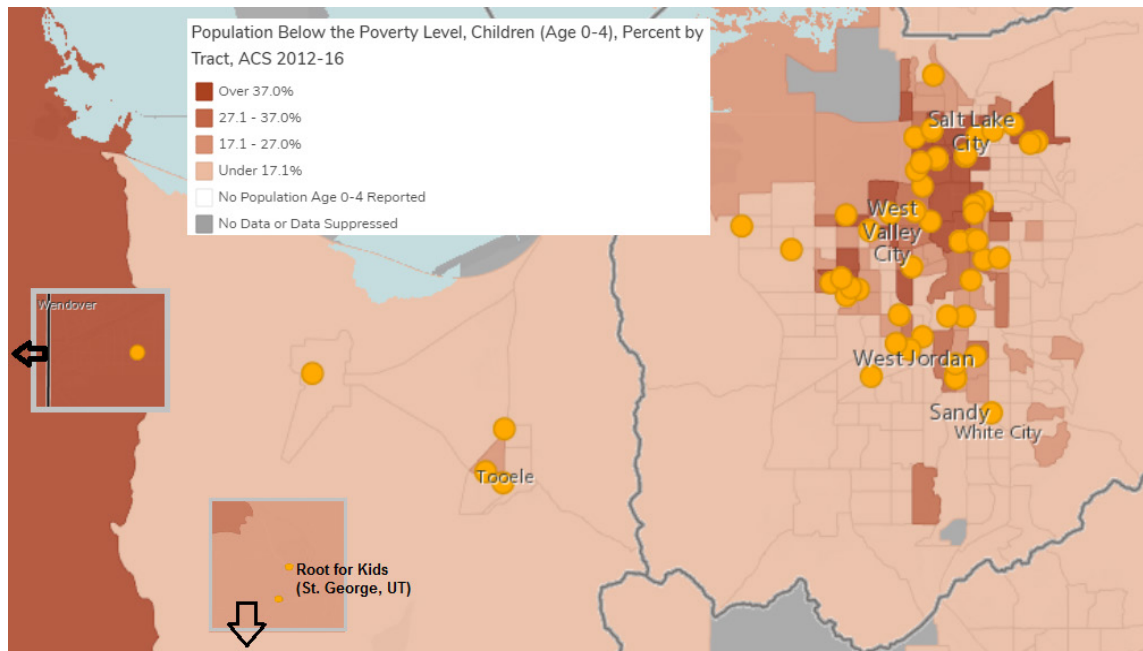
*Tentative sites for 2019-2020 school year.

Head Start Location

Zip Code	Sites	Head Start			Early Head Start			Qualifying Children in Zip Code
		# Full Day Sessions	# Half Day Sessions	Capacity	# Full Day Sessions	# Full Day Sessions (Child Care Partnerships)	Capacity	
84094	Bellview	0	2	72				125
84102	Bennion Elementary, 10th East Senior Center*	2	0	36				47
84047	CCC, Midvale, Midvalley	3	2	119		1	8	634
84128	CCH	4	0	92	3		8	160
84116	Escalante, North Star, JRR	7	2	179	2		16	1074
84029	Grantsville	1	0	17				50
84107	HJS, Murray, Meadowbrook	3	2	118	2		16	485
84101	Horizonte	1	0	17	5		60†	25
84044	Magna	2	2	102				286
84084	Majestic, West Jordan	0	3	112				319
84106	Millcreek	0	1	38				361
84120	Monroe	0	1	34				970
84104	Neighborhood House, Shriver, UNP, Riley, Glendale, Sorenson	3	2	101	2	2	24	1006
84118	Oquirrh Hills, TCC, Kearns	6	1	121	2		16	1131
84111	Palmer Court, Central City	1	0	17	2	1	24	309
84119	Redwood, Stansbury	0	3	101				1151
84065	Riverton Senior Center*	1	0	18				326
84770	Root for Kids	1				1	8	718
84070	Sandy Boys & Girls	1	0	17				269
84123	SLCC, Grant Elem	1	1	56				574
84115	SSL, Creekside	2	2	102	1	1	16	857
84088	Terra Linda	1	0	17	1		8	300
84074	Tooele	1	2	85				335
84108	U of U	1	0	17		2	16	189
84083	Wendover	2	0	34				88
84084	WJ 7200 S. Redwood	2	0	36				319
TOTALS		46	26	1658	20	8	220	12,108

*Tentative sites for 2019-2020 school year.

