



Annual Report and
Community Needs Assessment

2021 - 2022

Utah Community Action empowers individuals, strengthens families, and builds communities through self-reliance and education programs.

“Throughout the past year, we learned that we can thrive in the midst of change and uncertainty.

Time and time again, when met with unheard of social and economic challenges, we have worked together as an agency and a community to grow even stronger.”

-Jennifer Godfrey, CEO

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Utah Community Action empowers individuals, strengthens families and builds communities through self-reliance and education programs.

A message from our CEO

Throughout the past year, we learned that we can thrive in the midst of change and uncertainty. Time and time again, when met with unheard of social and economic challenges, we worked together as an agency and a community to grow even stronger.

We quickly and effectively deployed federal funding to meet the ever-changing community needs resulting from the COVID-19 pandemic. We enhanced service coordination through our intake center to serve families more holistically. We expanded extended-day programs to help parents overcome barriers to employment while providing high-quality supports for their children.

We began Landlord/Tenant Mediation services statewide. We extended our Sauté job readiness program into the Homeless Resource Centers. We partnered with the state, school district and private partners to implement a new summer program which ensures all 5-year-old children enter kindergarten in the fall ready to learn. These are only a few of the many ways Utah Community Action has successfully innovated to better meet the needs of our community.

In order to do this work, I have relied on our dedicated, exceptional staff. In recognition of their crucial work, we have instituted new policies seeking to reduce wage disparities, improve retention, support equitable pay and increase professional development opportunities. All of the work Utah Community Action does in support of our mission is the direct result of the commitment of our teachers, case managers, and other front-line workers. I offer my sincere gratitude and admiration for the incredible work of our staff. It is my privilege to lead them.

Thank you as well to our board members, donors, supporters and community partners for believing in our mission and making our work possible. As you read this report and assessment, please join me in celebrating all we have done and committing to furthering this momentum with even greater impact in the year to come.

Sincerely,



Jennifer Godfrey

Chief Executive Officer and

Head Start Director



Our Impact

Over
60,000
people
served
each
year.



In 2021, we served 64,940 people facing economic hardship in 25,944 households through our six core programs.

A Brief History of Utah Community Action.

In 1964, President Lyndon B. Johnson declared the War on Poverty, creating Community Action Agencies and Head Start. Originally known as Salt Lake Community Action, Utah Community Action was founded in 1965, the first Community Action Agency of its kind in Utah. Utah Community Action's Head Start Program was one of the first Head Start programs in the nation. Our original mission, to eliminate the paradox of poverty in our affluent society was created in 1966.

Utah Community Action has played a vital role in supporting individuals and families living below the poverty line in our community. Now serving over 60,000 people a year through Adult Education, HEAT, Head Start, Case Management and Housing, Nutrition and Weatherization programs; we empower individuals to become self-sufficient.

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

Agency Overview

Adult Education



347

Income-eligible clients participated in educational opportunities offered by Utah Community Action's Adult Education program to decrease barriers to employment and increase wage-earning potential.

Case Management and Housing



18,035

Individuals improved housing security through case management services including rent and deposit assistance, landlord/tenant mediation and homelessness services.

Head Start



2,275

Children served by Head Start and Early Head Start. Our Head Start Program is an inclusive preschool that prepares children of all abilities, ages 0-5 for kindergarten and future school success.

HEAT



32,428

Individuals received assistance with over \$9.8 million in utility bill payments, along with education on conserving energy, managing utility costs, budgeting household expenses and accessing community resources.

Nutrition



476,112

Meals served by our Central Kitchen and Senior Cafés. 13,507 Emergency food boxes distributed to individuals through our Food & Resource Centers.

Weatherization



1,285

Individuals reduced energy costs and increased comfort and safety in their homes through cost-efficient improvements and energy education.

Diversity, Equity & Inclusion

Utah Community Action is committed to working toward a more racially and socially just community. Though progress has been made, institutional and systemic racism persists. As a result, many of the children and families we serve suffer additional trauma from the impacts of inequitable policies and practices.

We acknowledge social and racial injustice as one of the root causes of poverty. The results of this Community Needs Assessment highlight systemic inequity as a major factor contributing to poverty.

For these reasons, Utah Community Action has created a standing Taskforce on Diversity, Equity and Inclusion. The purpose is to guide and hold the agency accountable to the integration of diverse, equitable and inclusive policies, practices and outcomes throughout all aspects of Utah Community Action's work. We aim to empower individuals, strengthen families and build community by supporting racial justice, equality and opportunity for all.

Client Racial Demographics

Hispanic/Latinx (white)	20%
Hispanic/Latinx (non-white)	1%
Hispanic/Latinx (unknown race)	9%
American Indian/Alaskan Native	2%
Asian	3%
Native Hawaiian/Pacific Islander	5%
Multi-Racial	2%
Prefer not to answer	9%
White	42%
Black or African American	7%

Other Demographics



26%

Lack high school diploma



15%

People with disabilities



39%

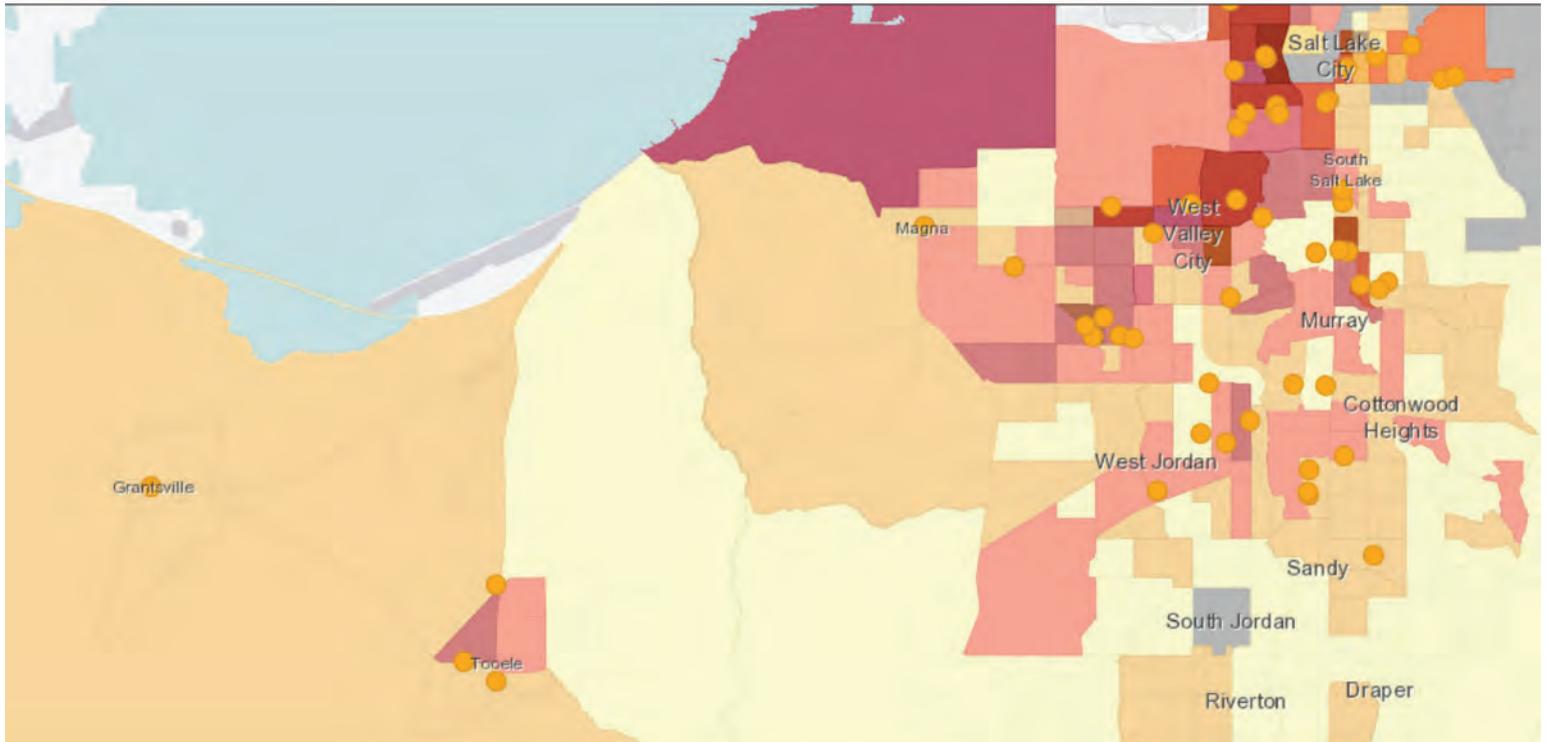
Children



10%

Seniors

Site Map



Map Legend

Vulnerable Populations Footprint, ACS 2015-19



Population Below 200% Poverty Level, Children (Age 0-5), Percent by Tract, ACS 2015-19

-  Over 80.0%
-  60.1 - 80.0%
-  40.1 - 60.0%
-  20.1 - 40.0%
-  Under 20.1%
-  No Data or Data Suppressed

Head Start Facilities, All Facilities, ACF 2019



<https://careshq.org/map-room/>, 8/17/2021

Locations

 Adult Education

 Case Management & Housing

 Head Start

 HEAT

 Nutrition

 Weatherization

Location	Address	Zipcode	Services
Bennion	429 South 800 East, SLC	84102	
Bingham	3000 West Haun Dr, West Jordan	84088	  
CCH	6447 West 4100 South, WVC	84128	  
Central City	615 South 300 East, SLC	84111	
Copperview	8446 South Harrison St, Midvale	84047	 
Creekside	254 Gregson Ave, SLC	84115	
Escalante	1810 West 900 North, SLC	84116	
Gail Miller Resource Center	242 Paramount Ave, SLC	84115	
Glendale	1380 Navajo St, SLC	84104	
Grant	662 West 6140 South, Murray	84123	
Grantsville	7 South Park St, Grantsville	84029	
Hal J. Schultz	336 East 3900 South, SLC	84107	 
Horizonte	1234 South Main, SLC	84101	 
James R. Russell	1240 American Beauty Dr, SLC	84116	 
KECC	5250 South 4820 West, Kearns	84118	 
Noorda	4220 West 5361 South, Kearns	84118	  
Magna	8275 West 3500 South, Magna	84044	 
Majestic	7430 South 1700 West, West Jordan	84084	
Midvale	328 West 8000 South, Midvale	84047	
Murray	73 West 6100 South, Murray	84107	

Location	Address	Zipcode	Services
Millcreek	4405 South 1025 East, Millcreek	84124	
Northstar	1545 Morton Dr	84116	
Neighborhood House	1050 West 500 South, SLC	84104	
Palmer Court	999 South Main St, SLC	84111	
Redwood	3060 South Redwood Rd, SLC	84119	 
Riley	1410 South 800 West, SLC	84104	
Sorenson	1383 South 900 West, SLC	84104	
Shriver	1307 South 900 West, SLC	84104	  
SLCC	4600 South Redwood Rd, Taylorsville	84123	
SLCo Draper Senior Center Cafe	1148 East Pioneer Rd, Draper	84020	
SLCo Midvale Senior Center Cafe	7550 South Main Street, Midvale	84047	
SLCo Millcreek Senior Center Cafe	2266 East Evergreen Ave, Millcreek	84109	
SSL	2825 South 200 East, South SLC	84115	  
Terra Linda	8400 South 3400 West, West Jordan	84088	  
Tooele Center	222 North Coleman, Tooele	84074	  
UNP	1578 West 1700 South, SLC	84104	
U of U	1945 East Sunnyside Ave, SLC	84108	
UPC	225 South 1400 East #106, SLC	84112	
Weatherization	850 West 1700 South, SLC	84104	 
Wendover	1007 Skyhawk, Wendover	84083	

Employment, career, and advancement opportunities

The Adult Education program offers low or no-cost classes, certifications, and services to increase educational and job readiness skills with support based on individuals needs and interests. These courses can help obtain employment, increase your wage-earning potential, and improve your resumé and interview skills.



Sauté Culinary Employment Program

The Sauté program is a 12-week in-house culinary employment training course, led by an accredited professional chef. Upon completion, students earn their ServSafe, a food handler credential, and have the opportunity to work with UCA's meal service program in the Millcreek, Draper, or Midvale Senior Centers. Applications for the Sauté Program are accepted year-round with enrollment opening three times per year.

Child Development Associate Credential (CDA)

The Child Development Associate Credential (CDA) is the most widely recognized certification in early childhood education. The 10-month program includes 120 hours of classroom instruction and 480 hours of classroom experience within UCA's Head Start classrooms. Classes are held once a week and follow a school-year schedule. The CDA qualifies graduates to work as an Early Head Start teacher, Head Start assistant teacher, or run their own childcare center. Enrollment is open twice per year.

ACHIEVE!

ACHIEVE! is an in-house, asset-building service that reduces and eliminates barriers to employment, self-reliance, and further education. Critical needs for each client are identified as part of the career advocacy process before clients engage in an evidence-based curriculum. This program assists with job readiness, relationship building, credit repair, financial planning, and other life skills critical to future success. Enrollment is open year-round.

GED*

The GED preparation program offers in-person assistance for adults interested in earning their GED. All students are given access to a computer program to help prepare for the GED exam and holistic support is offered throughout the process. Online and Spanish classes are available through community partners, as well as one-on-one support on an as needed basis. Enrollment is open year-round.

English as a Second Language*

The ESL classes assist non-English speaking adults in gaining practical writing, speaking, and reading skills. All levels and languages are welcome. Enrollment is open year-round, and childcare is provided to students.

*Our ESL and GED programs are divided into 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.



Locations:
Salt Lake & Tooele Counties



Eligibility:
Income guidelines apply



347

total students served in 2021

29

students enrolled in the Sauté Program

87

students enrolled in the ACHIEVE! Program

119

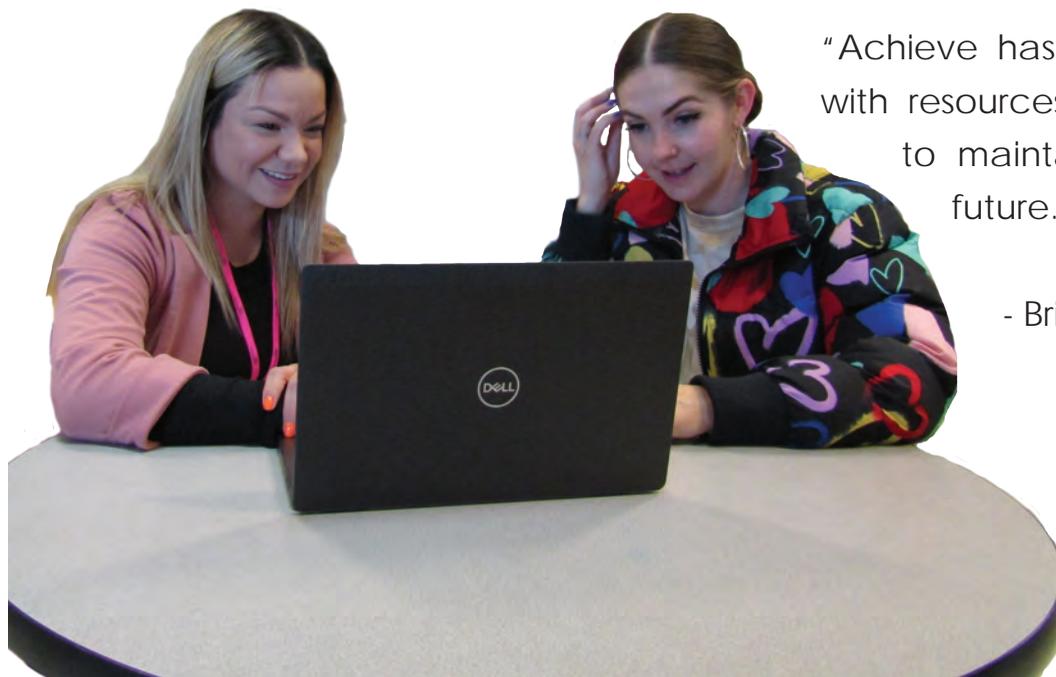
students enrolled to receive their CDA

37

students enrolled in GED preparation

Client Story

Brittaney is a Head Start teacher with Utah Community Action. She joined the ACHIEVE! program to fulfill her financial goals and work towards a brighter future.



"Achieve has provided me with resources and support to maintain a brighter future."

- Brittaney



Case Management & Housing™

A Service of Utah Community Action

Holistic case management and housing support

The Case Management and Housing program provides assistance to obtain or maintain safe, stable and affordable housing. Our case managers work closely with families to stabilize them to a point where families and individuals are self-reliant. UCA also provides coordinated intake assistance at the Homeless Resource Centers through diversion and intake services.

Locations:
Salt Lake &
Tooele Counties

Landlord Tenant/
Mediation Services
offered state-wide.

18,035 total individuals served by the Housing and Case Management Program in 2021

777

individuals received landlord/tenant mediation services

828

individuals were diverted from emergency shelters to safer and more stable housing situations

14,104

individuals received case management services including rent and deposit assistance

2,085

individuals experiencing homelessness were served

Client Story

Christopher applied for rent assistance in October 2021. He was a flight attendant with United Airlines, but was laid off due to COVID-19. The airline industry was hit hard by the pandemic, and Christopher struggled to find stable full-time employment. He applied with several airlines, and he was finally able to get a job with Delta Airlines. He was later let go from the position due to increased anxiety and mental health symptoms that affected his job performance.

When he applied for rent assistance through Utah Community Action, his case manager Regina encouraged Christopher to apply for low-income housing. He was approved and moved to the Bodhi Apartments.

Christopher is now able to pay his rent without assistance, but still receives utility assistance through the HEAT program with Utah Community Action.

✓ **Eligibility:**
Households experiencing a temporary financial crisis, due to circumstances out of their control.

Client must have a current lease in place.

Income guidelines apply.

Financial assistance may assist with deposit or rent.

Priority is given to: Families with children, single-parent households, seniors, individuals with disabilities, veterans, victims of domestic violence, and formerly homeless families.

Rent and Deposit Assistance

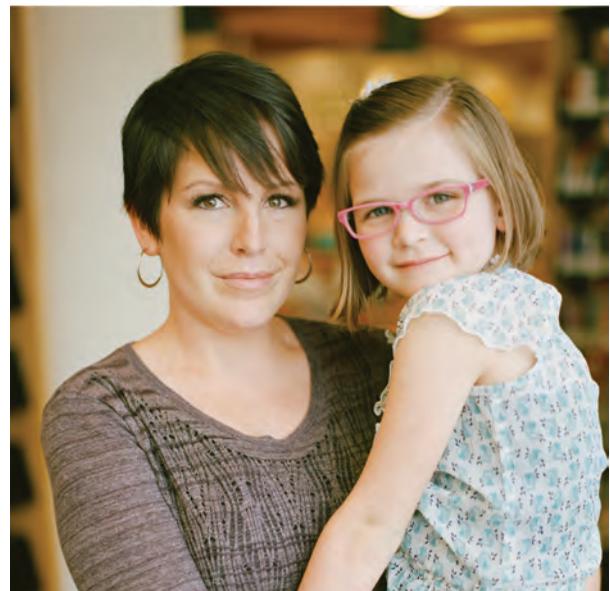
Rent and deposit assistance helps households to mitigate the negative effects of a temporary financial crisis and either maintain their current housing or move to a safe, affordable housing situation. Case management services help households identify additional barriers to reaching self-reliance.

Landlord/Tenant Mediation

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

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.



Comprehensive early education services

Named “Best Public Preschool” in Utah, the Head Start Program offers comprehensive education for children ages 0-5 years old to prepare them for kindergarten and beyond. Head Start graduates are more likely to graduate from high school and college.

Early Head Start

Early Head Start classrooms serve children ages 0-3. Head Start also offers a prenatal program for expectant mothers.

Head Start

Head Start classrooms serve children ages 3-5. Applications are accepted year round for both Early Head Start and Head Start programs.



Social & Emotional Development

Our teachers, classrooms, and supervised interactions with other children, help a growing child develop important social and emotional skills, as well as a healthy concept of their personal identity.

School Readiness

Language development, literacy skills, and basic mathematics knowledge prepare children to excel in kindergarten and beyond.

Physical Well-Being

Through research-based play and exercise, children learn healthy habits that will support a lifelong foundation of good health.

Family Support & Well-Being

Through strengths-based partnerships with families, we strive to help support better outcomes for families and their children.

✓ Eligibility:
Children ages 0-5

Priority placed on families below the 100% federal poverty level.

Potty training **not** required prior to program entry

2,275

total children and 2,065 families served by Head Start, Early Head Start and Early Child Care Partnership programs in the 2020-2021 school year

14%

of the 11, 410 Head Start-eligible children (birth-age 4) who live in our area were served by Utah Community Action.

72 enrolled children in the 2020-2021 school year (3%) were in foster care.

102 children enrolled (4%) were homeless in the 2020-2021 school year.

56

languages spoken

34%

dual language learners

Health & Oral Services

Services provided to our Head Start children include mental health support as well as preventive screenings and exams— immunizations, physical and dental exams, vision and hearing screenings, as well as developmental and social-emotional screenings.

- 83% of children were compliant or completed late in all medical requirements
- 82% of children were compliant or completed late in all dental requirements

Nutrition Services

Head Start children receive free made-from-scratch healthy meals that meet at least two-thirds of their daily nutritional needs.

Parent Engagement & Education

Family advocates, teachers and parents work together to engage children and achieve both family and child goals.

Disability Services

10% of our program is reserved for children with disabilities to be served in an inclusive classroom setting.

