



Annual Report 2020



Utah Community Action™



Del Monte
Quality

ORGANIC
PREMIUM
BANANAS

CLASS: I
VARIETY: CAVENDISH
NET WT. 18.14 kg (40 lb)

Dole
PREMIUM BANANAS
SELECTED QUALITY
CLASS EXTRA

Chiquita
SELECTED QUALITY
CLASS EXTRA

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Last year, Utah Community Action played a critical role in stabilizing the community that was facing unprecedented economic hardships due to the COVID-19 pandemic and exacerbated inequities. In 2020, the agency served **67,296 children, adults, and seniors** in **25,293 households** through six core programs.

- ✓ **412 adults** decreased barriers to employment and increased their wage-earning potential.
- ✓ **2,390 children** improved their cognitive, physical, and social-emotional development to prepare for Kindergarten and beyond.
- ✓ **723,073 meals** and **15,541 emergency boxes of food** helped children, adults, and seniors facing food insecurity.
- ✓ **\$7.3 million in rent relief** helped over **4,175 households** to retain safe and affordable housing.
- ✓ **\$10 million in utility relief** helped households to avoid disruption of utility services.
- ✓ **174 homes** were weatherized to increase energy efficiency, improve indoor air quality, and decrease utility costs.

Message from our CEO



Jennifer Godfrey
CEO and Head Start Director

This past year has shown us how truly remarkable and resilient our community members can be when facing the unexpected COVID-19 pandemic. At the start of 2020, no one could have ever imagined the incredible challenges we would face and how quickly we as an agency would need to adapt and evolve to continue to play a critical role in serving individuals and families.

When the world around us was shutting down, we quickly shifted our model to ensure virtual services were available as well as offering curbside pickup for meals and food boxes in a matter of just a few short days. With food insecurities continuing to rise, we expanded our program to distribute more than 130,000 healthy, fresh meals for children 0-18, a 2000% increase compared to the prior year.

As schools and daycares closed and the unemployment rates began to rise, clients

were faced with an unimaginable decision on how they were going to make their rent payments. The agency stepped into the position to assist funding partners with the State, County, and City, distributing over \$7.3 million in rental assistance, an increase of over 700%.

Across all of our programs, it was apparent the demand for services would only continue to rise and a solution was necessary to handle an influx of inquiries. The agency created and launched a coordinated intake center to streamline access and entry for all of our clients.

In short, we faced incredible challenges together as community partners, families, and members of the community. At times it was truly heartbreaking, but it has shown us just how strong and courageous we all are when facing adversity.

It has been my honor to lead this remarkable team. My sincerest gratitude to our staff for going above and beyond during our client's greatest time of need. Your patience and strength truly made a difference in their lives. Thank you to our donors, supporters, and partners for standing beside us and believing in our mission.

With this year's report, we invite you to celebrate the many impacts and milestones we have achieved together.



Milestones

VIRTUAL SERVICES

When Utah shut down at the beginning of the COVID-19 pandemic, Utah Community Action quickly adapted its service delivery models for all six programs in order to continue providing critical services while prioritizing the safety of clients and staff. Our Head Start and Adult Education programs transitioned to a virtual-learning model; our Nutrition program shifted to offer contactless curbside pickup meals; and our HEAT, Weatherization, and Case Management & Housing programs shifted to virtual appointments. Additionally, all six programs transitioned to online applications to onboard the increased number of clients in need of our services. These changes allowed us to provide a critical lifeline for community members facing economic and other hardships.

MARCH

130,000 FREE MEALS FOR CHILDREN

With Head Start classrooms using a virtual model and senior centers closed, we shifted to a curbside pickup model for food services. Due to the rise of food insecurity within our community, we opened our Summer Dinner program to the community and provided over 130,000 free meals for children 0-18 during the spring and summer months. Meals included hot dinners and breakfast for the next day, a vital service for struggling families. Our Food & Resource Centers also shifted to a curbside pickup model and distributed over 15,000 emergency food boxes in 2020.