†Includes 12 Early Head Start home-based participants and 8 prenatal participants



Section 3: Community Assessment Methodology

Utah Community Action assesses the needs of the communities we serve on an annual basis. This 2019 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 from the American Community Survey of 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 variety 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 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
- Homelessness
- Language Barriers
- Early Education
- Livable Wages
- Food Insecurity
- Intergenerational Poverty
- Lack of Support for Youth
- Transportation
- Health Insurance
- Mental Health and Substance Abuse
- Refugee Integrating Into Society
- High Suicide Rates

Poverty in Utah

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

Invisible & Diverse: Poverty is largely invisible and misunderstood; the causes diverse, complex, and nuanced. Some community members experience situational poverty; some grapple with mental health and substance abuse issues; many are unable to meet living expenses, despite working full-time hours, and remain in survival model; the elderly, individuals with disabilities, and those unable to work struggle to meet basic needs on a fixed income. Additionally, those experiencing domestic violence and human trafficking require additional resources. Lastly, there are individuals stuck in the cycle of intergenerational poverty who decline employment, often lacking the skills, resources, and education necessary to achieve their economic and personal goals.

Rural Poverty: Although there is a high level of poverty within the neighborhoods and communities along the Wasatch front, the availability of social services is also relatively high. With rural communities, however, the socio-economic disparity is far greater. Furthermore, social services within those rural areas are often lacking, leaving many without access to the resources and services they require to meet basic needs and ultimately find economic security.

Stigmas: Those experiencing economic hardship are often stigmatized as lacking motivation and not valuing the well-being of their families. Therefore, those facing adversity may choose not to access services to maintain dignity in spite of daily stressors and hardships.

Increased Costs: The cost of living in Utah is constantly increasing. Housing costs are elevated, often consuming more than half of the participants' available income. Healthcare costs are skyrocketing, with many finding the costs of preventative care prohibitive, resulting in the increased use of costly emergency services. Other common needs, such as cellular phone service, are increasing as well. One in five Utah residents is not sure where their next meal will come from. Due to low levels of unemployment, jobs paying a livable wage are highly-competitive. Multiple families are forced to cohabitate, and it is not uncommon for people to work two or more jobs to survive.

The Cycle of Poverty: Breaking the cycle of intergenerational poverty is one of the most significant issues facing our community today. Many are anchored to their current state without access to the resources, knowledge or education necessary to move forward. Due to the complexity of intergenerational poverty, multiple barriers must be addressed and services need to be robust, multi-faceted, and holistic. Many adults in our community lack education beyond high school. Refugees face additional adversity due to language and cultural barriers.

Childcare & Education: Access to affordable high-quality childcare is an issue. Childcare costs often exceed full-time employment earnings, with many parents forced to stay at home with their children due to the lack of affordable childcare. Children without access to high-quality early childhood often enter public school at an academic, social-emotional, physical, and developmental disadvantage. The ramifications of these obstacles contribute to intergenerational poverty and may extend throughout a lifetime without extensive interventions.

Legal Difficulties: Our society and systems lack adequate support for those who have previously been incarcerated. It is difficult for them to obtain affordable and safe housing due to heightened landlord restrictions, such as those falling under the Good Landlord program. It is also challenging for the previously incarcerated to find employment due to the previously mentioned competitive job market and stereotypes held by potential employers.

Policy Gaps: There are gaps between policymakers' solutions and the reality of poverty. There is a misconception that jobs and training are the primary tools needed to break out of poverty, but the reality is more complex. 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. Extensive social services, case management, and changes in infrastructure are needed to support the most vulnerable in our community on their path to self-sufficiency.

Social Services: A wide variety of public and private organizations provide services throughout Utah, but effectively addressing poverty is complex, with organizations often struggling to receive adequate funding and support.

Section 4: Service 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 the Tri-County area (Weber, Davis, and Morgan Counties) where our agency provides Weatherization services.