School Readiness Goals

Head Start, in partnership with parents, focuses on getting children ready for kindergarten. The program has six goals for each child to achieve:

1. All children will develop and display a sense of self-confidence in their abilities, and a strong identity that is rooted in their family and culture.
2. All children will engage with literature and language at a developmentally appropriate level.
3. All children will show an interest in varied topics and activities, and eagerness to learn, creativity, and independence in their interactions with activities and materials.
4. All children will use observation and manipulation, ask questions, make predictions, and develop hypotheses to gain a better understanding of information and activities in their surroundings.
5. All children will demonstrate control of large and small muscles and develop healthy and safe habits.
6. All children will demonstrate an understanding of, as well as use of a variety of words in English and their Home Language to communicate their ideas, feelings, and questions. They express knowledge of word categories and relationships among words during play, routines, learning activities, and conversations with others.

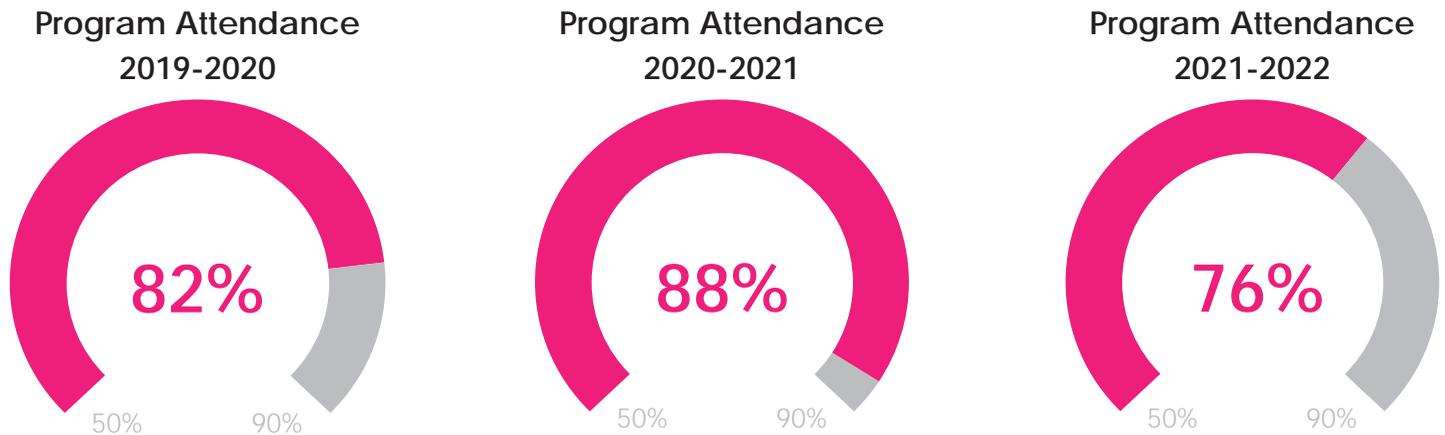
In 2020-2021 despite all the difficult circumstances of the pandemic, over 89% of our children were ready for kindergarten.

Head Start Outcomes

School Year	On EPDST Schedule	% of families receiving wrap around services
2019-2020	77.4%	55.8%
2020-2021	95.4%	62.7%
2021-2022	89.2%	58.9%

Head Start Program Attendance and Enrollment Data

Over the past 3 years, Utah Community Action’s Head Start program has averaged 93.1% enrollment (2019-20: 87.9%; 2020-21: 94.5%; and 2021-22: 95.9%). This under-enrollment is due to the impact of Covid-19, for which the Office of Head Start made temporary exceptions.



Head Start Outcomes: Utah Community Action and National Comparison

PIR Metric	UCA	National
Children with health insurance	93.50%	94.60%
Children with accessible health care	94.40%	94.20%
Children with up-to-date immunizations or all possible immunizations to date, or exempt	94.90%	93.90%
Children with accessible dental care	93.80%	88.10%

Parent Involvement Activities

The circumstances of the pandemic and its impacts, have been incredibly difficult and filled with constant uncertainty. These same difficulties have inspired a resourcefulness, creativity, and resilience never before seen. Utah Community Action Head Start has found numerous ways to engage and support children & families from afar and in deep and meaningful ways. Our parent engagement efforts were shifted to offering parenting classes via zoom, partnering with our local school districts for an online kindergarten readiness event, and celebrating the cultures of the children and families in a week-long Heritage Hooray via Facebook. Individualized Learning Kits were created and distributed to give parents the ability to work at home with their children.



Client Story

Last year, when our family moved to Utah after my husband's military training had ended, we were uncertain of the future ahead of us. He was no longer serving in the Army full-time which meant that we had to find a new full-time income elsewhere. What we thought would be an easy transition, quickly turned into an extremely stressful one. Weeks rolled by with no success and we were slowly depleting our savings on living expenses. Admittedly we were scared.

Through the grapevine, I heard about a pre-school program called Head Start that supplemented a child's tuition based on a family's income. Our 3-year-old daughter Ani was in need of some form of child-care. I applied online and waited. A few weeks later after qualifying, we found ourselves on a conference call with a nice woman from UCA's Head Start team. She gave us detailed information regarding the Head Start program and assured us that all of our daughter's special needs would be accommodated for, that the teachers follow an extensive educational curriculum that corresponds directly with the school

district in our area. This all sounded amazing...but my husband and I were still waiting to hear what the tuition price would be. "Sooo how much is it to have our daughter enroll in the Head Start program?" I asked.

The lady over the phone responded "Oh I am sorry, did we not make that clear? It's free! We are a charitable non-profit organization."

Our jaws almost hit the floor. We didn't think anything in this world was free nor were we the kind of people who sought charity from others. We expressed our gratitude and tears welled up in my eyes.

Since then, the Head Start program has lived up to their word and then some. Head Start has been a trusted safe haven for our daughter. She has thrived, socializing and learning new skills along-side her peers. The teachers cater to her every need because they love the children they serve. The feeling is palpable and Ani is excited to go to school every day. Ani isn't a "hugger", but her teachers regularly get big bear hugs from our daughter at the end of the school day. Head Start also connected us with the local school district so they could create and facilitate an individual education plan (IEP) for Ani.

We can't express enough gratitude to everyone at Head Start who works tirelessly to give Ani the care and love she needs and in turn make our lives easier. Thank you Head Start. You have been an answer to our prayers during a difficult time.

-The Despains (Shiloh, Cody & Ani)

\$26,500

average income of a family of four in our program

89

children and 82 families served by Early Child Care Partnership programs in the 2020-2021 school year

94%

average monthly enrollment
(as a percentage of funded enrollment)

92%

of children income eligible



HEAT™

A Service of
Utah Community Action

Power and Gas Assistance

HEAT offers yearly assistance for income-eligible households for power and gas bills. Clients are eligible once per season (twice per year). If approved, clients can choose what portion of their benefit they would like to go towards gas and electric based on their household needs.

Crisis Assistance

Crisis assistance is available for those with a qualified crisis and a 48-hour shut-off notice. Crisis assistance is available in addition to regular seasonal assistance.

Rocky Mountain Power HELP

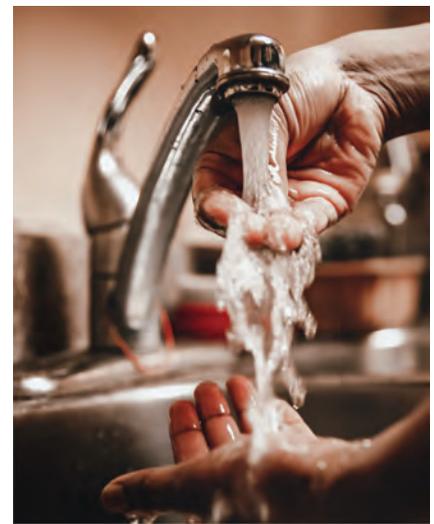
The Home Electric Lifeline Program (HELP) provides qualified Rocky Mountain Power (RMP) customers with discounts on their monthly electric bills. Qualified applicants for the HEAT Program are automatically enrolled in the HELP program and receive a discounted rate on electric bills.

Utility assistance, energy education, and budget counseling

The HEAT Program offers power, gas and water bill assistance for income-eligible households. Additional Crisis Assistance is available to those who qualify. The HEAT Program helps households avoid utility shut-off, learn how to decrease bills, and plan through budgeting and goal setting.



Locations:
Salt Lake
& Tooele
Counties



Client Story

A single parent family in Salt Lake City received HEAT services. The HEAT team referred the family to the Weatherization program in December to address a heating crisis in the household. The existing furnace was not supplying adequate heat to the home during the cold winter months. UCA sent a crisis response employee to identify and resolve the issue. We also had the client apply for Weatherization services to improve the home's ability to retain heat.

When the client was approved, we sent a certified energy auditor to perform testing on her home. The audit revealed opportunities to not only reduce energy expenses, but to improve the health and safety of the home. Our professional installers were able to replace a window, install a new and more efficient water heater, add smoke and carbon monoxide detectors, install a high-quality exhaust fan to improve indoor air quality, and seal air leaks throughout the home. Additionally, we converted the existing electric furnace to a high efficiency gas furnace.

The work performed on the family's home reduced air leakage by 30% and provided the family with high efficiency, updated combustion appliances. The team followed up with the family six months after work was completed. The mother expressed sincere gratitude. The work performed on her home reduced her monthly utility costs by more than half!

32,428

total individuals received assistance from the HEAT Program in 2021

\$9.8 M

Over \$9.8 Million distributed for utility assistance

General Utility Assistance

11,745

households received assistance

Crisis Assistance

794

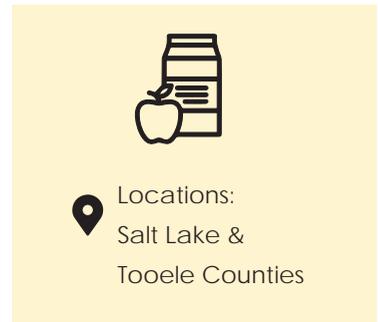
households received crisis assistance

✓ Eligibility:

Once per HEAT season October 1 - September 30

Income from previous calendar month at or below 150% federal poverty level

Client must be responsible to pay the current utility charge and must have at least one household member who is a U.S. citizen or qualified non-citizen (bill does not have to be in applicant's name.)



Meal assistance for children, adults and seniors

The Nutrition Program was founded on the belief that access to healthy nutritious food is a fundamental need for all. Utah Community Action provides healthy meals for children and seniors, with an emphasis on food security.

Food and Resource Centers

The Food and Resource Centers offer emergency food assistance to income-eligible community members experiencing food insecurity. Emergency food boxes include meat, vegetables, canned goods, grain products, and more to help these households. In 2022 these resource centers transitioned to the Utah Food Bank.



Senior Meals

Through a partnership with Salt Lake County Aging & Adult Services, Utah Community Action provides food services in the Millcreek, Midvale and Draper Senior Center Cafes. Our food is healthy and made fresh daily. These meals are available to seniors ages 60+ for a suggested donation.

Central Kitchen

The Central Kitchen provides nutritious meals from scratch to all Head Start students meeting at least 2/3 of their daily nutritional needs. Additionally, the Central Kitchen provides meals for other childcare and partner facilities.

Summer Dinners

All children 0-18 are eligible for free dinners at five Utah Community Action locations throughout the summer months. Adults are also able to receive hot dinners for \$4 each.

Client Story

Katheryn found out about the Summer Dinner program through a social media post shared by a friend.

“It has made a big difference for my family to have access to free meals for my five kids. With the prices of gas, food, and everything else increasing dramatically, having that buffer for the summer is extremely helpful and appreciated!

“My kids are always excited to see what they get for dinner and always love the meals. I have been impressed with the quality of the meals and the quantity of food the kids are given.”

476,112

meals served by our Central Kitchen and Senior Cafés.

13,507

emergency food boxes distributed to individuals through our Food and Resource Centers.

372,770

school meals prepared and delivered by our Central Kitchen.

35,428

free meals distributed to children 0-18 during the summer months.

67,914

meals served at the Millcreek, Draper, and Midvale Senior Centers.





Weatherization™

A Service of Utah Community Action

Home repairs and energy education to reduce energy costs

The Weatherization Program provides home repairs and upgrades to decrease energy costs, increase energy-efficiency and improve indoor air quality.

1,285

individuals reduced energy costs and increased comfort and safety in their homes through cost-efficient improvements and energy education.

26%

of total households served by the Weatherization Program had young children.

18%

of total households served by the Weatherization Program had aging adults.

Energy Education

The Weatherization Program also provides energy education for residents so they may continue using energy efficiently and reduce overall utility costs.

Home Weatherization

Weatherizing a home involves conducting a home inspection, a computerized energy audit, and identifying cost-effective energy improvements that can be performed. Weatherization is not a remodeling or rehabilitation program. The four most common improvements performed in home weatherization are reducing excessive air infiltration, reducing heat loss through walls, ceilings, floors, doors and windows, tuning or otherwise making the heating system more efficient, and reducing the electric base-load consumption.



- ✓ Eligibility: Homeowners who make 200% or less of the federal poverty level

Priority is given to elderly and disabled households, as well as those with children under the age of six



Locations:
Salt Lake, Tooele,
Weber, Morgan &
Davis Counties

Client Story

The Gary and Yuliya Lynch family applied for Weatherization services in the summer of 2021. Our intake team assisted them in applying for HEAT services at the same time. This process gave the family access to our cooling and heating crisis services. These services allowed us to respond when the home cooling system failed during the hot summer months.

The recent weatherization services performed on the home reduced air leakage by 35% by installing several types of air sealing materials. Safety of the home was improved by modifying the venting system of the water heater, adding carbon monoxide and smoke detectors, and installing an ASHRAE exhaust fan. Insulation was added to the attic and walls. The family even qualified for a replacement refrigerator as the older unit was consuming high energy.

“The weatherization team has been great-very professional, polite and funny... Your attention to details goes a long way. Thank you for your time and attention to our project.”

-The Gary and Yuliya Lynch Family



Child Development and Childcare Programs

The Utah Department of Workforce Services Offices of Childcare operates the Care About Childcare website to assist parents with locating care options for their children. The following is a list of programs serving income-eligible children and families.

Programs	Services
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, Tuition is \$100 a month for two days a week, either morning or afternoon classes. Acceptance is determined on a first- come first-served basis.
Children's Service 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.
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, and other services.
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. Costs are researched annually and set at or below neighboring preschools, with a sliding scale for tuition aid.
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. All programs are free, but there is a waitlist. Serves 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.
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.
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. Serves approx. 886 preschool-aged children.
The Boys & Girls Club	The Boys & Girls Club serves children at seven locations in Salt Lake and Tooele counties. Last year, over 7,000 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. Prices range from \$90-\$110.
Tooele 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. Serves approximately 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. Serves approximately 97 preschool-aged children.



Community Resources

Please scan this QR code for a detailed list of community resources.

Board of Trustees

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 not only provide low-income individuals with services, but with 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.

Public Sector

Karen Crompton

Chair

Representing Salt Lake
County Mayor Jenny Wilson

Janis Dubno

Representing Utah
Governor Gary Herbert

Mayor Robert Hale

Midvale City

John Delaney

Representing Salt Lake
City Mayor Mendenhall

Kelli Meranda

Representing South Salt
Lake Mayor Cheri Wood

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Dorothy Longshaw

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Kandice Davis-Randal

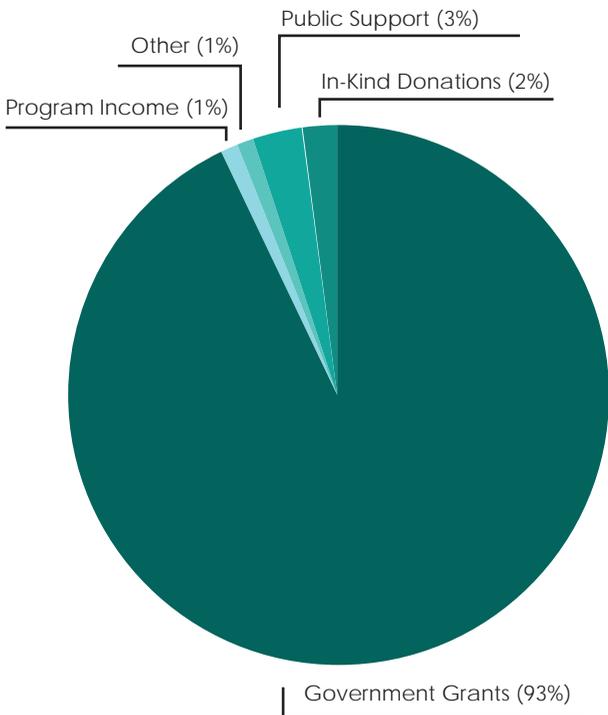
Client Advocate

Finances

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. The agency experienced a significant increase in revenue and expenses surrounding COVID-19 relief efforts.

Revenue

June 1, 2020 - June 30, 2021

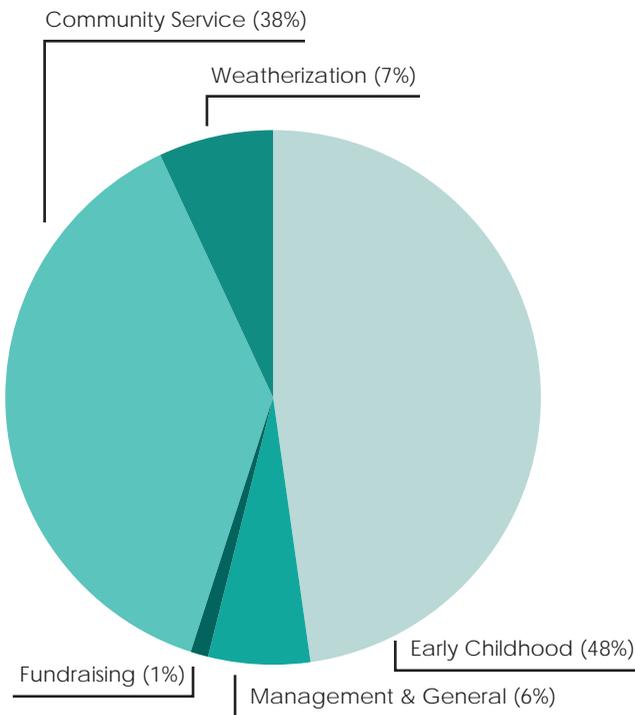


Government Grants	\$55.6
In-Kind Donations	\$1.5
Public Support	\$1.6
Other	\$0.4
Program Income	\$0.7

Total **\$59.8 million**

Expenses

June 1, 2020 - June 30, 2021



Early Childhood	\$25.9
Weatherization	\$3.8
Community Service	\$20.7
Fundraising	\$0.2
Management & General	\$3.5

Total **\$54.1 million**



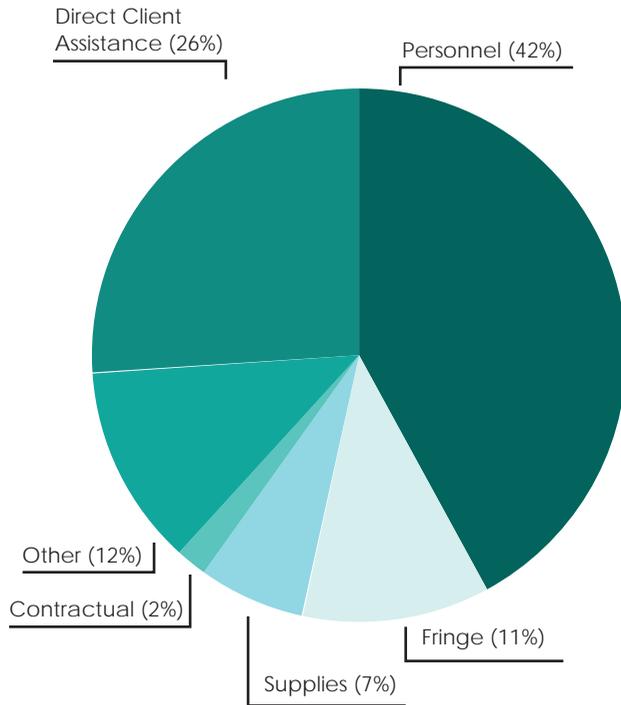
Financial Audit

An independent audit was completed by Tanner LLC with no findings.

www.utahca.org/wp-content/uploads/2022/06/

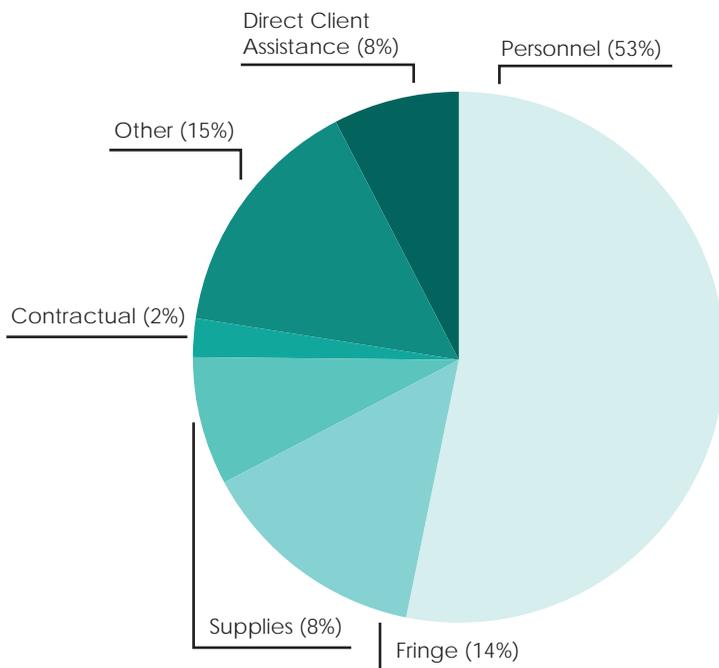
[FY2021-SLCAP-Financial-Statements-Final-PDF.pdf](#)

Fiscal Year 2021 Expenditures



Personnel	\$22.8
Fringe	\$6.1
Supplies	\$3.5
Contractual	\$1
Other	\$6.6
Direct Client Assistance	\$14.2
Total	\$54.2 million

Fiscal Year 2022 Budgeted Expenditures



Personnel	\$23.6
Fringe	\$6.2
Supplies	\$3.5
Contractual	\$1
Other	\$6.6
Direct Client Assistance	\$3.4
Total	\$44.3 million

The most recent review by the office of Head Start was conducted in 2019 with no findings.