MARCH

LAUNCH OF INTAKE CENTER

With the agency experiencing increased demand for all six programs, Utah Community Action launched an Intake Center in order to provide a seamless touchpoint for clients in need of services. Initially identified in 2018 as a high priority during our launch of the 5-year strategic plan, the Intake Center was fast-tracked in order to provide clients with a coordinated entry approach to holistic services. Trained staff helped clients understand available programs, connect to all agency services, and provide online application assistance. Since opening in mid-August through the end of 2020, the Intake Center has fielded 28,292 calls.

AUGUST

\$7.3 MILLION IN RENT RELIEF

With households experiencing job loss, reduced hours, and lack of childcare, our community experienced a drastic increase in clients struggling to make rental payments. Distributing over \$7.3 million in rental assistance, Utah Community Action provided financial support alongside case management and eviction mediation in order to keep individuals and families in stable households. Last year, we were able to help 9,218 households.

DECEMBER

\$10 MILLION IN UTILITY ASSISTANCE

With families spending more time at home, our community experienced an 81% increase in the amount of utility assistance distributed. We were able to provide power, gas, and water assistance for households within the income limit or affected by COVID-19. In total, we were able to assist 17,657 households, including the elderly, those with disabilities, and households with young children.

DECEMBER

Programs

Utah Community Action operates six core programs. Together, these services provide holistic support to empower individuals, strengthen families and build communities through self-reliance and education programs.



Adult Education

Our Adult Education program offers classes and educational opportunities to help adults obtain employment and increase their wage-earning potential.



Case Management & Housing

Through deposit and emergency rental assistance, landlord-tenant mediation, and homeless services our Case Management & Housing program helps clients to obtain and maintain safe, stable, and affordable housing.



Head Start Preschool

Our Head Start program focuses on social-emotional and educational development for children 0-5 and their families. Each year, UCA serves over 2,000 children through free early childhood education, healthy meals, medical and dental screenings, and holistic support for the whole household.



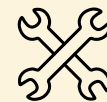
HEAT Utility Assistance

Now year-round, our HEAT program assists families with their power and gas bills to maintain safety and comfort in their homes. HEAT also provides energy education to reduce energy bills, budget counseling to help clients stay on track financially, and goal setting to assess additional programs.



Nutrition

From healthy meals for preschoolers and seniors to emergency food assistance to culinary training, our Nutrition program includes the Central Kitchen, the Redwood and Copperview Food & Resource Centers, and food service for the Salt Lake County's Millcreek, Midvale, and Draper Senior Centers in partnership with Aging and Adult services.



Weatherization

Our Weatherization Program ensures families' well-being through cost-effective home improvements and energy audits. The critical services that Weatherization provides are offered free of charge to income-qualifying clients. Repairs and upgrades decrease energy costs, increase energy efficiency, and improve indoor air quality.

Client Demographics

Utah Community Action is an equal opportunity provider that aims to provide high-quality services for all community members to reach self-reliance, with outreach efforts targeted towards underserved populations.

Gender

- **45%** Male
- **55%** Female
- **< 1%** Other
- **< 1%** Not reported

Age

- **40%** Children (0-17)
- **48%** Adults (18-59)
- **10%** Elderly (60+)
- **1%** Not reported

Race

- **63%** White
- **7%** Black or African American
- **4%** Native Hawaiian or Other Pacific Islander
- **4%** Asian
- **2%** American Indian or Alaska Native
- **2%** Multirace
- **17%** Other

Education Levels

- **3%** Grade 0-8 completion
- **7%** Grade 9-12 completion
- **16%** HS graduate or equivalency
- **3%** Some post-secondary
- **3%** 2- or 4-year college graduate
- **1%** Graduate of other post-secondary
- **69%** Not reported



Employment, career, and advancement opportunities

- Improve clients' educational and job readiness skills.
- Make essential gains on their path to financial stability and self-reliance.
- Resume and interview experience.
- Support students finding living-wage jobs and careers.