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

Race and Ethnicity	UCA Main Service Area	Utah	USA	Salt Lake County	Tooele County	Weber/Davis/Morgan Counties (Weatherization)
White Total	944,043	2,600,077	234,370,202	887,004	57,039	529,873
Black Total	19,419	33,619	40,610,815	19,098	321	6,982
American Indian Total	8,833	32,079	2,632,102	8,313	520	3064
Asian Total	43,544	67,545	17,186,320	43,052	492	9105
Native Hawaiian Total	17,264	26,742	570,116	16,935	329	2677
Mixed Race Total	35,472	83,283	10,081,044	33,854	1,618	19,221
Hispanic Ethnicity	205,844	402,071	55,380,874	195,499	7,622	74,835

Poverty Rates

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

Poverty Rates	UCA Main Service Area	Utah	USA	Salt Lake County	Tooele County	Weber/Davis/Morgan Counties (Weatherization)
Persons in Poverty 2000	76,445	396,868	31,581,086	73,343	3,102	32,394
	8.16%	8.82%	11.30%	8.20%	7.30%	7.19%
Persons in Poverty 2017	107,925	296,138	42,583,651	103,384	4,541	45,854
	9.07%	9.70%	13.40%	9.20%	6.80%	7.59%
Change in Poverty Rate 2000-2017	0.91%	0.88%	2.10%	1.00%	-0.50%	0.40%

Household Poverty

Poverty Characteristics	UCA Main Service Area	Utah	USA	Salt Lake County	Tooele County	Weber/Davis/Morgan Counties (Weatherization)
Total Population	1,170,057	2,993,941	321,004,407	1,106,700	63,357	590,092
Population in Poverty	118,453	324,856	45,650,345	114,135	4,318	50,299
Total Households in Poverty	36,861	99,884	16,390,109	35,408	1,453	16,845
Total Families in Poverty	19,348	55,589	8,253,388	18,454	894	9,436
Married Couples in Poverty	8,561	28,214	3,023,580	8,162	399	4,041
Female Households in Poverty	8,498	22,376	4,348,819	8,080	418	4,508
Male Households in Poverty	2,289	4,999	880,989	2,212	77	887

Poverty Guidelines

The Department of Health and Human Services (HHS) released updates of the poverty guidelines on January 11, 2019. 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.

Persons in Family/Household	100% of Poverty	125% of Poverty	150% of Poverty
1	\$12,490	\$15,613	\$18,735
2	\$16,910	\$21,138	\$25,365
3	\$21,330	\$26,663	\$31,995
4	\$25,750	\$32,188	\$38,625
5	\$30,170	\$37,713	\$45,225
6	\$34,590	\$43,238	\$51,885
7	\$39,010	\$48,763	\$58,515
8	\$43,430	\$54,288	\$65,145

Note: For families/households with more than eight people, add \$4,420 for each additional person.

Census poverty estimates from 2018 show that 9.07% of the population in the UCA main service area live in poverty. The rate of poverty is slightly higher for children with 10.25% of the children under 18 in our service area being below the federal poverty level.

Poverty by Age

Poverty rates vary by age with children under 18 experiencing higher rates of poverty than those 18 and above.

Poverty Rates	UCA Main Service Area	Utah	USA	Salt Lake County	Tooele County	Weber/Davis/Morgan Counties (Weatherization)
Population in Poverty All Ages	107,925 9.07%	296,138 9.70%	42,583,651 13.40%	103,384 9.20%	4,541 6.80%	50,299 8.60%
Age 0-4	12,569 13.70%	35,303 14.00%	4,390,252 22.50%	12,086 14.00%	483 9.10%	5,389 10.70%
Age 5-17	28,973 12.30%	77,171 11.90%	10,320,233 19.50%	27,888 12.70%	1,085 6.80%	13,284 9.90%
Age 18-64	68,940 8.30%	192,136 11.00%	26,622,668 13.70%	66,495 9.80%	2,445 6.80%	27,864 6.67%
Age 65+	7,971 7.00%	20,246 6.70%	4,317,192 9.30%	7,666 7.10%	305 5.70%	3,762 6.4%