2022 Community Needs Assessment



Conducted by:

Cicero
Social Impact

35 North Rio Grande Street

Salt Lake City, UT 84101

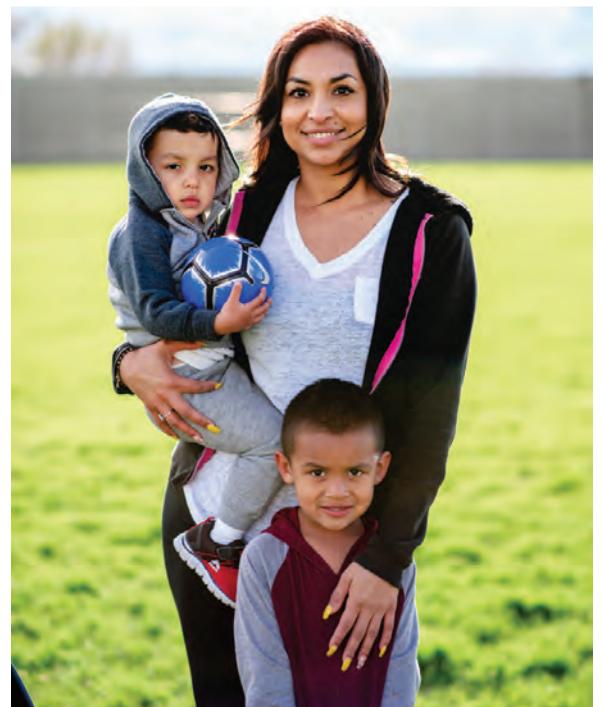
(801) 456-6700

cicerogroup.com

Community Needs Assessment

Contents

- i. Executive Summary
- iv. Methodology
- vi. Data Analysis
- xii. Recommendations and Citations



Executive Summary

Overview of the Grantee and Communities in the Service Area

For over 50 years, Utah Community Action has provided a diverse range of services for income-eligible families, with its primary focus in six key areas - Head Start, adult education, case management and housing, nutrition, HEAT, and weatherization. In order to ensure the services UCA is providing meet the evolving needs of the people that it serves, a needs assessment is conducted on a regular basis across the geographic and demographic segments that comprise UCA's communities.

The main objectives of this need assessment were to gather representative data from a large sample of community members regarding their needs (especially how those needs have changed since the emergence of COVID-19), their desires from service providers regarding the substance and delivery of interventions, and their awareness/perceptions of UCA and its partners.

Cicero Social Impact is pleased to have had the opportunity to partner with UCA to conduct this latest iteration of its needs assessment. The following report presents a summary of the data collected as well as a summary of the main findings resulting from Cicero's analysis work.

Summary of the Community Assessment Process: Data and Data Analysis

The community needs assessment was conducted through the use of a survey developed by Cicero in collaboration with Utah Community Action, leveraging expertise from both organizations.

571 complete responses were collected in this study; a further 58 incomplete responses collected were complete enough to be used to answer certain research questions.

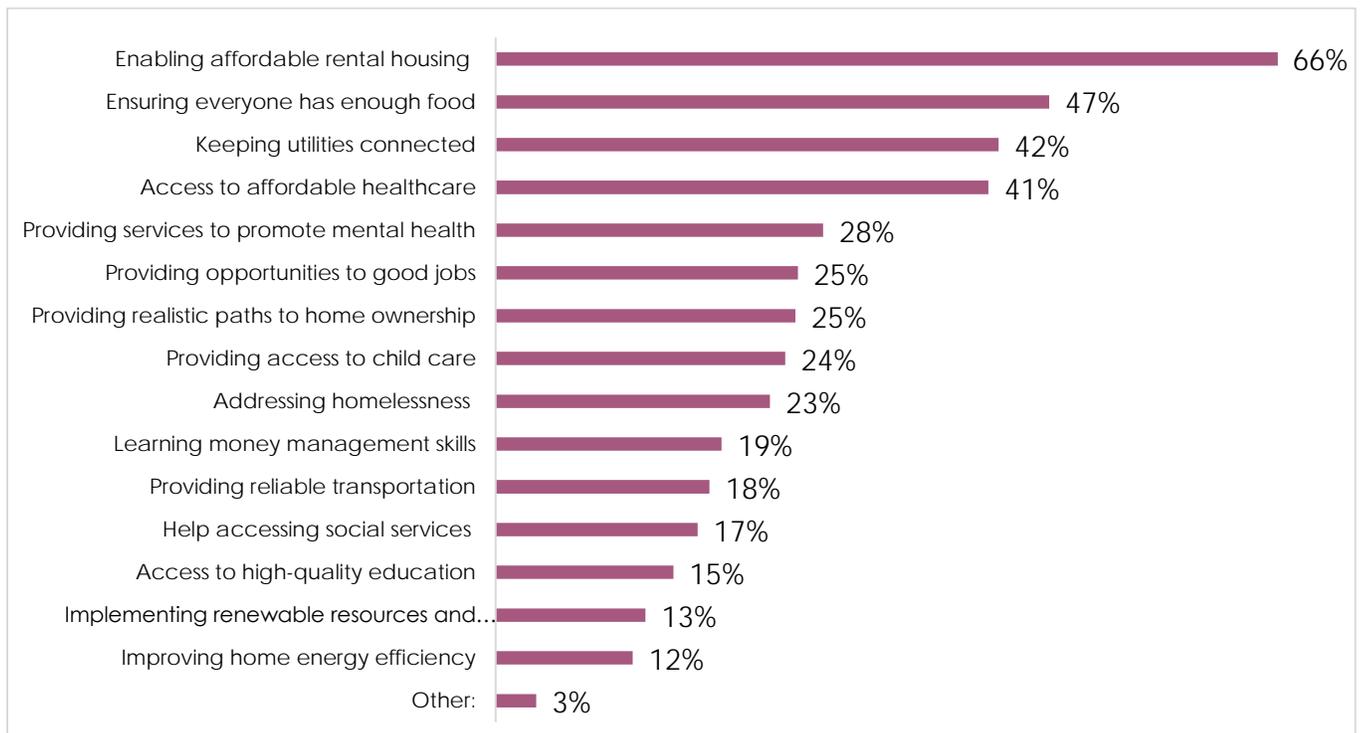
In addition to the survey distributed to clients across UCA's areas of service, UCA conducted two focus groups with partner organizations, aided by Cicero.

Major Findings: Greatest Areas of Need

Community members mention the following as the community's top current needs: shelter (affordable rental housing), food security, keeping utilities connected, and affordable healthcare. These top four community needs are relatively consistent across the various age groups. However, the 18 to 25 year-old group had three different needs in their top four, which included providing opportunities for good jobs, access to child care, and services for mental health. Enabling affordable rental housing was the top community need by a significant margin, regardless of household income level (under the 200% level).

Figure 1: Percentage of clients who perceive a need to be in top five facing their community

(Which of the following are the most important needs in your community? Select up to 5.)



COVID-19's impact on clients was felt most in their inability to find a job; among those who experienced this, 85% felt COVID-19 either caused or made their experience worse. Additionally, clients' increase in household size (84%), not having enough food (84%), and their mental health issues (84%) were all impacted. Pre-existing issues in regard to finding child care were made worse by COVID-19 at a very high frequency (66%).

Recommendations

1. **Coordination of services:** Affordability of rental housing is the greatest need by a large margin – service organizations can do a better job of addressing this need through coordination of services, ensuring that those clients most in need can access the help that they require.
2. **Increased collaboration between providers:** Focus group participants expressed a strong need for better cooperation and integration of services. “We should know more about the partner community. Having stronger connections between community providers will help better serve our community members.” To achieve this, UCA and its partners can increase the frequency of knowledge-sharing and collaboration sessions.
3. **Continued development and implementation of resources:** Even the best-addressed needs require greater resources to be more effective. Three of the top four community needs - food stability, utility assistance, and access to affordable healthcare - were reported by clients to be relatively well addressed in terms of availability and quality of services in comparison to other needs. However, for all of these needs, more than half of clients surveyed report that there is still insufficient availability of support services. Service providers must therefore continue to develop and implement resources to better meet these needs.
4. **Increased support for all community needs:** UCA and other service providers should ensure that the community is educated on their programs created to address all needs, and not just focus on the top needs of today.
5. **Tailored support approaches based on income bracket and age groups:** Community needs, while largely universal, do differ somewhat between populations. In order to be more targeted to the unique lived experiences of each client population segment, support approaches should be specific to income brackets and age groups.

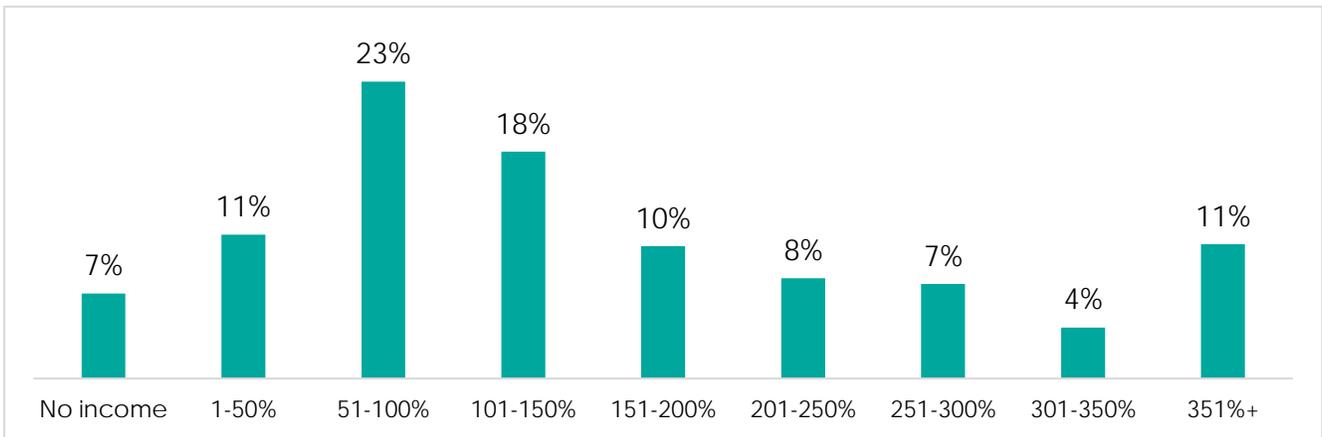
Methodology

Purpose of the Community Assessment

The main objectives of this need assessment were to gather representative data from a large sample of community members regarding their needs (especially how those needs have changed since the emergence of COVID-19), their desires from service providers regarding the substance and delivery of interventions, and their awareness/perceptions of UCA and its partners.

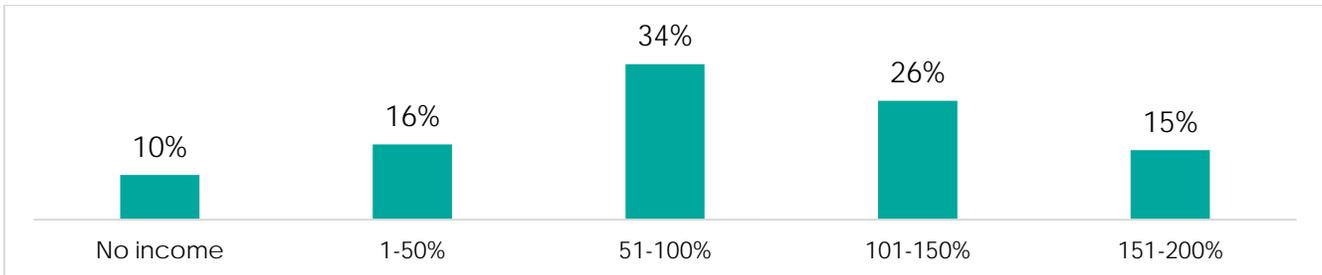
Survey Respondent Demographics

Annual Household Income*



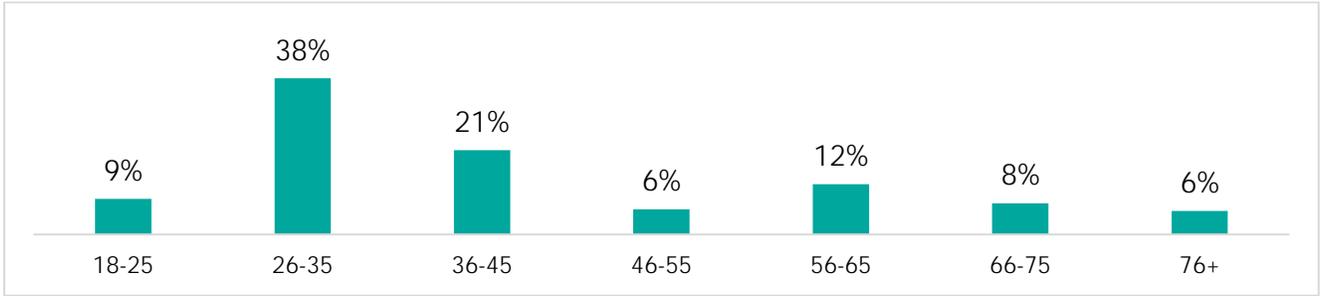
* Household income is categorized by percentage of Federal Poverty Guideline (FPG), adjusted for household size.

Annual Household Income, 200% of FPG or lower**

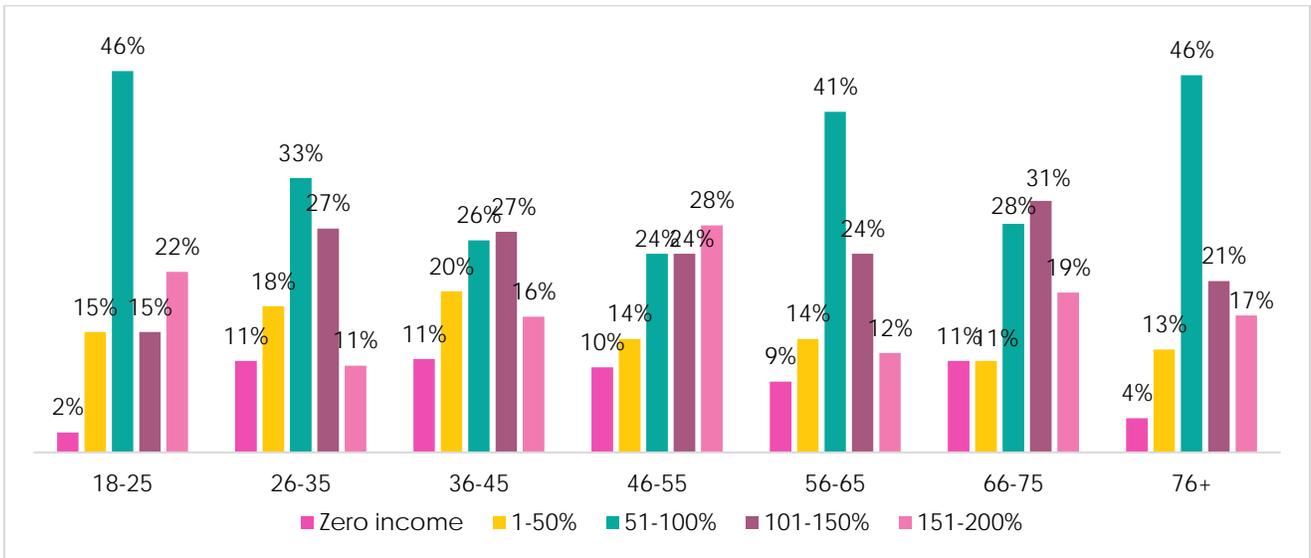


** Because of UCA's focus on clients whose income falls below 200% of FPG, all following demographics will be filtered to this subset of respondents.

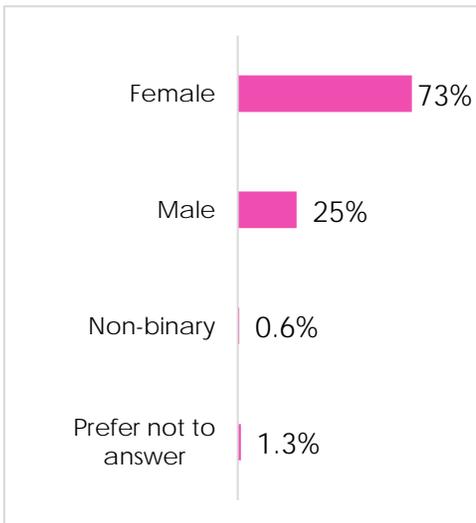
Age



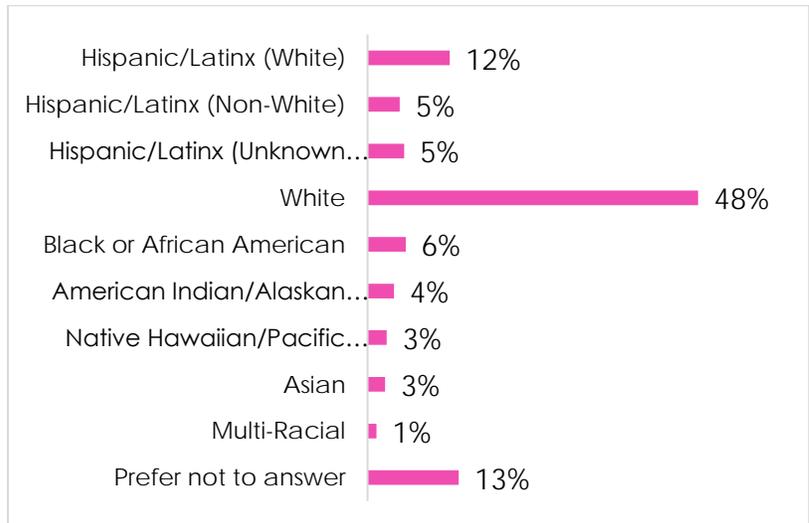
Annual Household Income by Age Bracket



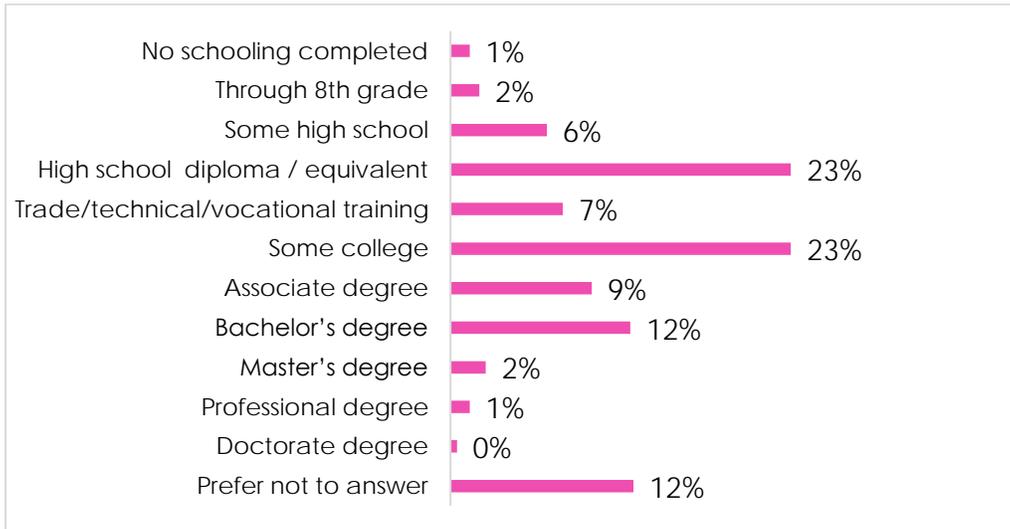
Gender



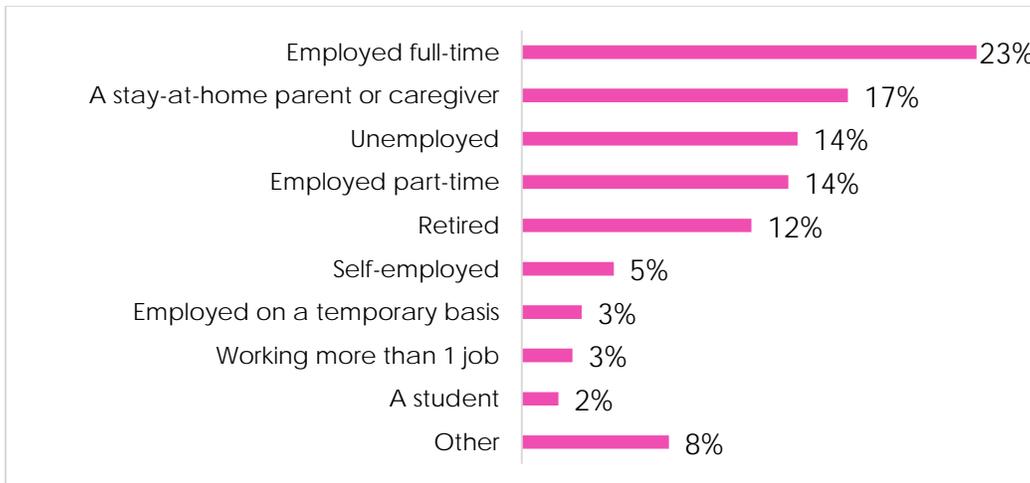
Race / Ethnicity



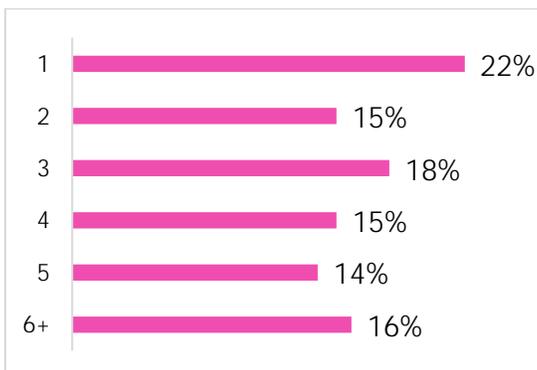
Education Level



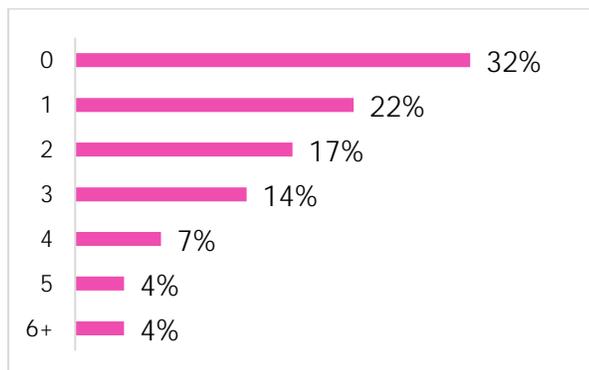
Employment Status



Household Size



Number of Children in Household



Community Assessment Process

The community needs assessment was conducted through the use of a survey developed by Cicero in collaboration with UCA, leveraging expertise from both organizations.