412 total students served in 2020



COVID-19 Response

- ESL, CDA and ACHIEVE! classes shifted to an online format to allow students to continue pursuing their education during COVID-19. All students continued to work with a **personal case manager** to help them successfully navigate their education program and gain additional supports, such as financial asset-building or job success skills.
- The GED program was already an established online program and continued in this format. **Enrollment increased nearly 50%** as the number of students looking to pursue this opportunity virtually expanded.
- After a 6-month hiatus, Sauté classes resumed in the fall with **smaller classes** and generated improved outcomes with the new model. After a pilot program in one of the Homeless Resource Centers, Sauté plans to expand services in 2021.
- ACHIEVE! nearly doubled the amount of clients served monthly through the addition of a **bilingual support** specialist.

1

Child Development Associate (CDA)

- The CDA qualifies graduates to work as an Early Head Start Teacher, Head Start Assistant Teacher, or run their own childcare center.
- The 10-month program includes **120 hours of classroom instruction** and **480 hours of classroom experience** within UCA's Head Start classrooms.

53 students completed their certification

2

GED Program

- All students are given access to a computer program to help prepare for the GED exam and holistic support throughout the process.
- Online program with one-on-one support as needed.

168 students made 41 education gains*

3

English as a Second Language (ESL)

- Help students to establish their English literacy goals.
- All levels and languages are accepted in this program.
- Childcare is provided to students.

81 students made 32 level gains*

4

Sauté Culinary Employment Training

- Sauté is a 12-week culinary training program led by an accredited professional chef.
- Students earn their ServSafe®, a safety certification.
- Opportunity to work with UCA's program in the Millcreek, Draper, or Midvale Senior Centers, in partnership with Salt Lake County's Aging and Adult Services.

11 students received their certification

5

ACHIEVE! Financial Success

- In-house financial asset-building service that reduces and eliminates barriers to employment, self-reliance, and further education.
- Includes job readiness, relationship building, credit repair, financial planning, and other life skills critical to future success.

71 students completed at least one goal

*Our ESL and GED programs are divided into steps, or levels, that students move through in order to complete the full program. Each successful education or level gain denotes a meaningful improvement in essential program skills or outcomes. These gains help students see progress, feel success, and remain motivated to complete the full program.



Comprehensive early education services.

- Head Start has been recognized nine times as the Best Public Preschool in Utah.
- Head Start serves children ages 3-5 and Early Head Start serves children ages 0-3.
- In 2020, we provided center-based learning to over 1,200 children and virtual learning opportunities to over 1,100 children.

2,390
total students
served in 2020

\$20,045
average income for
a family of four

1,206
in-person
learners

33%
dual language
learners

1,184
virtual
learners

48
different languages
spoken



COVID-19 Response

1

Education

- Staff shifted to a virtual model in March of 2020, utilizing various online platforms such as Zoom and Facebook. This included weekly check-ins and activities for the whole family to help children continue their **cognitive, physical, and social-emotional development** during classroom closures.
- Beginning in July 2020, we offered both **on-site and virtual options**, based on feedback from Head Start parents and following local, state, and Federal guidelines. In-person classroom procedures included rigorous cleaning schedules, personal protective equipment (PPE), curbside pickup and drop-off, and reduced class sizes.
- **Individual learning kits** and **home-learning opportunities** were provided for each family to continue supporting parents as primary educators and to support their child's individual goals.

2

Family Engagement

- Staff completed meetings, workshops, and check-ins virtually, and shifted our parent board online, to ensure Head Start families continued to receive **holistic support during the pandemic**.
- Family Advocates connected families facing financial or other hardship to vital resources, including rent and utility relief, food assistance, job opportunities, and mental health support.