Poverty by Race

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

Ethnic Demographic	UCA Main Service Area	Utah	USA	Salt Lake County	Tooele County	Weber/Davis/Morgan Counties (Weatherization)
White	74,664 8.00%	248,083 9.68%	27,607,156 12.05%	71,417 8.15%	3,247 5.74%	40,828 7.70%
Black	5,451 28.69%	8,585 26.62%	9,807,009 25.19%	5,423 29.01%	28 9.24%	1,357 20.03%
American Indian	2,125 24.90%	9,261 29.71%	681,207 26.78%	2,021 25.20%	104 20.19%	530 17.79%
Asian	5,941 13.94%	9,914 15.02%	2,011,217 11.93%	5,941 14.09%	0 0.00%	852 9.42%
Native Hawaiian	2,383 13.97%	4,035 15.33%	104,944 19.01%	2,383 14.24%	0 0.00%	729 27.54%
Other Race	23,366 23.40%	33,538 22.71%	3,638,390 23.85%	22,562 23.30%	804 26.80%	3,247 17.05%
Mixed Race	4,523 13.03%	11,440 14.05%	1,800,422 18.43%	4,388 13.23%	135 8.72%	2,756 14.48%
Hispanic Ethnicity	40,664 20.03%	82,053 20.41%	12,269,452 22.15%	39,472 20.19%	1,192 15.79%	14,118 19.22%

Population

Population change within our service area between 2000 and 2017 (the most recent year for which data are available) was 283,418 persons or 30.18%. Slightly over 30% of the total statewide population increase since 2000 is within our service area.

Population	UCA Main Service Area	Utah	USA	Salt Lake County	Tooele County	Weber/Morgan/Davis Counties (Weatherization)
Total Population 2018 ACS	1,222,540	3,161,105	327,167,434	1,152,633	69,907	620,117
Total Population 2000 Census	939,122	2,233,169	281,421,906	898,387	40,735	442,656
Population Change 2000-2018 Census/ACS	283,418 (30.18%)	927,936 (41.55%)	45,745,528 (16.26%)	254,246 (28.30%)	29,172 (71.61%)	177,461 (40.09%)

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 main service area, with nearly 41% of the statewide adult population between ages 18 and 63 residing in our service area.

Age and Gender	UCA Main Service Area	Utah	USA	Salt Lake County	Tooele County	Weber/Davis/Morgan Counties (Weatherization)
Ages 0-4 Male	47,555 (51%)	130,465	10,151,822	44,794	2,761	26,119
Female	45,702 (49%)	123,549	9,701,693	43,098	2,604	24,626
Ages 5-17 Male	122,390 (51%)	338,298	27,458,617	114,082	8,308	69,288
Female	116,396 (49%)	319,099	26,289,147	108,499	7,897	65,461
Ages 18-64 Male	365,410 (51%)	896,077	99,353,006	347,096	18,314	173,860
Female	356,798 (49%)	879,358	100,317,733	338,759	18,039	170,945
Ages 65+ Male	46,993 (42%)	127,430	18,945,773	44,609	2,384	24,715
Female	63,630 (68%)	165,321	26,677,081	60,755	2,875	32,367

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 (62.6%), Spanish (25.5%), Portuguese (2.3%), Arabic (2.3%), and Nepali (1.2%). Additionally, 54.0% of UCA Head Start, EHS, and ECCP families speak a language other than English in the home as either a primary or secondary language.

Home Languages	Utah	USA	Salt Lake County	Tooele County	Weber/Davis/Morgan Counties (Weatherization)
English	85.20%	78.70%	79.50%	92.30%	90.90%
Spanish	10.00%	13.20%	13.30%	5.30%	6.53%
Other Indo-European Languages	1.90%	3.60%	2.80%	1.20%	1.40%
Asian & Pacific Island Languages	2.10%	3.50%	3.50%	0.70%	1.10%
Other Languages	0.70%	1.00%	0.80%	0.60%	0.13%

Veteran Status

In the UCA main service area, 5.47% of the population over 18 are veterans, with the percentage being higher in Tooele County (9.17%) than in Salt Lake County (5.28%). The overall percentage of veterans in our service area is less than the average for the state of Utah (6.02%) and the nation (7.69%). Over one-third of the total veteran population for the state of Utah lives in the UCA service area.