Timeline

The overall timeline for the community needs assessment process was as follows:

May 17, 2022	Project kickoff between UCA and Cicero
May 23, 2022	Draft survey questionnaire completed and sent to UCA for feedback
June 13, 2022	Survey questionnaire finalized and sent for translation into Spanish, Arabic, and Farsi
June 17, 2022	Partner organizations contacted to participate in survey distribution and focus groups
June 20, 2022	English and translated survey versions programmed into survey platform and tested
June 22, 2022	Survey launched
July 8, 2022	Partner organization focus group #1 conducted in-person at UCA offices
July 15, 2022	Partner organization focus group #2 conducted in hybrid format at UCA offices and via Zoom
July 18, 2022	Survey closed
July 28, 2022	Draft report provided by Cicero to UCA for feedback
August 2, 2022	Presented to and reviewed by Policy & Evaluation Committee (Subcommittee of Board of Trustees) . Unanimous recommendation to the Board of Trustees.
August 4, 2022	Final report provided to Cicero to UCA
August 16, 2022	Review and Approval by Policy Council . Unanimous approval.
August 17, 2022	Presented to and reviewed by Board of Trustees . Unanimous approval.

Methods of Data Collection

Surveys

The survey was fielded in the following manner:

- The survey was programmed and hosted by Cicero Social Impact
- The survey was in field for a period of three and a half weeks, between June 22, 2022 and July 18, 2022
- The survey was distributed to potential respondents primarily online, by UCA and its partner organizations
- A limited number of paper surveys was also fielded for certain respondent segments that would not have easy access to and / or familiarity with the technology required to respond to an online survey
- In addition to English, the survey was also available in Spanish, Arabic, and Farsi
- All respondents who successfully qualified for and completed the survey were eligible to receive an honorarium in the form of a \$15 Amazon gift card in appreciation of their time and input

571 complete responses were collected in this study; a further 58 incomplete responses collected were complete enough to be used to answer certain research questions. Of this total data set, 468 responses reported an annual household income (AHI) of no greater than 200% of the Federal Poverty Guideline (FPG), which is the population segment that comprises the primary focus of UCA's work.

Focus Groups

In addition to the survey distributed to clients across UCA's areas of service, UCA conducted two focus groups with partner organizations, aided by Cicero. The purpose of these focus groups was to gain an understanding of the needs being expressed to other organizations serving the same client populations as UCA, as well as provide a forum in which UCA and these organizations can collaborate on ways that they can better partner with each other in order to deliver interventions to clients in a more meaningful and unified manner.

The two focus group discussions centered around the following questions:

1. We see preliminary results are showing... [e.g., affordable rental housing as a big need]. How does this line up with what you are seeing and experiencing?
2. Outside of the area you're focused on, what is the biggest need you're seeing?

3. How do we give customers a better experience as a community of providers (communications, prioritization, coordination)?

Focus group attendees were in agreement with the vast majority of the preliminary survey results that were shared, especially in regard to the top community needs. Many agreed that the top four community needs must be met before individuals are able to think about additional needs (similar to Maslow's hierarchy of needs).

Regarding improving the client experience as a community of providers, a comment that resonated in one focus group surrounded ending each client interaction by asking, "What else do you need?" By doing a better job of uncovering additional needs, service providers can increase their impact on clients they serve. Additionally, to better increase coordination, representatives of the various organizations felt like they need to be more aware of other providers' services and provide more soft hand-offs. Speaking on improving communication with community members, one attendee shared how they are having success in hiring a lot of people from the communities they serve. To improve prioritization and coordination, an attendee shared how they have enjoyed when community partners rally around a certain goal (e.g., ending chronic homelessness).

UCA desired to obtain the perspectives and input of partner organizations who serve the same client populations. Two focus groups were conducted by UCA, with Cicero support primarily in presenting preliminary survey data to serve as stimulus for discussion. The first focus group was conducted on July 8, 2022 and was in-person at the UCA offices; the second was conducted a week later on July 15, 2022, and was a hybrid format with attendees participating both in-person at the UCA offices and virtually via Zoom.

The partner organizations who attended the focus groups are as follows:

Big Brothers Big Sisters	The Children's Center
Boys & Girls Club Utah	United Way of Salt Lake
Children's Service Society	University of Utah, Center for Child Care and Family Resource
Friends of the Children Utah	Utah Clean Air
Help Me Grow Utah	Utah Clean Energy
Housing Connect	Valley Behavioral Health
Salt Lake County Department of Aging & Adult Services	Voices for Utah Children
Salt Lake City Housing	Volunteers of America, Utah

Other partner agencies include school districts, Salt Lake Community College, Utah University, Catholic Community Services, The Church of Jesus Christ of Latter-Day Saints, The Road Home, Fourth Street Clinic, etc. Please see community resources on page 22 for a complete list of partner agencies.

Data Collected and Findings

Overview of the service area and recruitment areas

Demographic information for our service area along with state and national demographic information are presented for comparison purposes. UCA Main Service Area consists of Salt Lake and Tooele Counties. 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.

Population

Population change within our service area between 2000 and 2018 (the most recent year for which data are available) was 403,955 persons or 29.84%. Slightly under 30% of the total statewide population increase since 2000 is within our service area.

Population	UCA Service Area	Utah	USA	Salt Lake County	Tooele County	Weber/Davis/Morgan Counties
Total Population 2018 ACS	1,785,733	3,045,350	322,903,030	1,120,805	65,185	599,743
Total Population 2000 Census	1,381,778	2,233,169	281,421,906	898,387	40,735	442,656
Population Change 2000-2018 ACS/Census	403,955	812,181	41,481,124	222,418	24,450	157,087
	29.84%	36.37%	14.74%	24.76%	60.02%	36.04%

Data Source: US Census Bureau, American Community Survey, US Census Bureau, Decennial Census. 2014-2018.

Source geography: County

Poverty Rates Change

Poverty Rates	UCA Service Area	Utah	USA	Salt Lake County	Tooele County	Weber/Davis/Morgan Counties
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 2018	151,519	283,562	41,852,315	102,660	4,744	44,115
	6%	9.10%	12.96%	9%	6.8%	7.59%
Change in poverty rate 2000-2018	0.05%	0.30%	1.80%	0.80%	-0.50%	0.49%

Data Source: US Census Bureau, American Community Survey. 2014-2018. Source geography: County

Age and Gender

For each age category under 65, there are slightly more males (51%) than females (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 64 residing in our service area.

Age and Gender		UCA Service Area	Utah	USA	Salt Lake County	Tooele County	Weber/Davis/Morgan Counties
Age 0-4	Male	47,325 (51%)	129,503	10,146,960	44,543	2,782	35,270
	Female	45,587 (49%)	123,362	9,689,890	42,947	2,640	33,829
Age 5-17	Male	123,320 (51%)	342,624	27,438,613	114,828	8,492	94,873
	Female	117,434 (49%)	323,560	26,777,777	109,442	7,992	90,256
Age 18-64	Male	370,311 (51%)	912,546	99,617,317	351,398	18,913	249,635
	Female	361,250 (49%)	893,486	100,493,892	342,717	18,533	243,829
Age 65+	Male	49,157 (43%)	133,470	19,630,586	46,612	2,536	36,622
	Female	66,305 (57%)	172,174	27,457,281	63,156	3,149	47,781

Data Source: US Census Bureau, American Community Survey, 2014-2018. Source geography: County

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	UCA Service Area	Utah	USA	Salt Lake County	Tooele County	Weber/Davis/Morgan Counties
English	870,922	2,367,992	303,066,180	815,815	55,107	487,567
	79.7%	84.80%	78.5%	79%	92.2%	88.78%
Spanish	143,895	288,392	40,256,297	140,535	3,360	46,198
	13.2%	10.3%	13.3%	13.6%	5.6%	8.41%
Other Indo-European	30,746	54,224	11,014,379	30,023	623	7,330
	2.80%	1.90%	3.60%	2.90%	1.0%	1.33%
Asian & Pacific Island	38,006	60,761	10,570,681	37,585	421	7,131
	3.5%	2.2%	3.5%	3.6%	0.7%	1.30%
Other	9,609	21,116	3,268,328	9,357	252	947
	0.9%	0.8%	1.10%	0.90%	0.40%	0.17%

Data Source: 2018: ACS 5-Year Estimates Data Profiles

Race and Ethnicity

In the UCA main service area, 73.43% identified as White, 3.54% as Asian, 1.62% as Black or African American, 1.33% as Native Hawaiian or Other Pacific Islander, 0.70% as American Indian or Alaska Native and 3.00% as two or more races. Additionally, 16.38% of the population within the UCA main service area identified as Hispanic ethnicity.

Race and Ethnicity	UCA Service Area	Utah	USA	Salt Lake County	Tooele County	Weber/Davis/Morgan Counties
White	946,014	2,632,056	234,904,818	887,562	58,452	538,210
Black or African American	20,883	35,862	40,916,113	20,539	344	7,307
American Indian or Alaskan Native	9,034	32,657	2,699,073	8,616	418	3,174
Asian	45,548	69,810	17,574,550	45,043	505	8,955
Native Hawaiian or Other Pacific Islander	17,090	27,096	582,718	16,723	367	2,847
Mixed Race	38,699	89,879	10,435,797	36,666	2,033	20,266

Data Source: 2018: ACS 5-Year Estimates Data Profiles

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 \$23.15/hr in order to afford a two-bedroom apartment (average rent=\$1,204/mo. National Low Income Housing Coalition). With the shortage of affordable housing, many families are experiencing housing instability. In the 2022 Point in Time homelessness count, 636 individuals in households with minors were identified. Approximately half of minors in homeless families in Salt Lake County are under five (Office of Childcare "Homeless Children in Care" 2013).

Housing	UCA Service Area	Utah	USA	Salt Lake County	Tooele County	Weber/Davis/Morgan Counties	
Total Housing Units	502,335	1,066,131	136,384,292	390,308	21,417	90,610	
Vacant Residential Addresses	47,775 (10.17%)	108,512 (10.18%)	16,654,164 (12.21%)	4,315 (1.11%)	186 (0.87%)	20,879 (23.04%)	
Housing Units without Plumbing (2018)	2,114 (0.25%)	3,016 (0.31%)	472,098 (0.39%)	1,167 (0.32%)	52 (0.26%)	349 (0.42%)	
Evictions	Eviction Filings	6,212	6,590	2,350,042	3,568	156	911
	Evictions	2,530 (1.09%)	2,787 (0.93%)	898,479 (2.34%)	1,813 (1.41%)	52 (1.06%)	190 (0.78%)

Data Source: US Department of Housing and Urban Development. 2019-Q2. Source geography: County. TableID: DP04 (2018: ACS 5-Year Estimates Subject Tables)

Transportation

Transportation is essential to access employment opportunities, education, health and social services. The inconvenience and lack of reliability of public transportation, limited public transportation choices, and cost of owning and operating a vehicle are barriers within Salt Lake and Tooele Counties.

Type of Transportation	UCA Service Area	Utah	USA	Salt Lake County	Tooele County	Weber/Davis/Morgan Counties
Workers 16 & up	624,413	1,433,444	150,571,044	569,309	28,546	281,492
Drive Alone	74.9%	76%	76.4%	74.9%	74.9%	41.4%
Carpool	11.7%	11.2%	9.1%	11.5%	16.3%	5.8%
Public Transportation	3.7%	2.5%	5%	3.8%	1.5%	0.8%
Bicycle or Walk	5.7%	3.2%	3.3%	3.1%	1.9%	0.9%
Taxi or Other	0.9%	1.0%	1.2%	0.9%	0.6%	0.5%
Work at Home	5.8%	6.2%	4.9%	5.9%	4.8%	2.5%
Average Commute Time (minutes)	25.5	21.7	26.6	22.2	28.8	24.1

Data Source: American Community Survey, 2018. (2018: ACS 5-Year Estimates Subject Tables) S0801: Commuting Characteristics by Sex)

- Utah Transit Authority (UTA) provides various transportation services in Utah, including buses, light rails (Trax), commuter rails (Frontrunner), and Paratransit. UTA offers discount passes, bicycle storage options, Carpool, Vanpool, and GreenBike alternative commuter programs. Reduced fare FAREPAY card offered for qualified people with disabilities and adults over age 65.
- Salt Lake City Transportation provides programs to make public transit in Salt Lake City more affordable and convenient, including the HIVE Pass, dockless e-scooter pilot program, and bike sharing program.
- Salt Lake County Aging & Adult Services Rides for Wellness Program provides rides to adults 60 years of age and older to essential medical appointments.
- Tooele County provides public transportation services including the Medical Shuttle, Senior Transportation, On-Demand service, UTA F-400, F-402, and F-453 to suit the needs of the community.
- Tooele County Aging Services Transportation Assistance provides FLEX routes services for seniors, enabling elderly riders to increase flexibility and convenience. This program includes curbside drop-off and pick-up as well as limited route deviation on public transportation.

Employment

Employment and income remain primary predictors of poverty. Utah's rates of unemployment (2.0%) are low compared to the national average (3.6%). June 2022 Current County Labor Force Components.

Employment	UCA Service Area	Utah	USA	Salt Lake County	Tooele County	Weber/Davis/Morgan Counties
Labor Force	710,682	1,728,771	164,023,000	672,882	37,800	225,612
Number Employed	696,480	1,693,835	158,111,000	659,514	36,966	319,106
Number Unemployed	14,202	34,936	5,912,000	13,368	834	6,506
Unemployment Rate	4.2%	2.0%	3.6%	2.0%	2.2%	5.8%

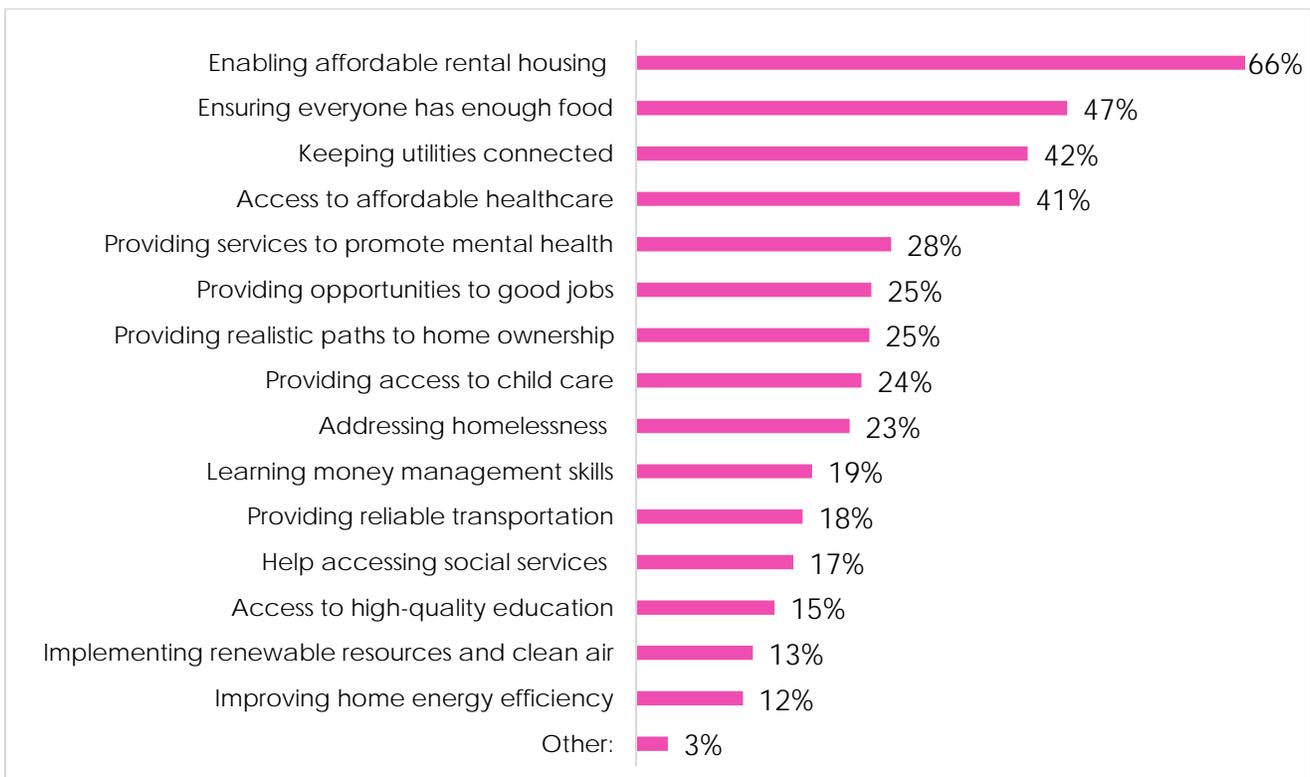
Data Source: Current County Labor Force Components (jobs.utah.gov) accessed 08/04/2022

Data Collected and Findings: Areas of Greatest Need

Aligning with the basic necessities, clients mention the following as the community's top current needs:

- Affordable rental housing – 66% of respondents list this in their top five community needs
- Food security – 47%
- Keeping utilities connected – 42%
- Access to affordable healthcare – 41%

Percentage of clients who perceive a need to be in top five facing their community
(Which of the following are the most important needs in your community? Select up to 5.)



Other areas of high need include mental health services (28%), providing opportunities for good jobs (25%), and providing realistic paths to home ownership (25%)

Top community needs do not vary significantly by income level, with one exception

- The 151-200% income level individuals deprioritize keeping utilities connected for mental health services, opportunities for good jobs, and providing realistic paths to home ownership

Top individual needs vary significantly by household income and age

- Assistance with utilities (zero income – 67%, 1-50% group – 72%), providing opportunities for good jobs (62%, 57%), providing reliable transportation (44%, 45%), and mental health services (47%, 52%) are significant individual needs at a much higher rate for zero income and 1-50% income clients compared to higher income groups
- Individuals in the 18-25 year old group report enabling affordable rental housing, having access to affordable healthcare, and providing opportunities for good jobs as significant individual needs at higher rates

COVID-19's impact on clients was felt most in their inability to find a job; among those who experienced this, 85% felt COVID-19 either caused or made the experience worse. Additionally, clients' increase in household size (84%), not having enough food (84%), and their mental health issues (84%) were all impacted.