3

Health

- Our Mental Health Team has seen an increase in families and staff reaching out for **mental health support** due to rising stress and trauma related to the COVID-19 pandemic.
- Our trauma-informed team focused on providing trainings related to self-care, **pandemic and crisis response tools**, mindfulness in the classroom, and implementing safety practices within each classroom.
- Our team provided made-from-scratch **meals** for students in a virtual learning model as well as students whose classrooms closed due to a COVID-19 exposure. Meals were delivered or distributed via curbside pickup.



Meal assistance for children, adults, and seniors.

- Address food insecurity during COVID-19.
- Help children reach developmental milestones by providing nutritious meals.
- Ensure seniors have well-balanced nutritional meals to support health outcomes.

723,073 meals

15,541 emergency
boxes of food



COVID-19 Response

- All food services shifted to a **curbside pickup model** in order to meet the increased need during the pandemic while following CDC, state, and local health guidelines as well as USDA regulations.
- The Central Kitchen seamlessly continued to offer school meals by immediately shifting from classroom deliveries to offering curbside pickup. The new drive-up service model was offered at 6 main locations in Salt Lake and Tooele counties. Due to high community need, we opened this program to the community to serve **free meals for all children 0-18** during the spring and summer months.
- In addition to emergency groceries, our Food & Resource Centers provided **1,894 hot meals** through a partnership with Nourish to Flourish and Moochies Meatballs.



1

Food & Resource Centers

- Redwood and Copperview Food & Resource Centers are two of the **largest food pantries in the state of Utah.**
- Emergency boxes include meat, vegetables, canned goods, grain products, and more to help households struggling with food insecurity.

15,541 boxes of emergency food

2

Central Kitchen School Meals

- **Breakfast, lunch, and a snack** for all Head Start students meeting at least 2/3 of their daily nutritional needs.
- Additionally providing meals for other childcare and partner facilities.

510,656 meals providing at least 2/3 daily nutrition

3

Summer Dinners

- Free meals for children 0-18 in partnership with the Utah State Board of Education to provide **high-quality food for children and teens.**
- Meals were offered at Utah Community Action sites in areas of high need during summer school closures.

131,552 meals for kids 0-18

4

Senior Cafe Partnerships with Salt Lake County

- **Healthy meals for aging adults** at Millcreek, Draper, and Midvale Senior Centers, in partnership with Salt Lake County's Aging and Adult Services.
- Breakfast and lunch are available via curbside pickup for a suggested donation with an increase in response to the pandemic.

60,568 meals for seniors



Holistic case management and housing support

- Obtain and maintain safe, stable, and affordable housing.
- Emergency rent and deposit assistance, landlord-tenant mediation, homeless services, and case management.
- Mitigate the effects of a temporary financial crisis.
- In 2020, we distributed almost \$7.3 million in housing assistance to over 4,175 households.

1

Rent and Deposit Assistance

- Rent and deposit assistance helps households to mitigate the negative effects of a temporary financial crisis and either maintain their current housing or move to a **safe, affordable housing** situation.
- Case management services help households identify additional barriers to reaching self-reliance.

4,175 households received financial assistance totaling **\$7.3 million**

2

Landlord-Tenant Mediation

- Mediation services act as a bridge between the landlord and tenant in order to **avoid eviction** and **retain housing** for clients.
- Tenant classes additionally empower households through education on tenant rights and responsibilities.

233 households were able to retain their current housing in their rental unit

3

Homeless Services

- As the entry point at each of the **Homeless Resource Centers**, we assist clients through shelter intake and diversion assessments.
- Diversions help clients identify safe alternatives to a shelter stay through a problem-solving approach.

759 individuals were diverted to safer housing situations

COVID-19 Response

- As households experienced widespread income loss and difficulty in making rental payments due to COVID-19, the Case Management & Housing program became a critical resource for households to maintain affordable housing and avoid eviction.
- In order to meet the high demand for rent and deposit assistance, this department transitioned to a phone intake model in mid-March to screen clients for available funding sources. This process included finding technological solutions to ensure clients were still able to provide all required documents for various grants.
- When we received an influx of COVID-related funds to assist our community with **homeless prevention**, this department shifted the screening process to a secure online application portal to distribute funds quickly to qualified households. This online model has largely been adopted by the State and served as the portal framework for their Emergency Rental Application Program (ERAP).
- Previously, our annual housing budget was approximately \$1.1 million. We received over \$7 million in COVID-related funding and were able to assist over 2,100 households impacted directly or indirectly by COVID-19.