Veteran Demographics	UCA Main Service Area	Utah	USA	Salt Lake County	Tooele County	Weber/Davis/Morgan Counties (Weatherization)
Veterans Total	45,811	125,074	18,939,219	41,987	3,824	32,350
Veterans Male	42,848	116,799	17,351,288	39,265	3,583	29,617
Veterans Female	2,963	8,275	1,587,931	2,722	241	2,733
% Pop Over 18 Total	5.47%	6.02%	7.69%	5.28%	9.17%	8.05%

Special Service Populations

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

	Preschool Children Receiving Disability Services	Children in Foster Care	Preschool Children Experiencing Homelessness	Expectant Mothers in Poverty
UCA Main Service Area	4,062	270	1,278	3,998

Client Demographics

During the 2018 Federal Fiscal year (October 1, 2017 to September 31, 2018), Utah Community Action clients reported multiple barriers to self-sufficiency.

	Individuals Lacking Health Insurance	Adults Lacking a High School Diploma	Children under 18	Individuals with Disabilities	Senior Citizens
2018 UCA Clients	41%	24%	39%	8%	4%

During the 2018-2019 school year, high-need areas identified by Head Start parents were employment, income, food, adult education, and health care coverage. The Arizona Self-Sufficiency Matrix Tool was used for assessment. Scores range from 1 ("In crisis") to 5 ("Empowered"). Lower scores indicate stronger need. "Strong Need" is the number of families who rated their situation as 1 ("In Crisis") or 2 ("Vulnerable") for each area. Family advocates worked with families in these and other areas related to self-sufficiency, with improvements reported across needs.

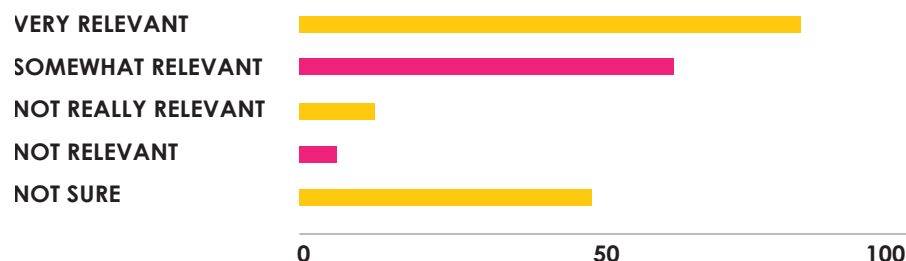
Need	Fall Scores	Spring Scores	Fall # In Strong Need	Spring # In Strong Need	# In Strong Need Percentage Decrease
Employment	3.36	3.71	469	259	-44.78%
Income	3.57	3.86	209	94	-24.52%
Food	3.45	3.8	551	312	-50.96%
Adult Education	3.63	3.79	329	231	-20.90%
Health Care Coverage	3.9	4.02	169	112	-12.15%

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 \$20.67/hr in order to afford a two-bedroom apartment (average rent=\$1,075/mo. National Low Income Housing Coalition). With the shortage of affordable housing, many families are experiencing housing instability. In the 2018 Point in Time homelessness count, 620 individuals in households 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).