- Pre-existing issues in regard to finding child care were made worse by COVID-19 at a very high frequency (66%)

Employment-related issues over the last 12 months differ by age and household income

- The 18-25 year old group experienced job loss (44%) and the inability to find a job (54%) much more frequently compared to other age groups
- The older groups more often were unable to work due to injury and illness (59%)
- Those under the 50% household income level often experienced being unable to work due to injury and illness (zero income – 37%, 1-50% group – 44%)

Housing-related issues over the last 12 months differ by age and household income

- The 46-55 age group expressed fear of losing housing (78%) at a much higher frequency than other age groups
- An increase in household size due to housing instability appeared to impact those in the 51-100% income group (27% impacted) and 151-200% household income group (21% impacted) more so than the zero income and 1-50% household income groups

Health-related issues over the last 12 months differ by age and household income

- Having experienced a mental health issue was relatively consistent across household income level and only saw a slight spike in the 46-55 age group when looking at age (48%)
- Individuals in either the 36-45 or 46-55 age group experienced not having enough food or groceries to meet their family's needs at a higher frequency (36-45: 45%, 46-55: 48%) than other age groups

For **family-related issues**, the 18-25 year old group experienced an increase in household size due to housing instability at a much higher frequency (39%) than their older counterparts

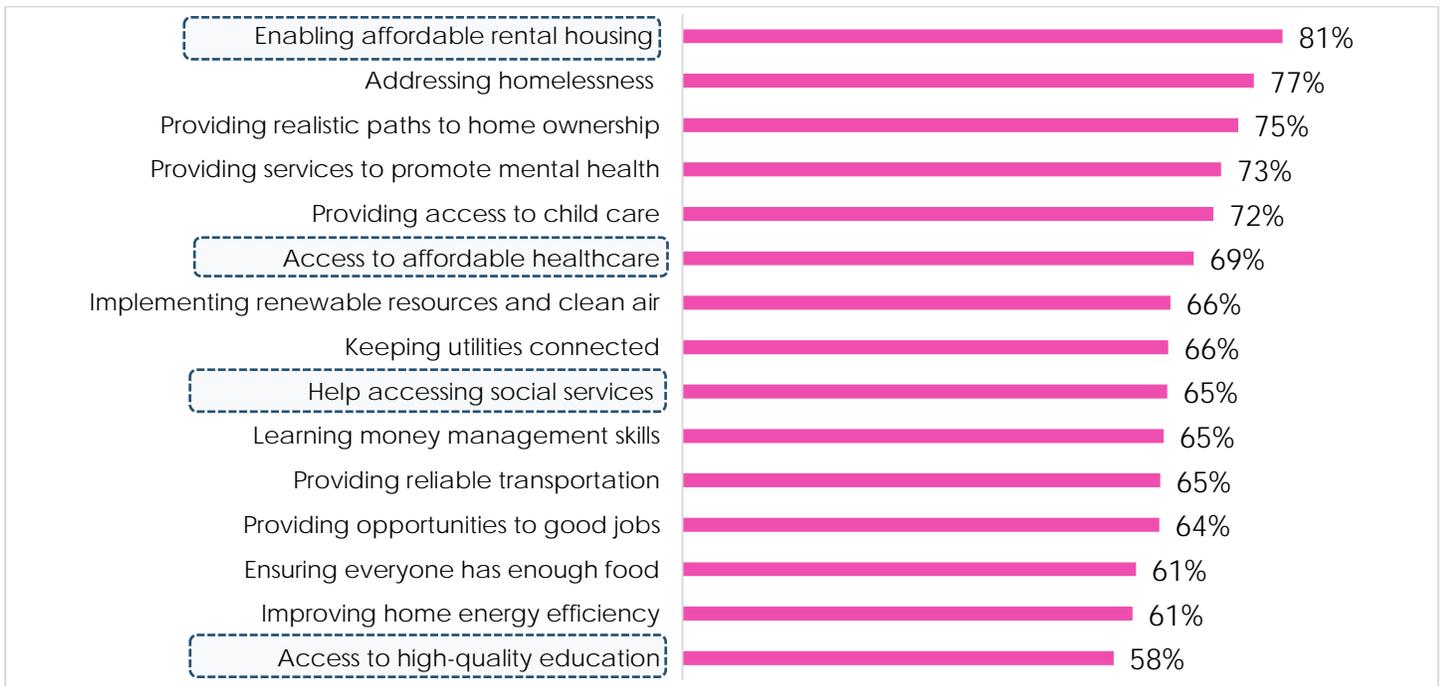
See page 46 for further data analysis on areas of greatest need

Data Collected and Findings: Availability of Support Services

Housing-related supports are perceived as being severely lacking (81%), with the other top areas of lacking support being in services aimed to address homelessness (77%), mental health (73%), and child care (72%)

Reported insufficient (not enough or no) support available for community needs

(For each of the following, do you believe there are enough supports/services in the community to meet that need?)



 Represents a top four community need

Those in the zero-income group use **food stamps** (76%) and food pantries (49%) much more often than those in higher income groups; they also don't feel as strongly that the services and supports in food security are lacking.

Mental health services are increasingly perceived as lacking in availability as income increases (between 73%-77% lacking for groups with income in the 51-200% range). This is perhaps a result of shifting priorities as more immediate needs such as housing are becoming less urgent of a concern.

The 46-55 and 56-65 age groups perceive support and services for affordable rental housing to be most lacking (46-55: 92%, 55-65: 91%), compared to other age groups. Additionally, these age groups perceive a lack of support for providing **reliable transportation** and **mental health services** at much higher rates than other age groups.

The **services that were most commonly received** by clients address three of the top four community needs reported: food security (47%), utility assistance (39%), and rent assistance (37%)

- However, significant numbers of clients reported that they had need of these services and were not able to receive them (25% on average across the three needs)
- The top reported **reason for why needs are being left unaddressed** is that the client **did not qualify** for the service (39%), followed by clients not knowing where/how to access the services they need and feeling anxiety/embarrassment about accessing services

See page 67 for further data analysis on availability of support services

Data Collected and Findings: Quality of Support Services

Reported insufficient (somewhat poor or very poor) support quality for community needs
(For each need, how would you rate the services that address this need?)



 Represents a top four community need

Mirroring the findings related to the availability of support services, clients rate rental housing-related services most unfavorably in terms of **service quality** (62%), followed by services related to home ownership (51%), homelessness (50%), and mental health (47%)

The services addressing food security and keeping utilities connected, two of the top community needs, have a relatively positive perception of service quality (food security: 38% positive, utility assistance: 31% positive).

Over half of the 1-50% income group have negative perceptions of mental health service quality (57%)

Mental health services are perceived to be of especially poor quality by clients in the 56-65 age group (64%)

Head Start services have a perception of doing a great job at completely addressing needs (57%), followed by rent assistance (49%) and WIC (46%)

Substance use treatment (60%), transitional services (55%), and emergency shelters (56%) are reported as having the highest rates in not addressing users' needs

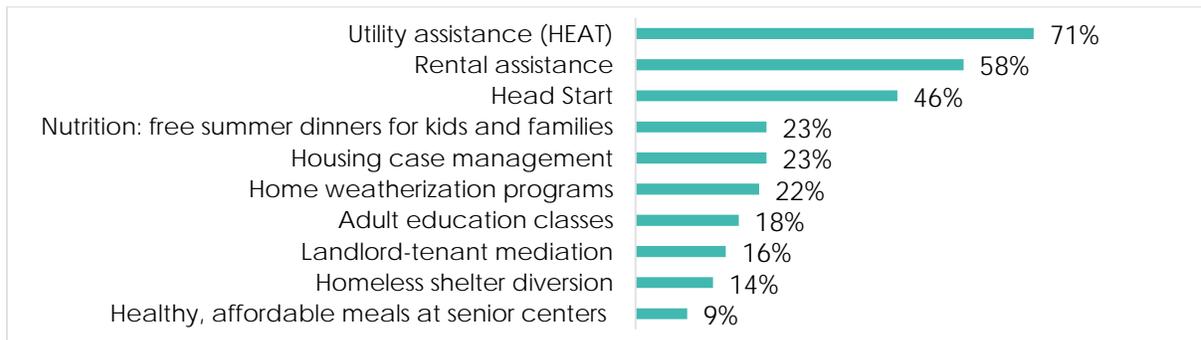
The most commonly reported factor hindering the delivery of service to clients is waitlists (27%)

See page 75 for further data analysis on quality of support services

Data Collected and Findings: UCA Awareness and Preferences of Communication Methods

Total community awareness of UCA is difficult to quantify as a good percentage of survey respondents were clients of UCA. With this in mind, 78% of those surveyed were aware of UCA.

(Which of the following Utah Community Action programs do you know about? [Only asked of the clients who previously stated they were familiar with Utah Community Action])



- The **overall perception of UCA programs is positive** and is most positive for: nutrition - free summer dinners for kids and families (82%), Head Start (79%), healthy meals at senior centers (75%), and utility assistance (HEAT) (72%)
- **Email is the preferred method** for clients to communicate with their service provider (63%), followed by phone (44%); social media is disliked by a good percentage of clients (35%)

Data Review and Analysis

Greatest Areas of Need

Following closely to Maslow's hierarchy of needs, community members mention the following as the community's top current needs: shelter (affordable rental housing), food security, keeping utilities connected, and affordable healthcare. These top four community needs are relatively consistent across the various age groups. However, the 18-25 year old group had three different needs in their top four, which included providing opportunities for good jobs, access to child care, and services for mental health. Enabling affordable rental housing was the top community need by a significant margin, regardless of household income level (under the 200% level). Clients' individual needs align with community needs pretty closely, with the top four remaining the same and the order only changing slightly: access to affordable health care increased to the 2nd spot. Just behind these top four needs are the personal needs surrounding opportunities for good jobs, realistic paths to home ownership, and providing services for mental health.

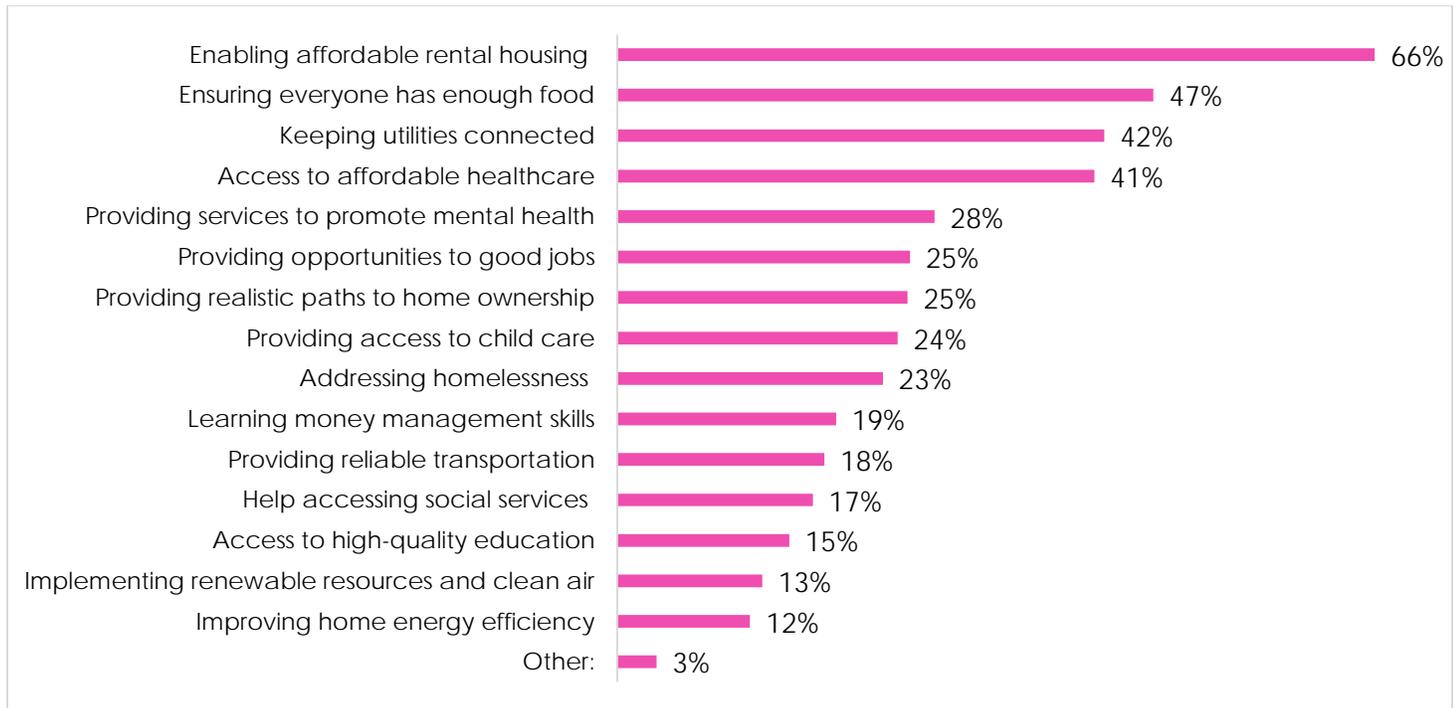
Experiences in last 12 months

- *Employment:* The 18-25 age group experienced job loss and the inability to find a job much more frequently compared to other age groups. The older groups more often were unable to work due to injury and illness. Those under the 50% household income level often experienced being unable to work due to injury and illness.
- *Housing:* The 46-55 age group expressed fear of losing housing at a much higher frequency than other age groups. An increase in household size due to the housing instability impacted those in 51-100% and 151-200% household income groups more so than the zero income and 1-50% household income groups. Homelessness was experienced by mostly individuals in the 100% household income level and below.
- *Health:* Having experienced a mental health issue was relatively consistent across household income level and only saw a slight spike in the 46-55 age group when looking at age. Individuals in either the 36-45 or 46-55 age group experienced not having enough food or groceries to meet their family's needs at a higher frequency than other age groups.
- *Family:* Having experienced a family member incarcerated and experienced abuse in the household were both experienced most often by those in the zero income group. The 18-25 age group experienced an increase in household size due to housing instability at a much higher frequency than their older counterparts.

Note: The above subcategories are disaggregated by ethnicity and race in the body of the report.

COVID-19's impact on clients was felt most in their inability to find a job; among those who experienced this, 85% felt COVID-19 either caused or made their experience worse. Additionally, clients' increase in household size (84%), not having enough food (84%), and their mental health issues (84%) were all impacted. Pre-existing issues in regard to finding child care were made worse by COVID-19 at a very high frequency (66%).

Figure 1: Percentage of clients who perceive a need to be in top five facing their community
 (Which of the following are the most important needs in your community? Select up to 5.)



There is a clear difference in what is perceived to be the most urgent needs among clients – affordable rental housing, food security, maintaining utilities, and access to healthcare are all listed as being a top five community need by at least 41% of survey participants. Speaking to the need of affordable rental housing, many focus group participants agreed; A representative from Children’s Service Society shared, “Rental housing and ownership is so hard right now. I’m not surprised to see this as the top issue. There has been a lot of discussion on this, but there isn’t an apparent solution. Housing impacts everything. Lack of housing is very detrimental to families.” A representative from Housing Connect



“Rental housing and ownership is so hard right now. I’m not surprised to see this as the top issue. There has been a lot of discussion on this, but there isn’t an apparent solution. Housing impacts everything. Lack of housing is very detrimental to families.”

-Representative from the Children’s Service Society

agreed, “It’s not surprising to see rental housing as a huge need. We have long waitlists for rental housing.”

There is then a clear drop in urgency to the next most cited need of mental health services at 28%. Along with mental health services, there is a natural grouping of “second-tier” needs: job opportunities, paths to home ownership, child care, and reducing homelessness. The needs at the bottom of the list are still important for the community to address, but their perceived importance pales in comparison to the top four needs mentioned.

Root Causes of Poverty

What is clear in the findings is that when the root causes of poverty are unaddressed, higher order needs fall in significance. When individuals express need for food, housing or healthcare, they are much less likely to consider money management skills or quality education as important needs. Education and wealth management are attributes associated with social mobility, so individuals in poverty are more likely to remain in poverty when those root causes are unaddressed.

Additionally, social injustice is a significant root cause of poverty. The differences in responses based on race or ethnicity highlight systemic inequity as a major factor affecting poverty. For example, the most common health-related issue over the past 12 months for individuals identifying as White or Caucasian is “experienced a mental health issue.” For all other races and ethnicities, the most common health-related issue is “not enough groceries to meet needs.” Similarly, when looking at employment-related issues, individuals identifying as Hispanic or Latinx most commonly cited lack of affordable child care. This issue did not appear in the top three employment-related issues for individuals of other races or ethnicities, perhaps highlighting the greater likelihood of Hispanic or Latinx individuals working in labor-intensive, in-person jobs where they have no option to work remote. These discrepancies are seen across all issue areas. When it comes to family-related issues, 55% of non-White Latinx identifying individuals cite “lack of needed technology” as their highest concern; whereas only 24% of White/Caucasian individuals cited it in their top three issues.

Additional root causes of poverty include lack of infrastructure, inflation, and lack of government support. In this community needs assessment, we see these three causes most significantly in the lack of affordable housing. This was cited as the number one need across the entire community, and 81% of all respondents also said we have not enough or no support for housing. Without government and private sector support of critical housing infrastructure, the root causes of poverty will remain unaddressed. Additional unmet infrastructure needs include: internet access or technology; transportation; and child care. Without these needs being met, individuals will continue to struggle accessing educational opportunities and finding or sustaining employment. This substantially increases the likelihood of continuing the cycle of poverty.

Age-Specific Insights: Meaningful differences exist in the perceptions surrounding the top community needs across the various age groups. See the table below (figure 2) for more details.

Figure 2: Top four issues by percentage for each of the age groups
(Which of the following are the most important needs in your community? Select up to 5.)

Age Group						
18-25	26-35	36-45	46-55	56-65	66-75	76-85
Enabling affordable rental housing 56%	Enabling affordable rental housing 66%	Enabling affordable rental housing 68%	Enabling affordable rental housing 69%	Enabling affordable rental housing 83%	Ensuring everyone has enough food 67%	Ensuring everyone has enough food 68%
Providing opportunities for good jobs 39%	Ensuring everyone has enough food 43%	Keeping utilities connected 47%	Access to affordable healthcare 55%	Keeping utilities connected 57%	Access to affordable healthcare 62%	Access to affordable healthcare 64%
Access to child care 39%	Keeping utilities connected 42%	Ensuring everyone has enough food 41%	Keeping utilities connected 45%	Ensuring everyone has enough food 57%	Enabling affordable rental housing 56%	Enabling affordable rental housing 48%
Providing services to promote mental health 39%	Access to child care 38%	Access to affordable healthcare 37%	Addressing homelessness 45%	Access to affordable healthcare 53%	Keeping utilities connected 42%	Addressing homelessness 32%

Top four needs (listed from highest to lowest percentage) for each age group. The top four overall needs are highlighted in the same color to allow for quick analysis.

Compared to older age groups, one-fifth more individuals in the younger age groups of 18-25 and 26-35 perceive access to child care as a top community need (39% of individuals in these younger age groups). For having access to affordable rental housing, the need is particularly pronounced between the ages of 26-65, with the 56-65 age group listing it at an astonishingly high frequency: 83% of clients in this age group.

Household Income-Specific Insights: Clients in the various household income brackets have different perceptions of the relative importance of community needs. Trends between adjacent household income brackets were somewhat not readily apparent, but the comparison of lower income households, 1-50% poverty level, with a higher income group, 151-200% poverty level, illuminates existing perception differences of community needs between income groups. The next two visualizations highlight these differences.

Figure 3: Overall top four community needs, by household income

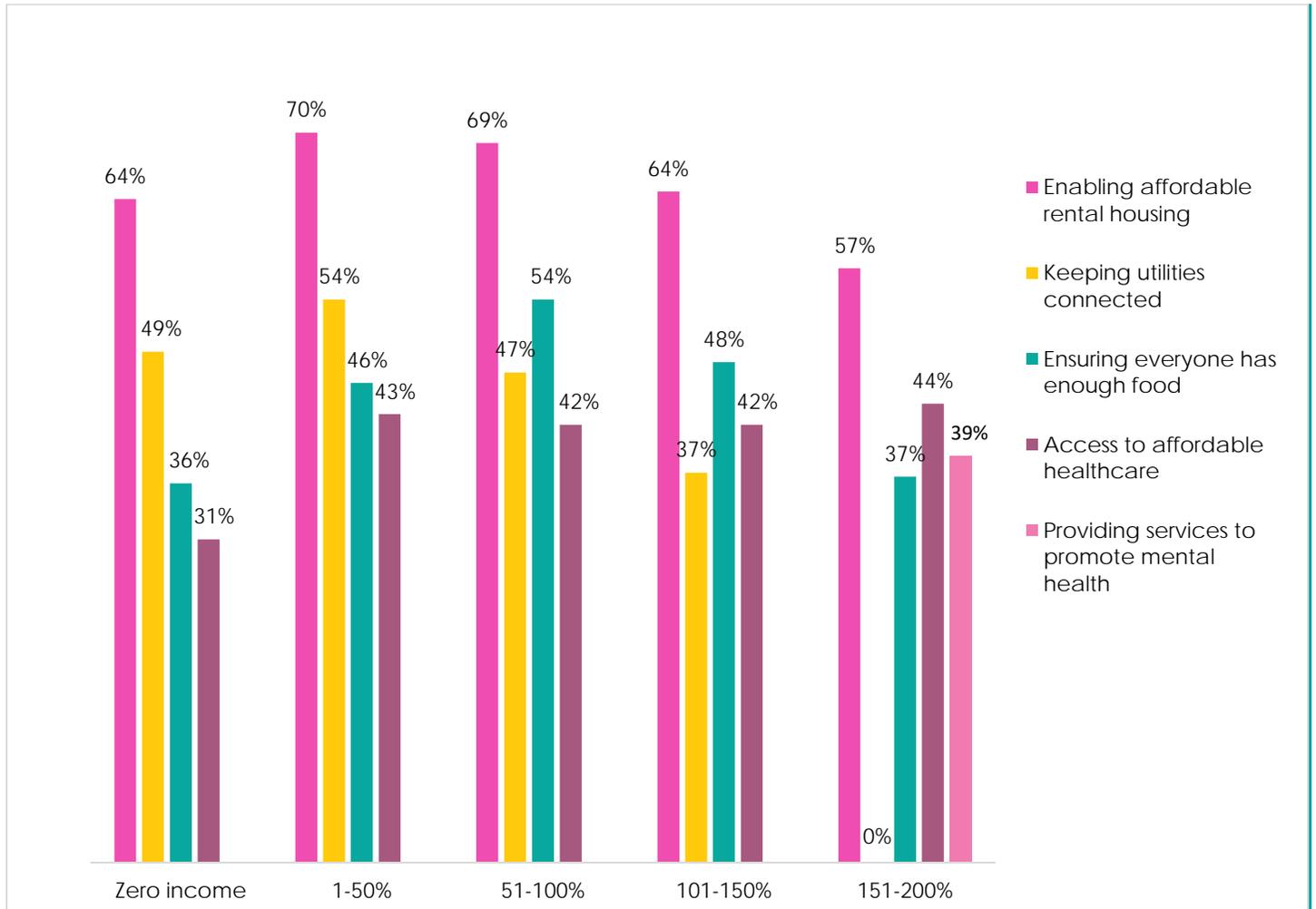
(Which of the following are the most important needs in your community? Select up to 5.)