Utility assistance, energy education, and budget counseling

- Utility assistance including electricity and gas.
- Maintain safety and comfort for the household.
- Provide energy education to reduce energy bills.
- Budget counseling to help clients stay on track financially and goal setting to assess additional needs.

**Over \$10 million in utility assistance
for 17,657 households**



Types of Assistance

General Assistance

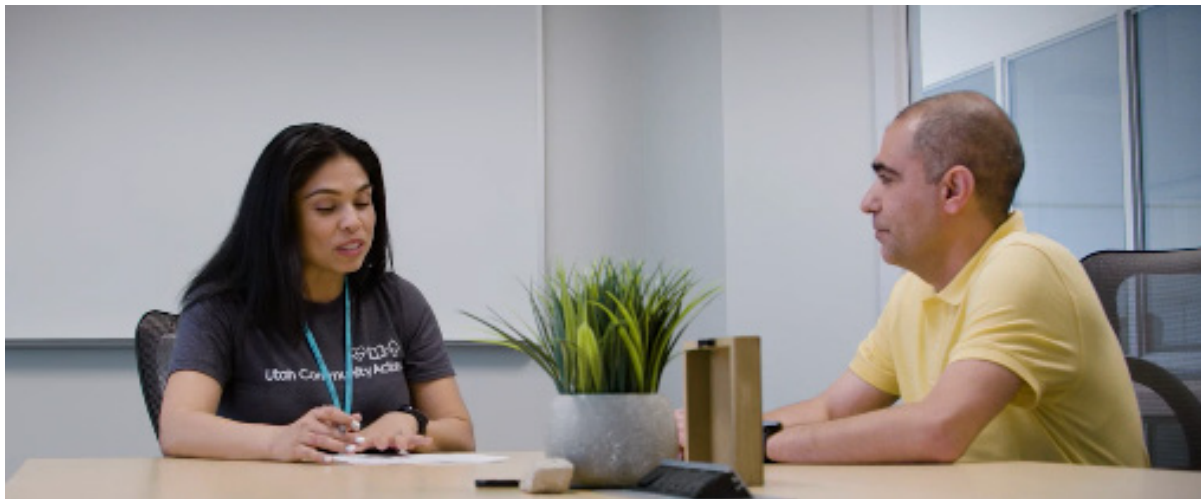
16,805 households
received assistance
totaling **\$6.2 million**

Crisis Assistance

852 households
received crisis assistance
totaling **\$490,000**

COVID-related Assistance

6,903 households
received assistance
totaling **\$3.6 million**



COVID-19 Response

- In 2020, Utah Community Action's HEAT program completed **44% of the total statewide applications for general utility assistance** and **64% of the applications for crisis assistance**.
- In mid-March, HEAT moved immediately from in-person appointments to helping clients apply for services via **phone, mail, drop-boxes, online, fax and email**, in order to continue offering assistance while keeping clients and staff safe. We successfully appealed to the State HEAT Office to accept verbal signatures in lieu of written signatures for phone HEAT appointments and removed the burden for clients who struggled to use technology to sign documents. In addition, we created fillable forms for all HEAT documents in English and Spanish, for clients able to complete documents on their phones, tablets, or computers.
- As the government released CARES funding in May 2020, Utah Community Action worked closely with the State HEAT Office to offer a **supplemental HEAT benefit** in the amount of \$550 per household. The HEAT team processed 8,152 applications in less than eight weeks. In total, we were able to provide 6,029 households in Salt Lake and Tooele Counties with over \$3.3 million in assistance.
- In the Fall, we received **two additional CARES COVID-relief grants** for utility assistance, one from Murray City to assist residents with power, gas, and water; and one from Salt Lake County solely for water assistance. The HEAT Program staff distributed \$112,872 to 371 Murray City households and \$201,985 to 503 Salt Lake County households.