Housing		UCA Main Service Area	Utah	USA	Salt Lake County	Tooele County	Weber/Davis/Morgan Counties (Weatherization)
Housing	Total Housing Units	405,112	1,046,597	135,393,564	384,127	20,985	198,461
	Owner Occupied Homes 2000	213,530 69.37%	501,547 71.52%	69,815,753 66.19%	203,597 68.98%	9,933 78.35%	106,191 76.43%
	Owner Occupied Homes 2017	256,827 63.40%	653,429 62.43%	75,833,135 56.01%	241,328 62.83%	15,499 73.86%	139,585 70.33%
Vacancy Rates	Residential Addresses	212,711	540,327	72,838,881	195,312	17,395	100,800
	Vacant Residential Addresses	3,192 1.50%	8,601 1.60%	1,859,314 2.60%	3,059 1.60%	133 0.80%	1,416 1.40%
	Business Addresses	22,983	53,102	6,777,910	22,270	713	8,692
	Vacant Business Addresses	1,823 7.9	4,318 8.1	614,541 9.1	1,781 8	42 5.9	838 9.6
Number of Unsafe, Unsanitary Homes	Occupied Housing Units 2000	307,818	701,281	106,741,426	295,141	12,677	138,945
	Housing Units without Plumbing 2000	1,106 0.36%	2,906 0.38%	736,626 0.69%	1,074 0.35%	32 0.23%	275 0.20%
	Occupied Housing Units 2017	382,620	938,365	118,815,922	363,058	19,562	185,956
	Housing Units without Plumbing 2017	960 0.25%	2,608 0.28%	460,775 0.39%	913 0.25%	47 0.24%	461 0.25%
Evictions	Renter Occupied Households	133,365	301,260	38,372,860	128,465	4,900	49,474
	Eviction Filings	3,724 2.79%	6,590 2.19%	2,350,042 6.12%	3,568 2.78%	156 3.18%	1,577 3.19%
	Evictions	1,865 1.40%	2,787 0.93%	898,479 2.34%	1,813 1.41%	52 1.06%	475 0.96%

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.