The top overall need, enabling affordable rental housing, is perceived as a top need more frequently by those in the lower income brackets and begins to taper off slightly at the 151-200% income level. A representative from Utah Clean Energy shared how they had “recently met with a community chair member, and they discussed how potentially two-thirds of clients are in threat of displacement.”

The need of keeping utilities connected is listed as a top need for over half of those in the zero income or 1-50% income bracket and then steadily drops to less than one-quarter for those in the 151-200% higher household income. On the flip side, the frequency that access to affordable healthcare is mentioned steadily increases as household income rises (we shouldn’t mistake this for a causal relationship). Similarly, providing services to promote mental health and providing realistic paths to home ownership were other needs that increased in percentage when comparing the lowest income brackets to household income brackets of 101-150% and 151-200%.

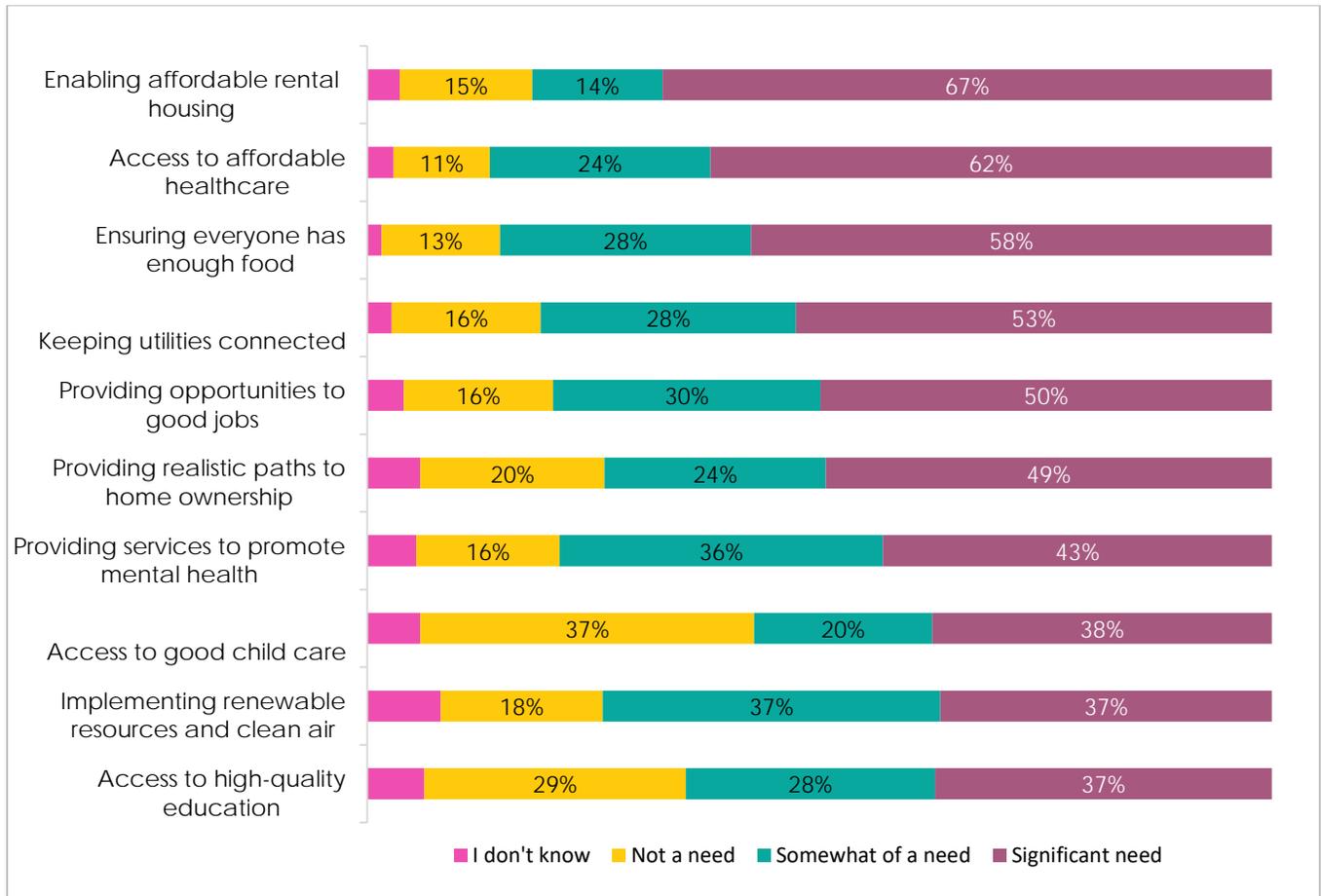
Figure 4: Top four community needs for each income bracket, by household income
 (Which of the following are the most important needs in your community? Select up to 5.)



Top four community needs are consistent across the first four household income groups and only change slightly at the 151-200% level. Individuals in the 151-200% poverty level and above emphasize other community needs such as providing services to mental health over more foundational needs like keeping utilities connected. Needs like providing opportunities to good jobs and providing realistic paths to home ownership were at their highest levels for the 151-200% group and saw a steady increase from the zero-income level.

After looking at preliminary survey results shared in a focus group, a representative from Utah Clean Energy shared how they “filled out the survey and they were not surprised by the top four or five community needs.”

Figure 5: Percentage of clients who personally experience a need
 (How significant of a need is each of the following for you or a member of your household?)



When changing the conversation ever so slightly to discuss personal needs instead of community needs, this grouping of top needs remains the same, although the order changes slightly. Access to affordable healthcare overtakes food security as the second highest need, based on the percentage of individuals who list it as a significant personal need.

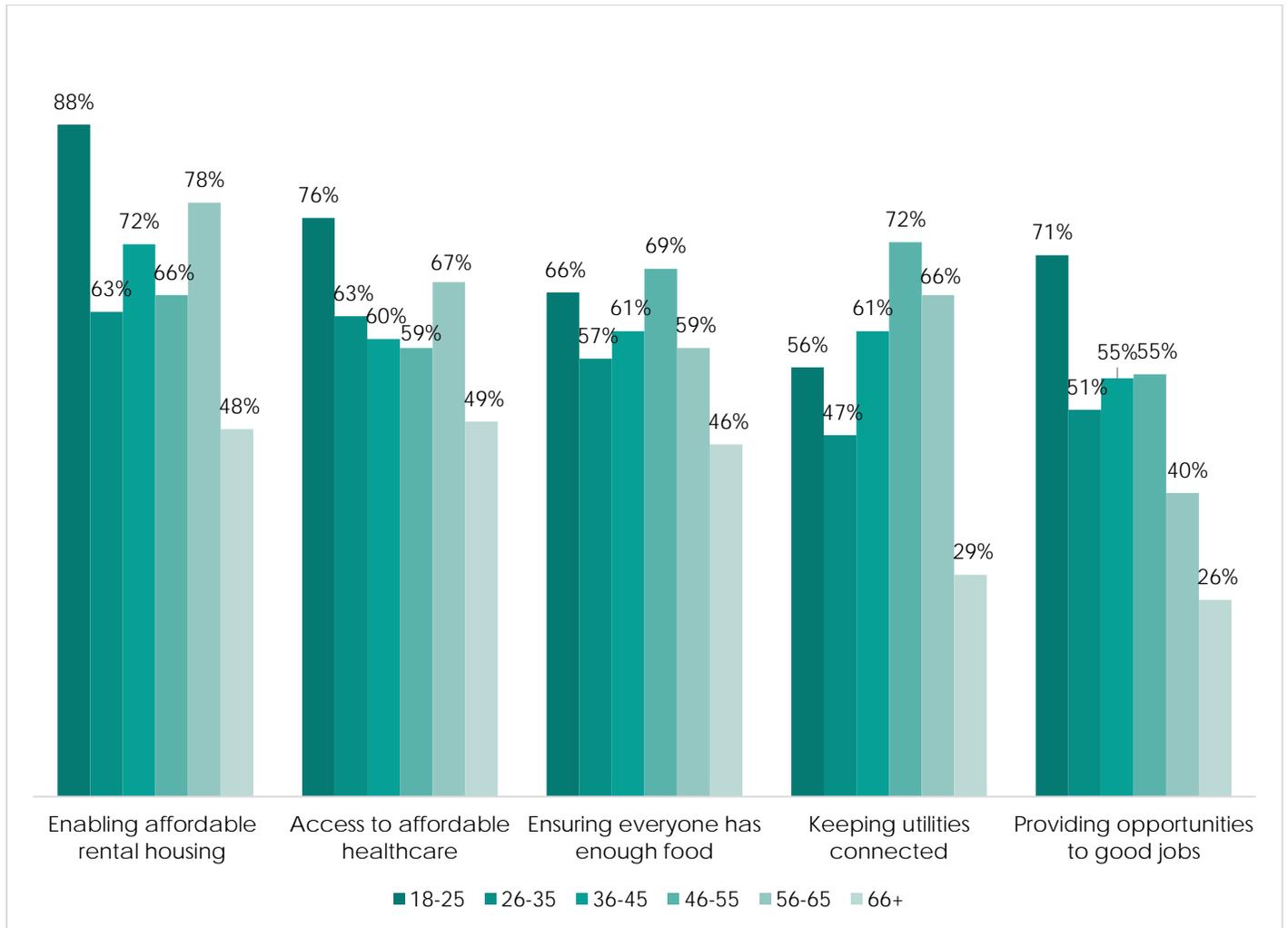
“Receiving mental health help requires continued engagement. Those top four needs (affordable rental housing, affordable healthcare, food security, and utilities assistance) need to be met in order for this continued engagement to be possible.”

-The Children’s Center Utah Representative

A representative from The Children's Center shared in a focus group, “Receiving mental health help requires continued engagement. Those top four needs (affordable rental housing, affordable healthcare, food security, and utilities assistance) need to be met in order for this continued engagement to be possible.”

Age-Specific Insights: Just under three-fourths of clients in the 18-25-year-old age group consider providing opportunities to good jobs as a significant need, compared to the average: 50%. Enabling affordable rental housing is a particularly significant issue for 18-25-year-olds, as 88% of this group listed this need as a significant personal need.

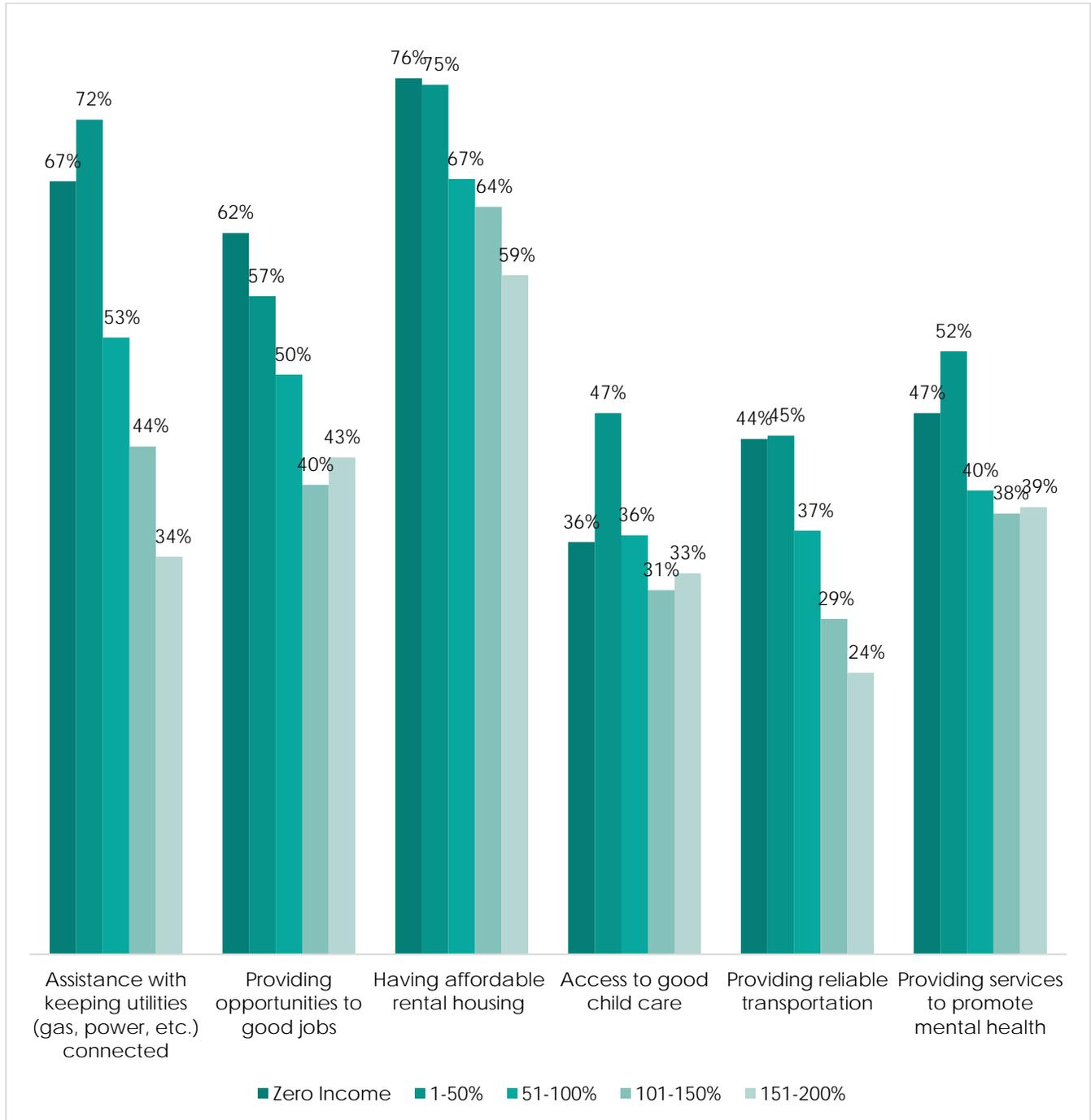
Figure 6: Top five needs by percentage who listed the need as “significant”, by age
(How significant of a need is each of the following for you or a member of your household?)



Just outside the top five personal needs listed above, we have the sixth largest need of providing realistic paths to home ownership, which had 49% of all clients say it was a significant personal need. Not surprisingly, this need is most pronounced for those between the ages of 18-55, as we see a drop off in the 56-65 age group for this need. Access to good child care is also considered significant by mostly younger age groups. Providing reliable transportation is considered a significant personal need most frequently by the 18-25 and 66-75 age groups.

Household Income-Specific Insights: Providing reliable transportation is considered a significant need at a higher rate for zero income and 1-50% income individuals (44% and 45%), compared to individuals in a higher income bracket. Other needs, including assistance with utilities, providing opportunities to good jobs, and mental health services are more pronounced for those in lower income groups.

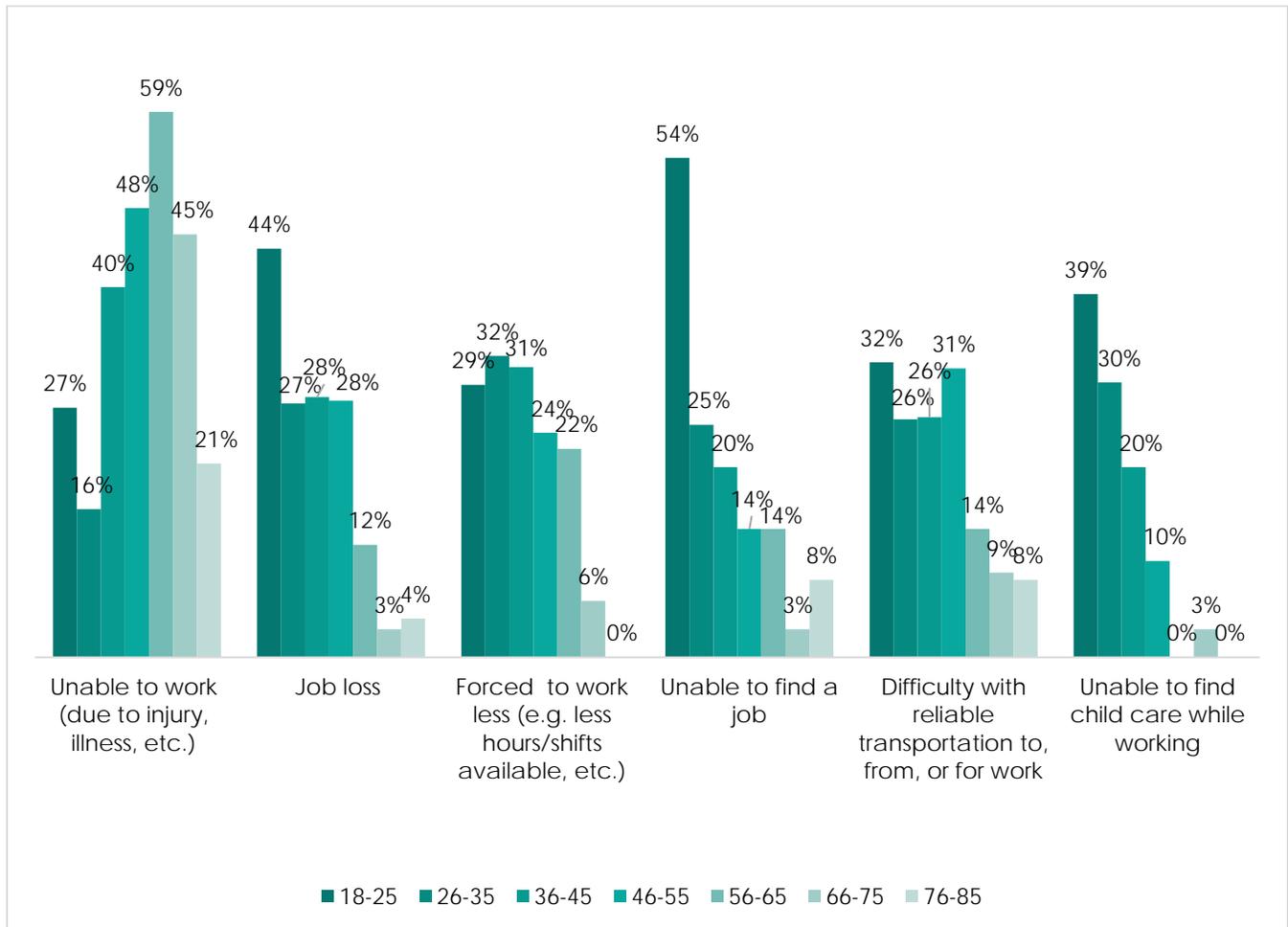
Figure 7: Individual needs by percentage who listed the need as “significant”, by household income
(How significant of a need is each of the following for you or a member of your household?)



We now transition into looking deeply at the employment-related experiences clients have had in the last twelve months.

Figure 8: Employment-related issues, by age

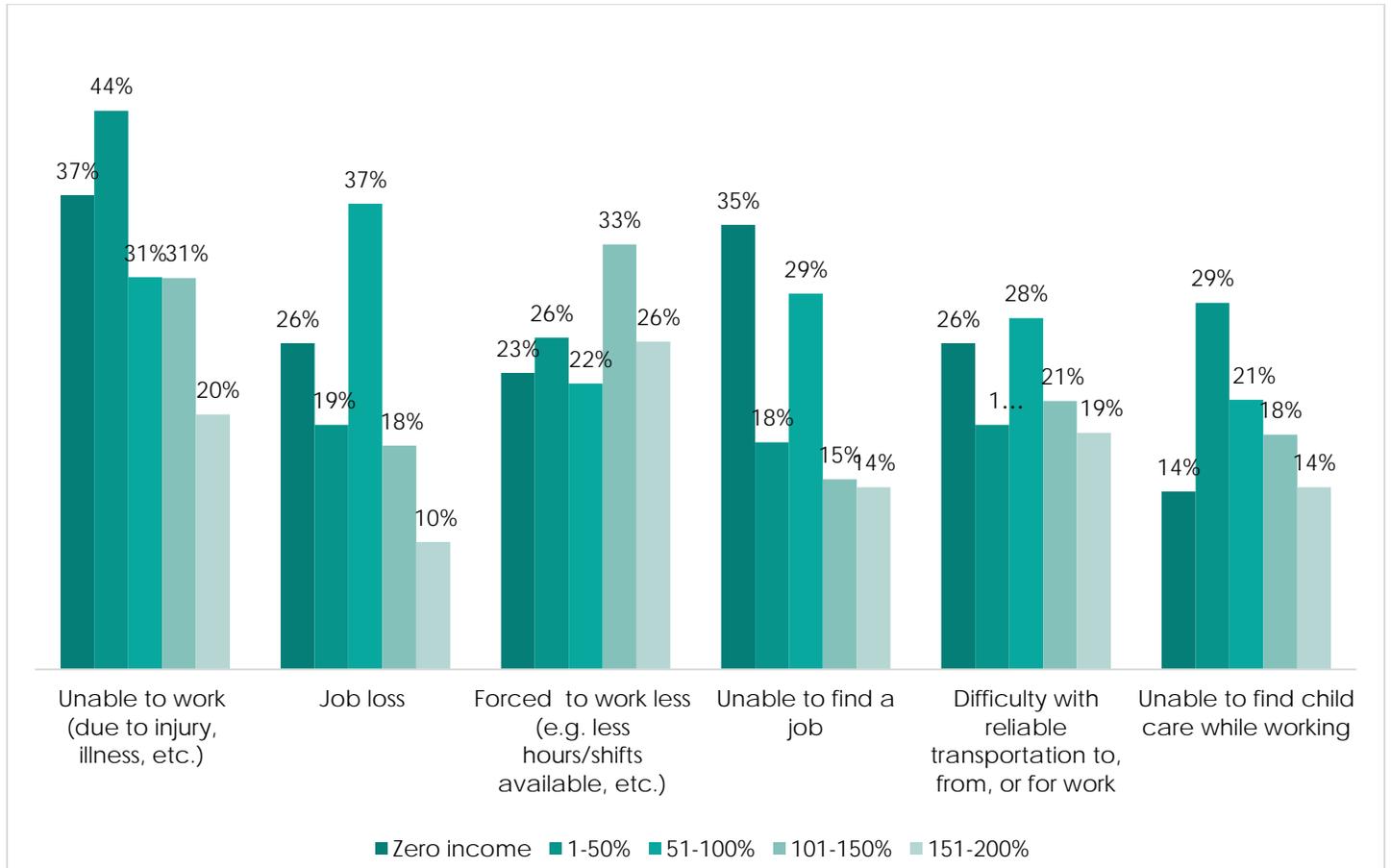
(Have you or any member of your household experienced any of the following employment-related issues in the last 12 months?)