Weatherization™

Home repairs to reduce energy costs.

- Energy audit to identify cost-effective improvements to the home.
- Repairs and upgrades to improve home energy efficiency and indoor air quality.
- Includes sealing ductwork, furnace repair and replacement, insulation install and more.

174 homes weatherized serving 441 individuals



COVID-19 Response

- During the COVID-19 shut-down, regular Weatherization services were temporarily halted statewide. **Crisis services** continued to support community members with broken furnaces, air conditioning units, and water heaters. When services came back online, the pace of clients remained lower as many clients were resistant to have crews inside their homes.
- During this time, staff completed several **apprenticeship badging requirements and trainings**, expanded outreach efforts, and hired an electrician to significantly speed up the weatherization process.
- With many clients continuing to struggling with rising utility costs, weatherization's energy-efficient improvements are invaluable in helping households meet their basic needs and move to self-reliance.

Elderly

27% aging adults
over 60 served

Young Children

12% children
under 6 served

Disabled

39% individuals
with a disabling condition

**Of total individuals served,
46% were elderly, disabled, or
children under 6.**

35%

average energy
reduction



Home energy efficiency



Indoor air quality



Utility bills



Boards and Leadership

Board of Trustees

Public Sector	Private Sector	Low-Income Sector
Karen Crompton Chair Representing Salt Lake County Mayor Jenny Wilson	Julie Buchholz Nelnet Bank	Stephanie Russell Secretary Client Advocate
Jennifer Kennedy 1st Vice Chair Representing Murray City Mayor D. Blair Camp	Stephanie White 2nd Vice-Chair Comenity Capital Bank	Alesia Soto Policy Council Chair Head Start
Janis Dubno Representing Utah Governor Gary Herbert	Jake Hawkins Treasurer UBS Bank	Michelle Stebner Policy Council Chair-Elect Head Start
Holly Vantassel-Smith Representing Holladay City Mayor Robert Dahle	Rebekah Couper-Noles Intermountain Healthcare	Dorothy Longshaw Client Advocate
Kelli Meranda Representing South Salt Lake Mayor Cherie Wood	Yolanda Valencia-Price Bank of the West	Kandice Davis-Randal Client Advocate
John Delaney Representing Salt Lake City Mayor Erin Mendenhall	Casey W. Jones Strong & Hanni Law Firm	Bobby Sharp Client Advocate

Utah Community Action, and community action agencies across the country, use a tripartite board structure, consisting of the local private sector, public sector, and low-income community representatives in equal parts. One of the goals of our agency is to provide low-income individuals not only with services, but a voice in the administration of our poverty alleviating programs. To achieve maximum participation of the low-income community, those who have experienced poverty play a critical role in the development, planning, implementation, and evaluation of all six of our programs.

Health Advisory Board

Aaron Ferguson Roseman University	Haidar Karar Parent Representative	Nicole Mihalopoulos University of Utah
Alesia Soto Parent Representative	Jodel Geilmann-Parke WIC	Paula Scott USU Extension
Bob Merritt Fortis College	Joshua Alvarez Midtown CHC	Rosa Alveno Primary Children's Hospital
Brittany Andrus Parent Representative	Joycelyn Kim Health Choice Utah	Samuel Bailly West Valley Pediatric Dentistry
Christopher Furner Utah Department of Health	Kali Ottesen Help Me Grow Utah	Sasha Harvey Donated Dental Services
Cleo Cheney Copperfield Family Dental	Kanika Srey Parent Representative	Shanna Bunnell SLValley Health Department
David Patterson GOAL	Louise Frey Utah State Board of Edu.	Sherrie Pace Utah Poison Control Center
David Stewart Roseman University	Madison Holbrook Parent Representative	Sofia Ortega University of Utah Nursing
Devon Parcell CACFP	Marie Nagata Baby Your Baby	Stephani Laybourn Policy Council Representative
Dr. Adam Dell University of Utah	Mauricio Agramont Midvale CBC	Steve Litteral Ameritech College of Healthcare
Dr. Bernhard Fassl University of Utah Pediatrics	Michelle Martin Utah Department of Health	Steven Godin University of Utah Public Health
Dr. Peter Silas Wee Care Pediatrics	Mildred Garcia Parent Representative	Susan Fox SLCo Lead Safe Housing
Frances Favela Utah Department of Health	Mirielle Leigh Parent Representative	Theresa Kynaston Parent Representative
Grant Sunada University of Utah PA	Nicole McClland Parent Representative	