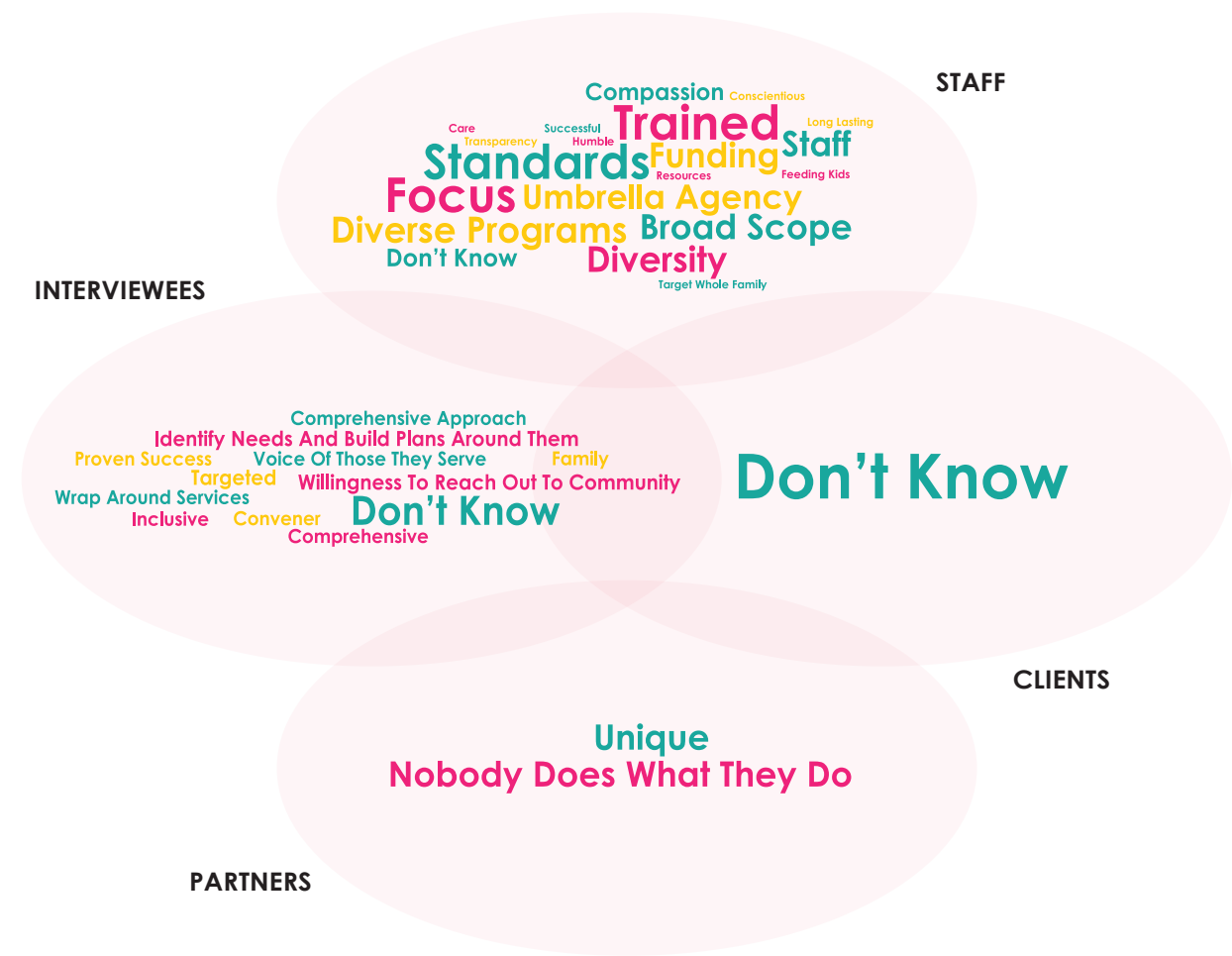


Utah Community Action's authentic self:
What all respondents believe about the organization.

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 checkmarks 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

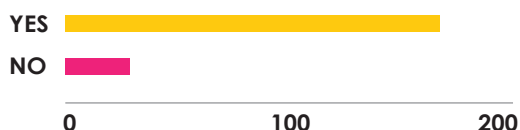
- People in need are unaware of resources available.
- When people are in a crisis, finding and navigating resources is daunting.
- People hear about resources through word of mouth.
- Immigrants are afraid to apply.
- Agencies often don't know what other agencies offer.

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.
- The general public knows about food stamps and Medicaid, but little about other programs.
- The 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 qualify
- 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

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, 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 not only meet 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 childcare with profiles of licensed childcare providers located throughout Utah. It also provides comprehensive resource lists for parents of young children. Services are 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 and back into the 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 program. Services are 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 are 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 are 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. Services focus on the core areas of early childhood development, education, economic stability, and health. IGP is not a direct service; services are available through DWS.

- **Women, Infants & Children Program (WIC)** is a nutrition program that helps pregnant women, new mothers, and young children eat well, learn about nutrition, and stay healthy. Services available for those who meet the eligibility criteria.

Nutrition and SNAP Benefit Recipients

Over 40% of the students in UCA's service are eligible to receive free or reduced school lunch.

Free and Reduced Lunch Program	UCA Main Service Area	Utah	USA	Salt Lake County	Tooele County	Weber/Davis/Morgan Counties (Weatherization)
Total Students	233,919	659,801	50,737,716	217,970	15,949	135,700
Number Eligible for Free/Reduced Lunch	95,733	235,276	24,970,187	89,902	5,831	40,136
	40.93%	35.66%	49.21%	41.25%	36.56%	29.58%

Additionally, 7.6% of the households in the UCA service receiving SNAP (Supplemental Nutrition Assistance Program) benefits.

Households Receiving SNAP by Poverty Status (ACS)	UCA Main Service Area	Utah	USA	Salt Lake County	Tooele County	Weber/Davis/Morgan Counties (Weatherization)
Households Receiving SNAP Total	29,053	72,503	15,029,498	27,400	1,653	14,352
	7.60%	7.73%	12.65%	7.55%	8.45%	7.70%
Below Poverty Households Receiving SNAP Income	12,894	33,605	7,420,946	12,197	697	6,495
Above Poverty Households Receiving SNAP Income	16,159	38,898	7,608,552	15,203	956	7,857
Below Income Households NOT Receiving SNAP Income	23,967	66,279	8,969,163	23,211	756	10,350

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 2017 data). That's roughly 1,500 young children across the state with reported disabilities, although the prevalence of reported disabilities significantly increases with age. Among children aged 4 and younger, .5% reported a visual disability, .4% 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, 5.2% of the total population or roughly 29,700, reported disabilities. Overall in Utah, 9.8% 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 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, childcare 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.

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 income-eligible children and families.

Childcare Programs for Income-eligible 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 childcare 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 to 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	The Jordan Child Development Center (JCDC) offers early intervention services and a preschool program. Early intervention services are available for children who have developmental delays, diagnosed conditions or syndromes, ages 0-3. Early intervention service tuition is on a sliding fee scale, based on income and other family factors. Families that are unable to pay are not denied services. The preschool program offers free services for children with disabilities, ages 3-5. Tuition for non-delayed children is \$85 per month with a non-refundable registration fee of \$40.
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 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	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 preschool 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.