The younger demographic has been affected more by job loss and an inability to find a job, whereas more individuals in an older age group share how they have been unable to work due to injury, illness, etc. Not surprisingly, the younger age groups are more likely to need help finding child care while working.

Figure 9: Employment-related issues, by household income

(Have you or any member of your household experienced any of the following employment-related issues in the last 12 months?)



Those in the lower household income brackets have experienced an inability to work due to injury, illness, etc. more frequently than those in higher income brackets. Those in the 51-100% household income bracket have experienced more job loss in the last 12 months in their household than other income groups. Inability to find child care while working appears to be a particular issue for those in the 1-50% household income level. Individuals in the 101-200% household income levels have been forced to work less (less hours/shift available, etc.) more often than their counterparts in lower household income brackets.

Figure 10: Employment-related issues, by ethnicity and race

(Have you or any member of your household experienced any of the following employment-related issues in the last 12 months?)

Ethnicity	Hispanic/Latinx			Non-Hispanic/Latinx					
	White or Caucasian	Non-White or Caucasian	Unknown	White or Caucasian	Asian*	Black or African American	American Indian/Alaskan Indian	Native Hawaiian/Pacific Islander*	Unknown
Highest Issue	Unable to find child care 35%	Job loss 59%	Unable to find child care 40%	Unable to work (injury, illness) 36%	Forced to work less 58%	Unable to find a job 50%	Unable to find a job 33%	Unable to work (injury, illness) 46%	Unable to work (injury, illness) 30%
2nd Highest Issue	Forced to work less 32%	Unable to find a job 50%	Unable to find a job 24%	Forced to work less 23%	Unable to work (injury, illness) 33%	Job loss 46%	Unable to work (injury, illness) 28%	Forced to work less 46%	Job loss 28%
3rd Highest Issue	Difficulty w/ reliable transportation 30%	Difficulty w/ reliable transportation 41%	Difficulty w/ reliable transportation 24%	Difficulty w/ reliable transportation 19%	Job loss 25%	Unable to work (injury, illness) 38%	Job loss & Forced to work less 22%	Difficulty w/ reliable transportation 38%	Difficulty w/ reliable transportation 24%

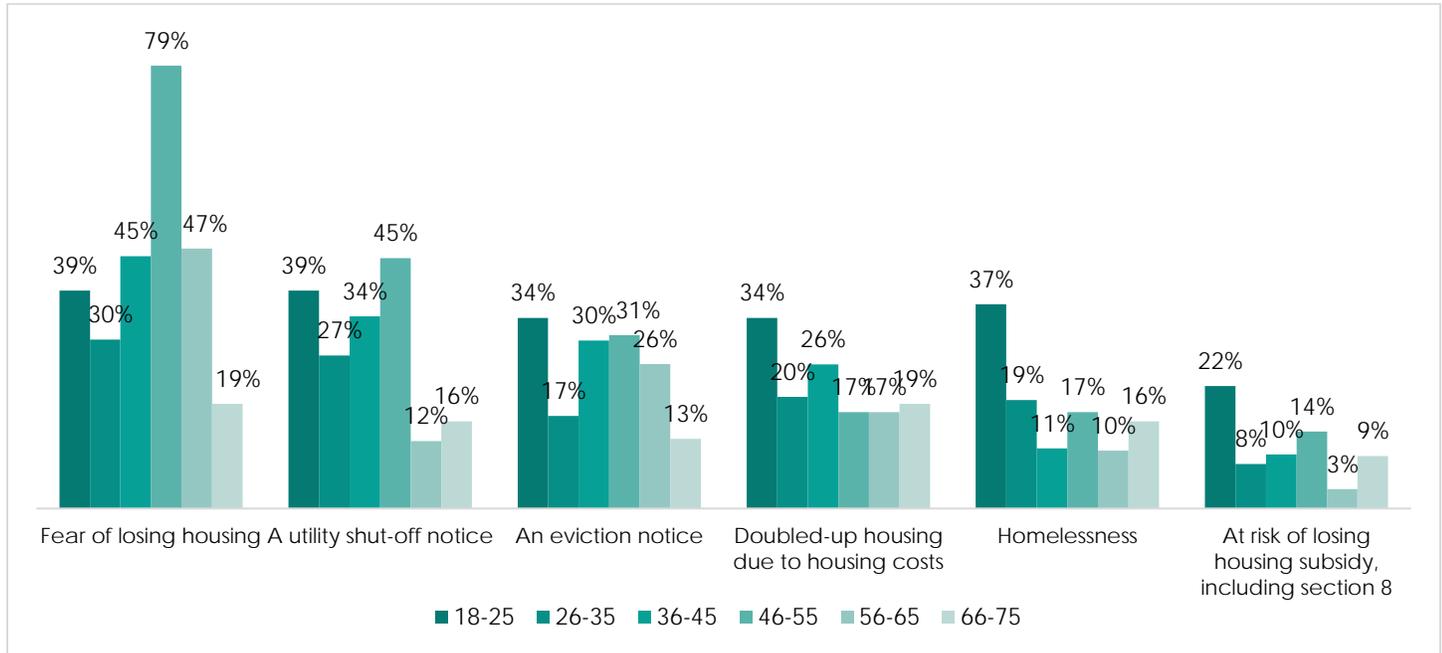
N counts for ethnicity/race groups from left to right (57, 22, 25, 224, 12, 26, 18, 13*, 50). N counts were too small for Non-Hispanic & Multi-racial to be included (n = 6).*

Certain ethnicities and races appear to have faced different challenges over the last twelve months. Job loss for either the respondent or a member of their household was most prominent for non-White Hispanic/Latinx and non-Hispanic Black or African American clients. Hispanic/Latinx clients brought up the inability to find child care much more frequently than non-Hispanic/Latinx clients. Difficulty with reliable transportation was consistently a third highest issue, although the percentages often lagged the top two issues by meaningful margins.

We now transition into a deep look at the experiences clients have had related to housing over the last twelve months.

Figure 11: Housing-related issues, by age

(Have you or any member of your household experienced any of the following housing-related issues in the last 12 months?)



While having a much smaller sample size (n=28) than other age groups, the 46-55 age group expressed fear of losing housing at a much higher frequency than other age groups. The 18-25-year-old group shared how they have experienced doubled-up housing, homelessness, and being at risk of losing housing subsidy, more often than the other age groups.

Figure 12: Housing-related issues, by household income

(Have you or any member of your household experienced any of the following housing-related issues in the last 12 months?)



Figure 13: Housing-related issues, by ethnicity and race

(Have you or any member of your household experienced any of the following housing-related issues in the last 12 months?)

Ethnicity	Hispanic/Latinx			Non-Hispanic/Latinx					
	Race	White or Caucasian	Non-White or Caucasian	Unknown	White or Caucasian	Asian	Black or African American	American Indian/Alaskan Indian	Native Hawaiian/Pacific Islander
Highest Issue	Fear of losing housing 33%	Fear of losing housing 64%	Fear of losing housing 24%	Fear of losing housing 39%	An eviction notice 33%	Fear of losing housing 46%	Fear of losing housing 33%	An eviction notice 54%	Fear of losing housing 39%
2nd Highest Issue	A utility shut-off notice 33%	Doubled-up housing due to housing costs 50%	Homeless-ness 24%	A utility shut-off notice 24%	Fear of losing housing 33%	A utility shut-off notice 35%	Doubled-up housing due to housing costs 33%	A utility shut-off notice 46%	A utility shut-off notice 27%
3rd Highest Issue	Doubled-up housing due to housing costs 30%	A utility shut-off notice 36%	Doubled-up housing due to housing costs 16%	An eviction notice 20%	Homeless-ness 25%	Homeless-ness 27%	An eviction notice 22%	Fear of losing housing 46%	An eviction notice 22%

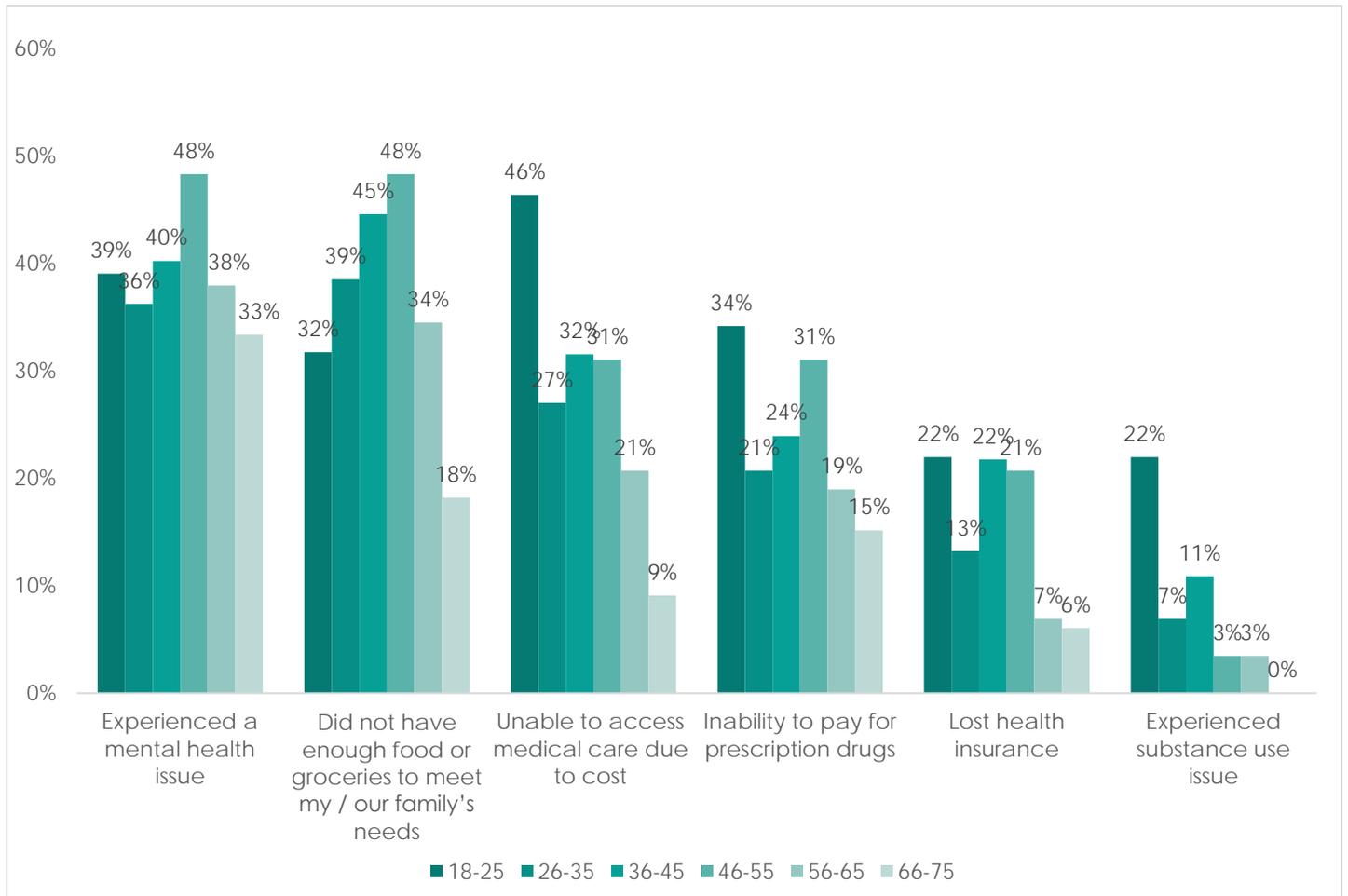
Note: N counts for ethnicity/race groups from left to right (57, 22, 25, 224, 12, 26, 18, 13, 50). N counts were too small for Non-Hispanic & Multi-racial to be included (n = 6).

The percentage who shared that they have fear of losing housing was 12% higher than any other issue. As such, it's not surprising that we see fear of losing housing as the highest issue across all ethnicities and races. Looking at figure 12, we notice how this fear of losing housing is more pronounced for those in lower household income brackets. Non-White Hispanic/Latinx clients had a notably high percentage that were fearful of losing housing: 64%, followed by Black or African Americans at 46%.

We now transition into a deep look at the health-related experiences clients have had over the last twelve months.

Figure 14: Health-related issues, by age

(Have you or any member of your household experienced any of the following health-related issues in the last 12 months?)



The younger age group, 18-25, found it especially difficult to access medical care due to cost. Mental health issues, while being the highest issue listed, was consistent across the age groups, except for a slight increase in the 46-55 age group.

Figure 15: Health-related issues, by household income

(Have you or any member of your household experienced any of the following health-related issues in the last 12 months?)

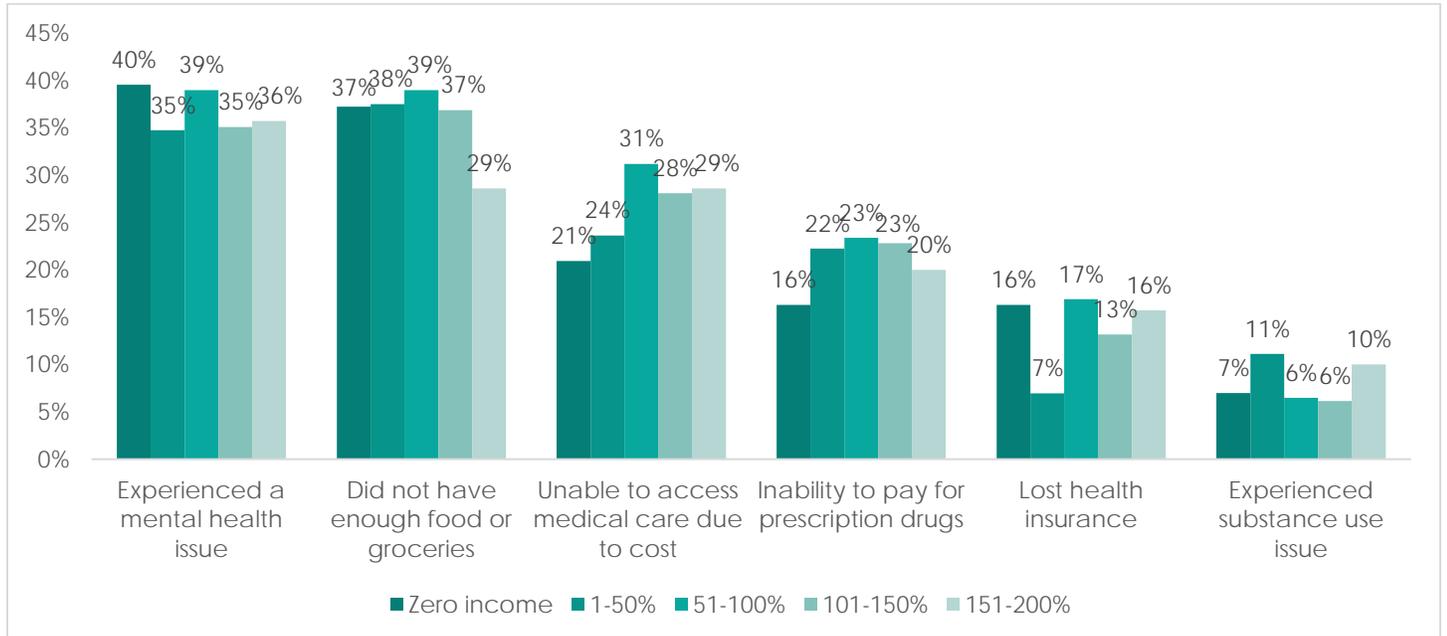


Figure 16: Health-related issues, by ethnicity and race

(Have you or any member of your household experienced any of the following health-related issues in the last 12 months?)

Ethnicity	Hispanic/Latinx			Non-Hispanic/Latinx					
	Race	White or Caucasian	Non-White or Caucasian	Unknown	White or Caucasian	Asian	Black or African American	American Indian/Alaskan Indian	Native Hawaiian/Pacific Islander
Highest Issue	Experienced a mental health issue 42%	Not enough groceries to meet needs 55%	Experienced a mental health issue 28%	Experienced a mental health issue 40%	Not enough groceries to meet needs 42%	Not enough groceries to meet needs 58%	Not enough groceries to meet needs 56%	Not enough groceries to meet needs 62%	Not enough groceries to meet needs 40%
2nd Highest Issue	Not enough groceries to meet needs 35%	Unable to access medical care (cost) 55%	Not enough groceries to meet needs 24%	Not enough groceries to meet needs 29%	Experienced a mental health issue 33%	Inability to pay for prescription drugs 42%	Inability to pay for prescription drugs 39%	Unable to access medical care (cost) 54%	Experienced a mental health issue 34%
3rd Highest Issue	Unable to access medical care (cost) 30%	Experienced a mental health issue 32%	Unable to access medical care (cost) 20%	Unable to access medical care (cost) 25%	Unable to access medical care (cost) 33%	Unable to access medical care (cost) 38%	Experienced a mental health issue 39%	Mental health, lost health insurance Tied at 33%	Unable to access medical care (cost) 17%

Not having enough food or groceries appears to become less of an issue for those in the 151-200% household income level compared to those in lower household income groups. Mental health issues are relatively consistent across the various income brackets. Surprisingly, the inability to access medical care due to cost and the inability to pay for prescription drugs had a higher percentage of individuals in the highest income brackets saying it was an issue.

Looking at the table segmented by ethnicity and race, we notice that those of White or Caucasian race, regardless of ethnicity, mentioned that they experienced a mental health issue at a slightly higher rate than others (42% and 40% for White Hispanic/Latinx and White Non-Hispanic/Latinx). Looking at the data for the Non-White races, we see that not having enough groceries to meet the family's need is a big issue (Native Hawaiian/Pacific Islander: 62%, Black or African American: 58%, American Indian/Alaskan Indian: 56%). Additionally, Non-White Hispanic/Latinx clients also called out not having enough groceries to meet family's needs at a high rate: 55%.

Next, we look at family-related issues and experiences.

Figure 17: Family-related issues, by age

(Have you or any member of your household experienced any of the following employment-related issues in the last 12 months?)