Education Advisory Board

Alda Jones
The Children's Center

Cheryl Wright
University of Utah

Heidi Peterson
The Children's Center

Jo Ellen Robbins
State of Utah

Mary Ogan
Consultant

Shauna Lower
University of Utah

Encarni Gallardo
The Children Service
Society

Jared Lisonbee
Utah State Board of Education

Executive Team

Jennifer Godfrey
Chief Executive Officer

Ian Spangenberg
Chief Auxiliary Officer

Stacy Weight
Chief Administrative
Officer

Gabriella Cubas-Ismael
Assistant Head Start
Director

Patrice Dickson
Chief Operations Officer



*Appreciation. Compassion.
Integrity. Respect. Trust.*

Management Team

Andy Agardy
Data & Policy Manager

Jenna Seely
Accounting Manager

Michael McKendrick
Weatherization Manager

Angela Otasua
Accounting Manager

Joel Dunn
Human Resource
Director

Nathan Breinholt
Food & Resource Center
Manager

Aurora Howell
Head Start Education
Manager

Kaleb Call
Facilities and Safety
Manager

Sahil Oberoi
Director of Case Management
& Housing

Carla Frein
Development Manager

Katherine Peterson
Head Start Health & Mental
Health Manager

Taylor Skipwith
Head Start Family Partnerships
& ERSEA Manager

Carolyn Christensen
Adult Education

Matt Ulmer
Chief Technology Officer

Rodney Jensen
Nutrition Services Accounting
Manager

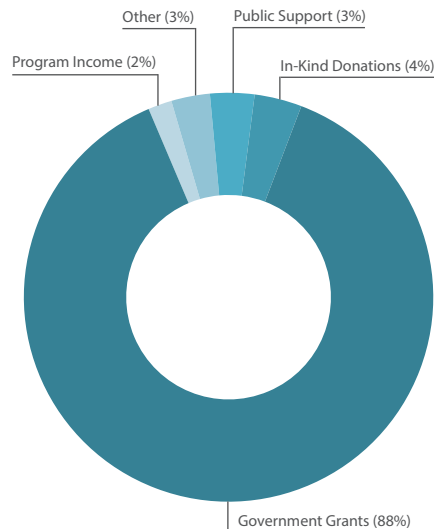
Jackie Drury
HEAT Manager

Financials and Partners

During COVID-19, our fiscal department successfully navigated spikes in funding and funding sources to continue providing vital assistance for clients affected by economic and other hardships. Due to the transition to a paperless system in 2019, this team was able to streamline services and continue operations from remote locations—issuing payroll, making payments to vendors, and all other fiscal-related processes. The agency experienced a significant increase in revenue and expenses surrounding COVID-19 relief efforts. These changes will be reflected in the report for FY 2021.