Section 7: Observations and Recommendations of Focus Groups and Interviewees 2018

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. Some partners that work regularly with Utah Community Action, such as the LDS Church and the Utah Office of Childcare, don't realize that the agency's individual programs are linked together under one umbrella. 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 other significant. The individual said it's caused him to keep a closer watch on the new leadership.

Recommendations 2018

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 policymakers 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 policymakers. 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 for 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 such as laundry, 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.

In response to the Community Needs Assessment Recommendations on the previous page, Utah Community Action has taken the following steps over the last year to address the recommendations. In addition, the agency will continue to work on recommendations until we complete the next full assessment in 2021:

Publicize & Market: The development team has developed an intentional Publicity & Marketing Plan with 10 initiatives. Of those initiatives, three have been completed, four are in process and the other three will begin in the Fall. In addition to the Publicity & Marketing Plan the agency hosted its first annual Community Outreach Breakfast, is working with UTA to advertise on bus and TRAX and started “bus-tours” where individuals are invited on a two-hour tour of our sites to learn more about our six core programs.

Impact Public Policy: The development team has developed an intentional public policy plan which will begin in the Fall of 2019. The agency did host a bus tour specifically for mayors and congressional representatives. We will continue to host these tours throughout the year.

Community Focus: Utah Community Action has been working to address the barriers identified by clients that pose challenges for individuals living in poverty. Over the course of the last 5 years, UCA has been relocating program services to the communities in which our clients reside. UCA will begin to expand upon service HUBs, these are targeted locations in which multiple services are centralized. At present time we do not serve rural communities but are active with the Utah Head Start Association and the Community Action Association where other agencies do specialize in serving rural parts of Utah. We offer limited home-based services but will continue to discuss the need. We also intend to expand family engagement opportunities within Salt Lake and Tooele counties during the 2019-2020 school year.

Provide Needed Services: Transportation was identified as a high need. Utah Community Action provides bus passes to our clients when they are in need of transportation assistance. We also offer childcare for our adult education classes, as funding permits. Surveys and focus groups identified a need for after school-care, UCA will make efforts to enhance partnerships with after-school providers. Over the last year, we have started to embark on becoming a trauma-informed agency. This process will take a number of years to fully implement.

Develop Collaborations: Utah Community Action has partnerships with many like-minded organizations and has been offering intergenerational and multi-generational services for many years. UCA will begin assessing our partnership networks to ensure we are working with the right partners and to assess who we need to connect with. This will be further addressed in our upcoming strategic plan.

Create The Right Space & Attitude: Utah Community Action operates out of over 40 facilities. Our goal is to create safe, secure & welcoming environments for both clients and staff. This will be further addressed in our upcoming strategic plan.

Strategic Direction: We are excited to release our strategic plan in the Fall of 2019. This will be a 5-year road map that will have four main initiatives; client experience, staff experience, community experience and data measurements.

Section 8: Conclusion

Poverty is a complex issue. Clients face multiple barriers to self-sufficiency and require holistic services tailored to their particular situations. As the landscape of poverty shifts under the region's economic growth and development, Utah Community Action must continue to adapt to these changing circumstances.

Primary concerns are a lack of affordable housing, increasing cost of living and low-paying jobs, which pose significant hurdles for community members. The refugee population, individuals with disabilities, the previously incarcerated, and families with young children face unique obstacles and require additional supports. The process for receiving assistance is time-consuming and often challenging to navigate, particularly for those already in crisis.

Despite these critical concerns, there are strengths within our community as well as within Utah Community Action. From April 2018 to April 2019, the unemployment rate of Salt and Tooele Counties dropped from 3.0% to 2.7%. The economy also added 6,900 jobs since January 2019 in the Salt Lake metropolitan area, which includes Salt Lake and Tooele Counties (Bureau of Labor and Statistics, "Economy at a Glance"). Meanwhile, Utah Community Action continues to respond to the most urgent needs of community members. Through identification of the challenges facing our main service area, UCA tailored services, enhanced programs, and increased marketing efforts to disseminate pertinent information to community stakeholders.

Data Sources:

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