Revenue

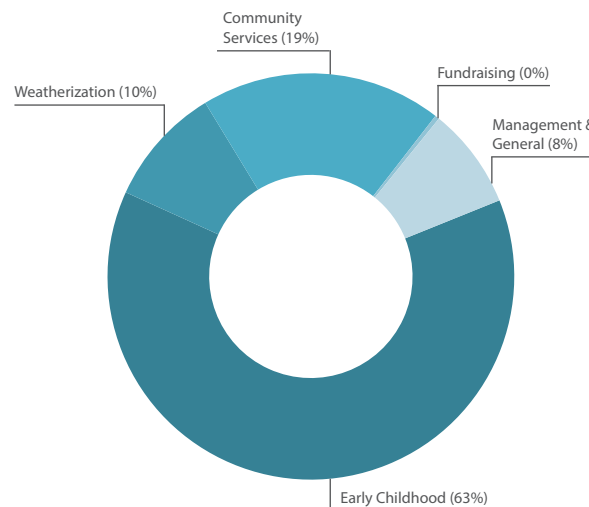
June 1, 2019 - June 30, 2020



<i>Government Grants</i>	\$34.2
<i>In-Kind Donations</i>	\$1.5
<i>Public Support</i>	\$1.4
<i>Other</i>	\$1.1
<i>Program Income</i>	\$0.7
TOTAL	\$38.99 million

Expenses

June 1, 2019 - June 30, 2020



<i>Early Childhood</i>	\$23.9
<i>Weatherization</i>	\$3.6
<i>Community Services</i>	\$7.3
<i>Fundraising</i>	\$0.1
<i>Management & General</i>	\$3.0
TOTAL	\$38.04 million

**Financial
Statements Audit:**



**Financial supporters
and partners:**

Our Stories

For the past two years, Shayln's family has been able to participate in the Head Start Program.

"We have loved both of my children's teachers so much! My oldest daughter is a social butterfly who thrived from the in-person classroom setting in 2019 to 2020. Due to the Covid-19 pandemic, my youngest wasn't able to attend inside the classroom but she was able to attend virtually. She loved meeting with her teacher once a week over Zoom and has learned and grown so much in the past year. I really appreciated all of the many learning resources that were provided to me through her teacher as I navigated teaching her skills at home as well. Through the Head Start Program, my kids have learned about stranger danger, safety (including what to do if they encounter guns), personal boundaries when it comes to our bodies, how to manage big feelings as well as other social/emotional skills.

As a parent, all that I want is for my children to succeed. Head Start along with the many other Utah Community Action programs are set up to do just that.

A few that I have benefited from are the HEAT program which has helped my family with energy assistance as well as the Positive Discipline class. This course taught me that all behavior is a form of communication, so when my little is losing it on the floor over a cracker

I am better able to utilize some of the tools that I learned in this class to help me decipher what she's actually trying to communicate with me rather than just yell at her and ultimately end up escalating the situation. These skills as well as all of the skills that my children have learned through the Head Start program will carry it through the rest of their childhood and into adulthood. I truly believe that it has set them on a path to succeed."



When Josh lost his job at the beginning of the pandemic, and when his temporary job also fell through due to COVID-19, he was unsure how his family of six was going to manage to keep paying rent. With assistance from the Case Management & Housing and HEAT programs, Josh and his family were able to receive rent and utility assistance to help them catch up on rental payments and focus on returning to self-reliance.

For UCA client Mirielle, holistic services are a big part of what makes Utah Community Action a successful program.

"I know this all too well because my family and I have faced many challenges since we moved to Utah. Whether it was financial or legal or even immigration and food, I have been fortunate to have UCA staff provide me with helpful resources that address my need and situation."

I also have witnessed firsthand their contributions to make the communities they serve a better place for all. This in education (both children/adults), food source assistance, medical, mental, housing, heat and weatherized programs and being a team of advocates for families. I participate in monthly meetings where we go over budgets, local assistance, current or new programs and as well as data of how resources are allocated in meeting the needs of communities. These are all factual and honest data reporting. As parent we are encouraged to be a part of this and allowed to see how things are done. For this and much more I can say with all certainty, I am grateful and proud to be a member of UCA family tree."

"Things were just adding up. The water was getting higher and higher and we were just trying to keep our heads above it... They gave me the tools I needed to help myself and help our family....now there is light on the horizon."





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info@utahca.org

Social Media:



Utah Community Action™