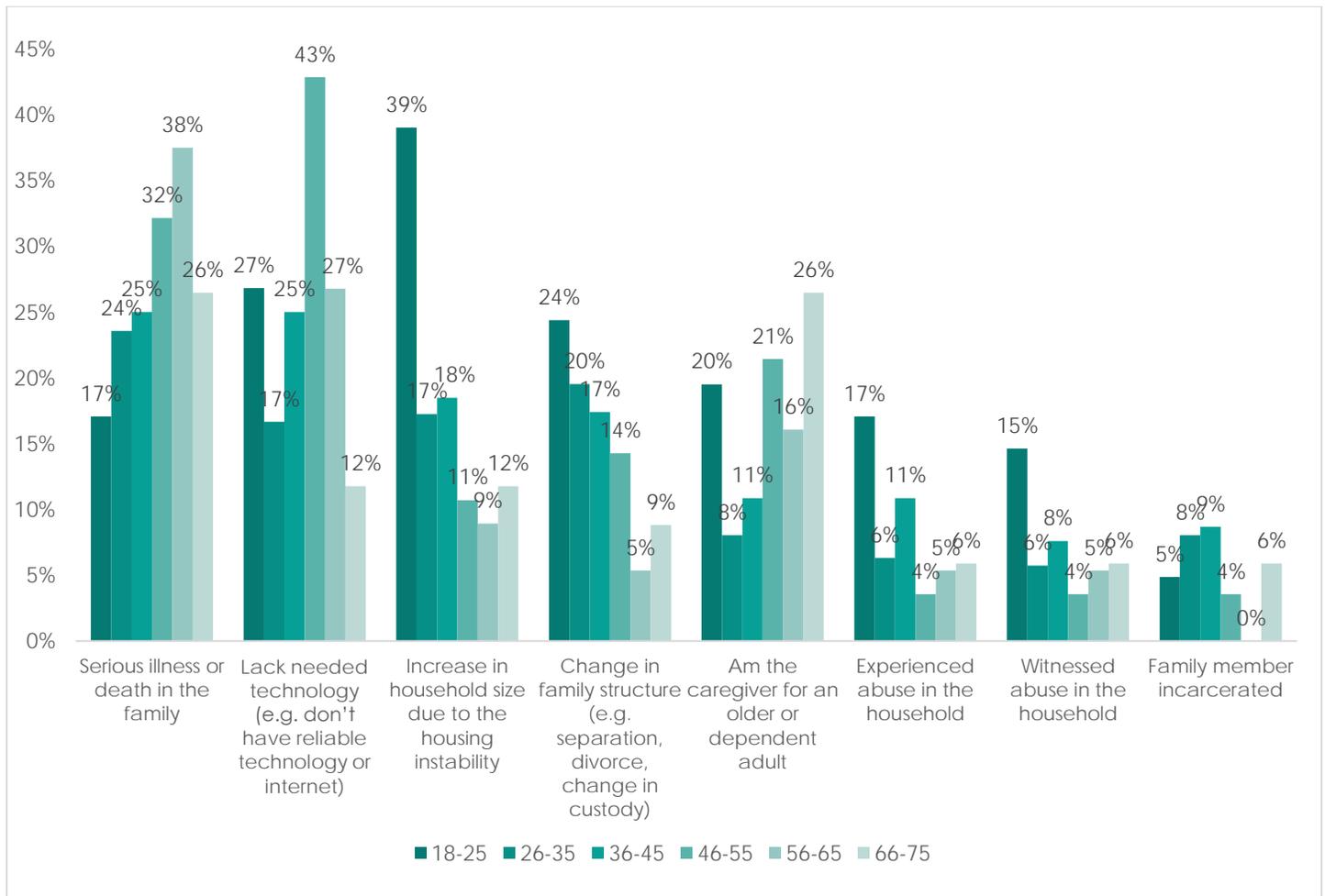
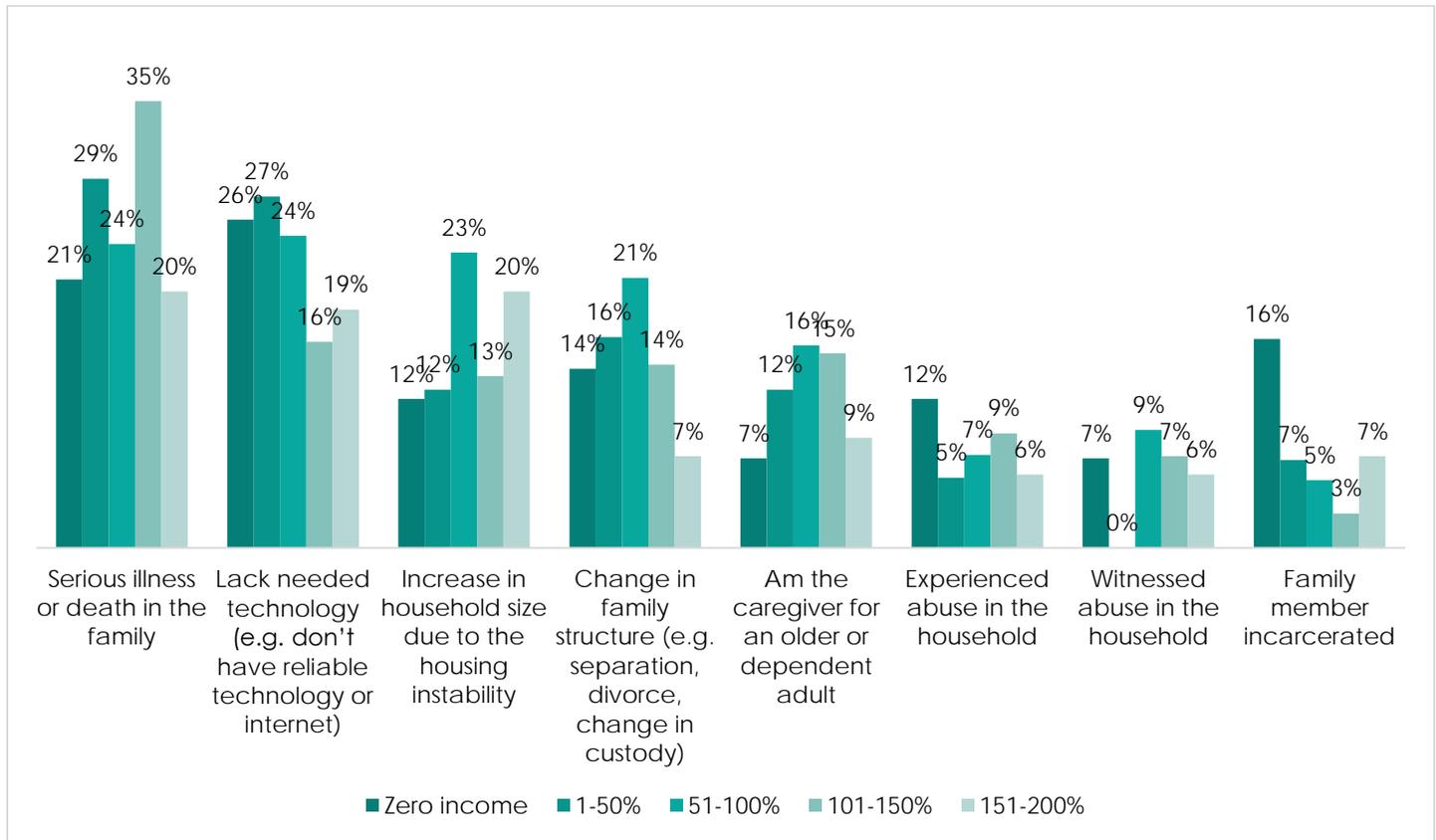


Figure 18: Family-related issues, by household income

(Have you or any member of your household experienced any of the following employment-related issues in the last 12 months?)



More younger individuals report having experienced a change in the family structure (e.g., separation, divorce, etc.). Even more pronounced is the percentage of individuals in the youngest age group who say they experienced an increase in household size due to the housing instability. Serious death and illness along with lack needed technology was experienced by older age groups more frequently.

We see that an increase in household size due to the housing instability appeared to impact those in 51-100% and 151-200% household income groups more so than the zero income and 1-50% household income groups. Lack needed technology needs were experienced more so by those with zero income or in the 1-50% household income bracket.

Figure 19: Family-related issues, by ethnicity and race

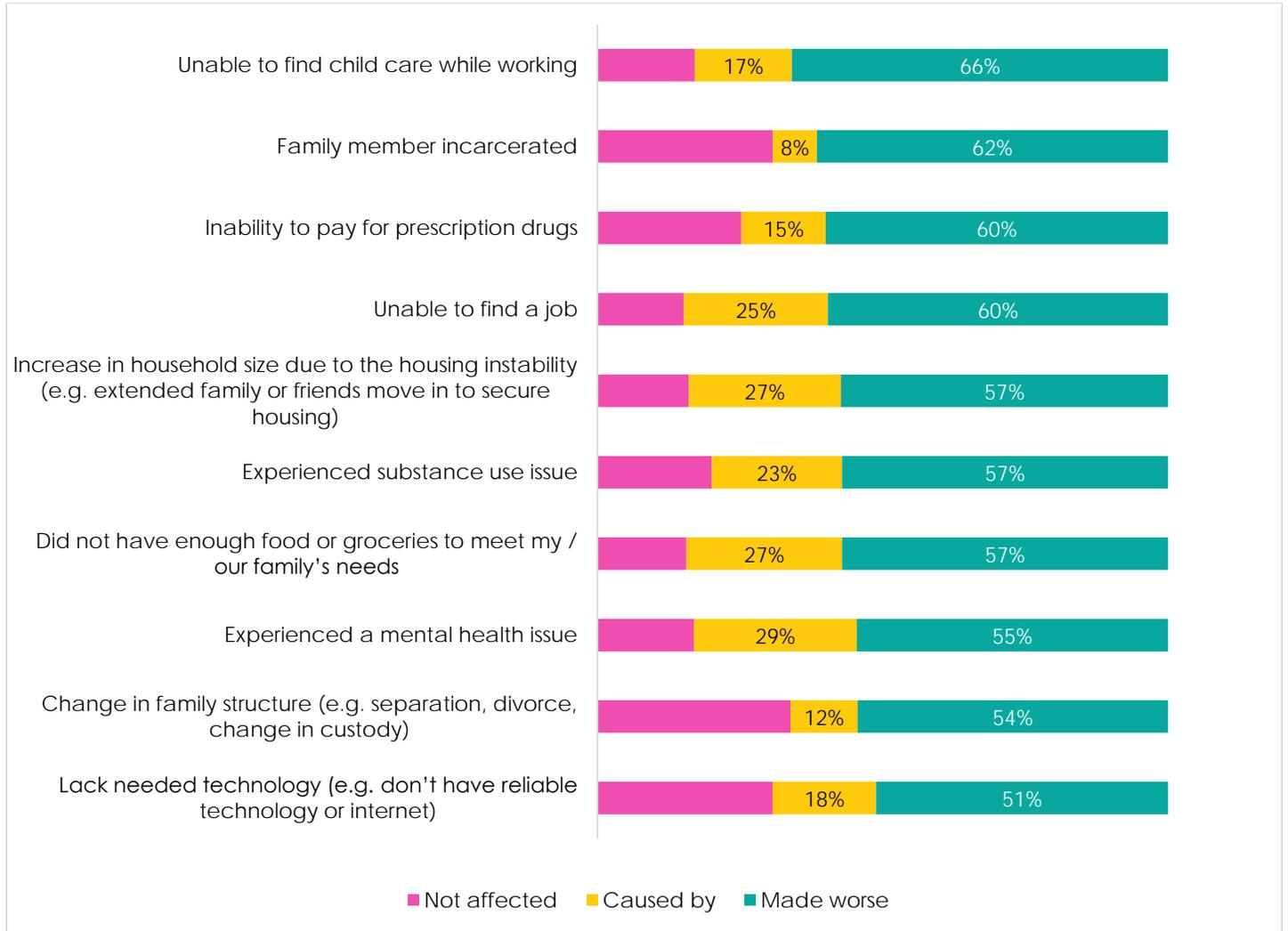
(Have you or any member of your household experienced any of the following employment-related issues in the last 12 months?)

Ethnicity	Hispanic/Latinx			Non-Hispanic/Latinx					
	Race	White or Caucasian	Non-White or Caucasian	Unknown	White or Caucasian	Asian	Black or African American	American Indian/Alaskan Indian	Native Hawaiian/Pacific Islander
Highest Issue	Change in family structure 26%	Lack needed technology 55%	Lack needed technology 12%	Serious illness or death in family 30%	Serious illness or death in family 25%	Increase in household size 35%	Lack needed technology 28%	Serious illness or death in family 38%	Serious illness or death in family 31%
2nd Highest Issue	Increase in household size 18%	Serious illness or death in family 36%	Change in family structure 12%	Lack needed technology 24%	Lack needed technology 17%	Lack needed technology 15%	Increase in household size 28%	Lack needed technology 31%	Am the caregiver for an older adult 18%
3rd Highest Issue	Lack needed technology 18%	Increase in household size 36%	Serious illness or death in family 12%	Change in family structure 14%	Increase in household size 17%	Serious illness or death in family 15%	Serious illness or death in family 22%	Increase in household size 31%	Increase in household size 16%

Non-White Hispanic/Latinx clients expressed a lack of needed technology at a very high frequency: 55%. Change in family structure was called out at a comparatively high rate by White Hispanic/Latinx clients: 26%. Serious illness and death were high for many groups: Native Hawaiian / Pacific Islander: 38%, Non-White Hispanic/Latinx: 36%, Non-Hispanic/Latinx White: 30%, and Asian: 25%.

Figure 20: COVID-19's impact on clients' experiences

(How has COVID-19 affected the circumstances you or a member of your household have experienced?)



Availability of Support Services

The needs assessment sought to understand clients' perception of the level of services/support available to them. The perceived level of support can be measured across two dimensions – the availability of support that exists (i.e., the number of resources that exist to address a given need) and the quality of those supports (i.e., the ability of supports that exist to properly address the need).

Housing-related supports are perceived as being severely lacking, with the other top areas of lacking support being in services aimed to address homelessness, mental health, and child care.

Those in the zero-income group use food stamps and food pantries much more often than those in higher income groups; they also don't feel as strongly that the services and supports in food security are lacking. This could be because those services are targeted toward helping this income group.

Mental health services are increasingly perceived as lacking in availability as income increases, which is likely a result of shifting perceptions as more immediate needs such as housing are becoming less urgent of a concern.

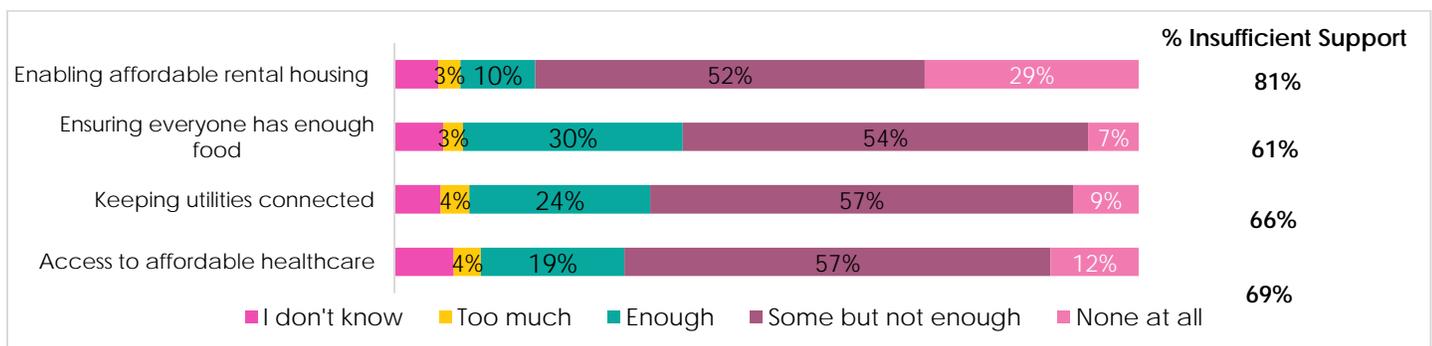
The 46-55 and 56-65 age groups perceive support and services for affordable rental housing to be most lacking, compared to other age groups. Additionally, these age groups perceive a lack of support for providing reliable transportation and mental health services at much higher rates than other age groups.

The services that were most commonly received by clients address three of the four top community needs reported: food security, utility assistance, and rent assistance. However, significant numbers of clients report that they had need of these services and were not able to receive them. Those in the 51-100% or 101-150% household income groups reported having the highest unaddressed need for rent assistance, by a good margin. Those in the 151-200% household income group have a relatively high percentage who report having unaddressed needs related to food stamps and utility assistance. Clients in the lower income brackets report having unaddressed needs related to TANF at high rates.

The top reported reason for why needs are being left unaddressed is that the client did not qualify for the service, followed by: clients not knowing where/how to access the services they need, and feeling anxiety/embarrassment about accessing services.

Figure 21: Perceptions of support availability for top four community needs

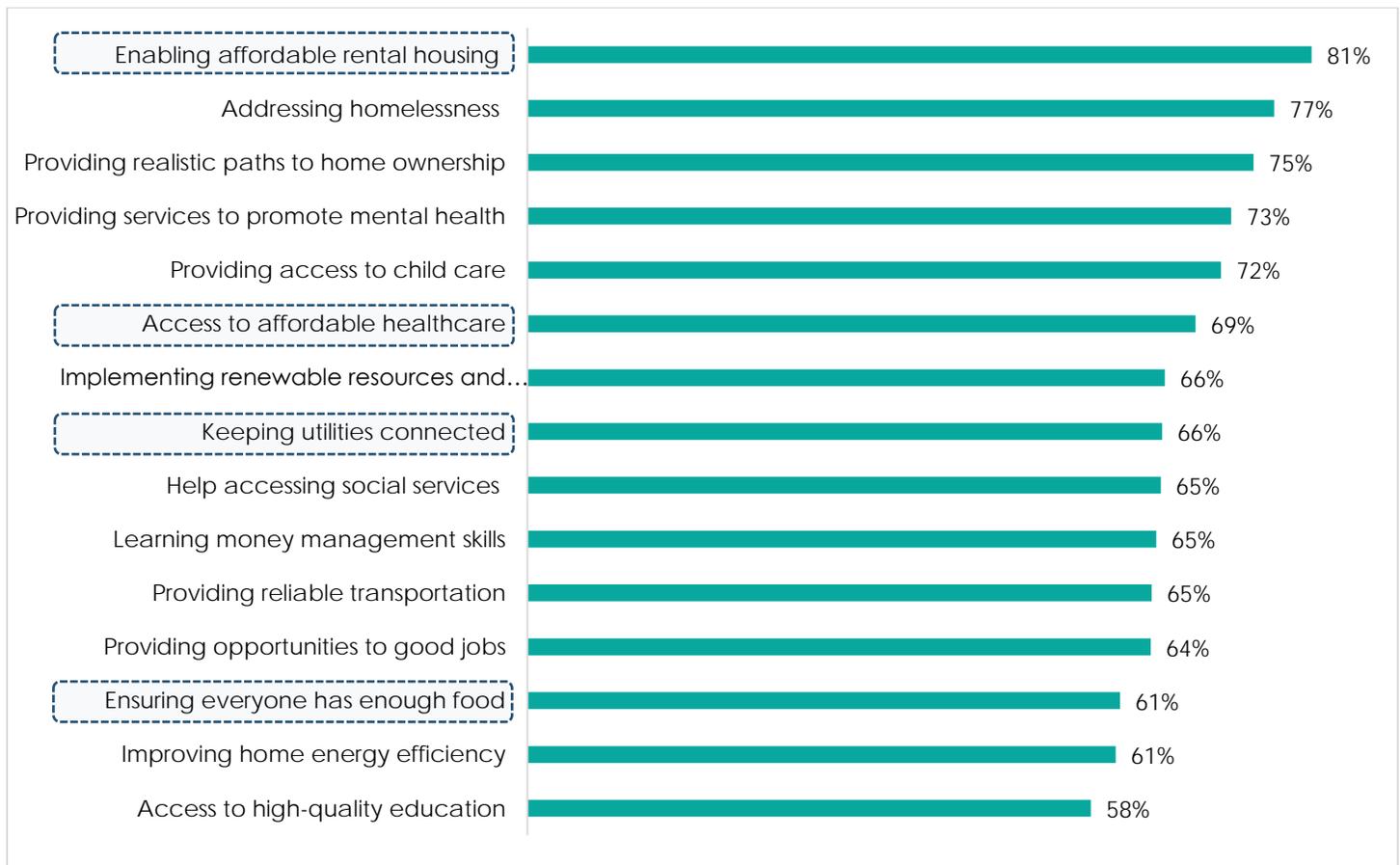
(For each of the following needs, do you believe there are enough supports or services in the community to meet that need?)



The greatest overall need, affordability of rental housing, is also the need that clients report has the lowest quantity of support, with 81% reporting that there is either not enough support or no support at all. This could be driven by the relatively recent large increases in rental housing costs, for which support has not yet been able to catch up. The other top community needs have somewhat better reported availability, though they still are all rated as being insufficient by between 61% and 69% of clients.

Figure 22: Reported insufficient (not enough or no) support availability for community needs

(For each of the following needs, do you believe there are enough supports or services in the community to meet that need?)



Outside of the top four community needs, all other needs are reported to have insufficient quantity by between 58% and 77% of clients. Services to address homelessness and provide realistic paths to home ownership are both near the top of the list, which along with the top need of affordable rental housing indicates that overall housing stability is of great concern to clients.

Additionally, providing services to promote mental health was listed high on this list. A representative from The Children's Center shared, "The shortage of providers in the mental health space here is so bad. There's a six-month waiting list. 80% of adults have reported mental health difficulties."

Income-Specific Insights: Across all household income levels, support for affordable housing is generally seen as the most lacking in adequate support, followed by addressing homelessness and paths to home ownership. A representative from Volunteers of America, Utah shared in a focus group how these needs are intertwined, “The primary cause of homelessness is rental housing costs, according to the research I’ve recently read.”

Figure 23: Reported insufficient (not enough or no) support availability for top four community needs, by household income

(For each of the following needs, do you believe there are enough supports or services in the community to meet that need?)

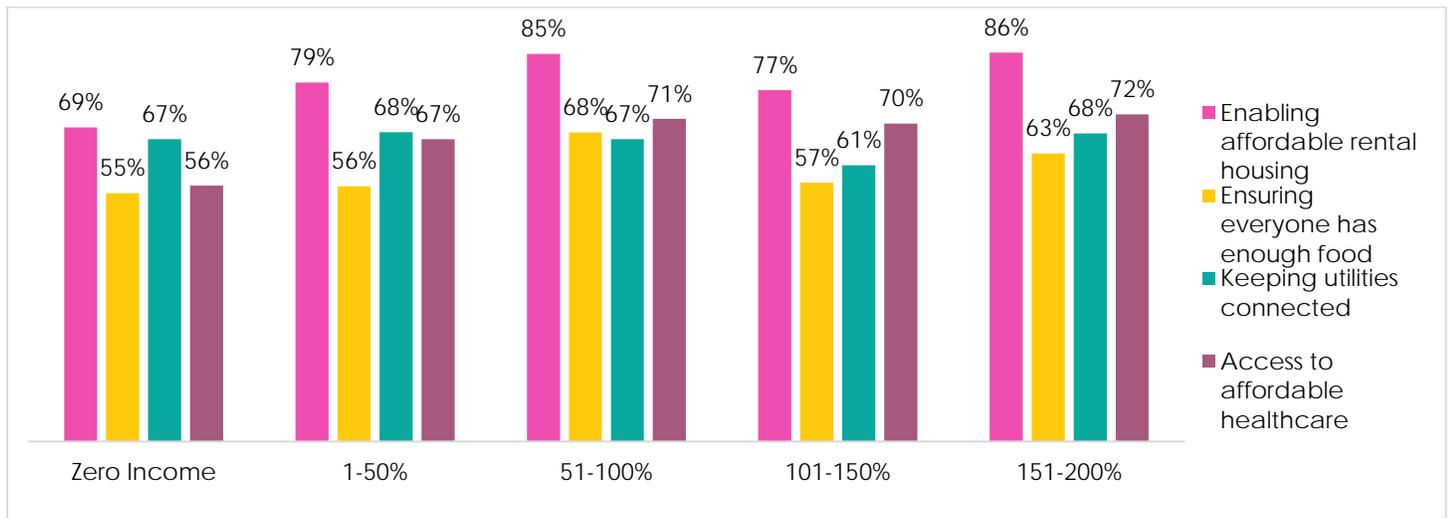
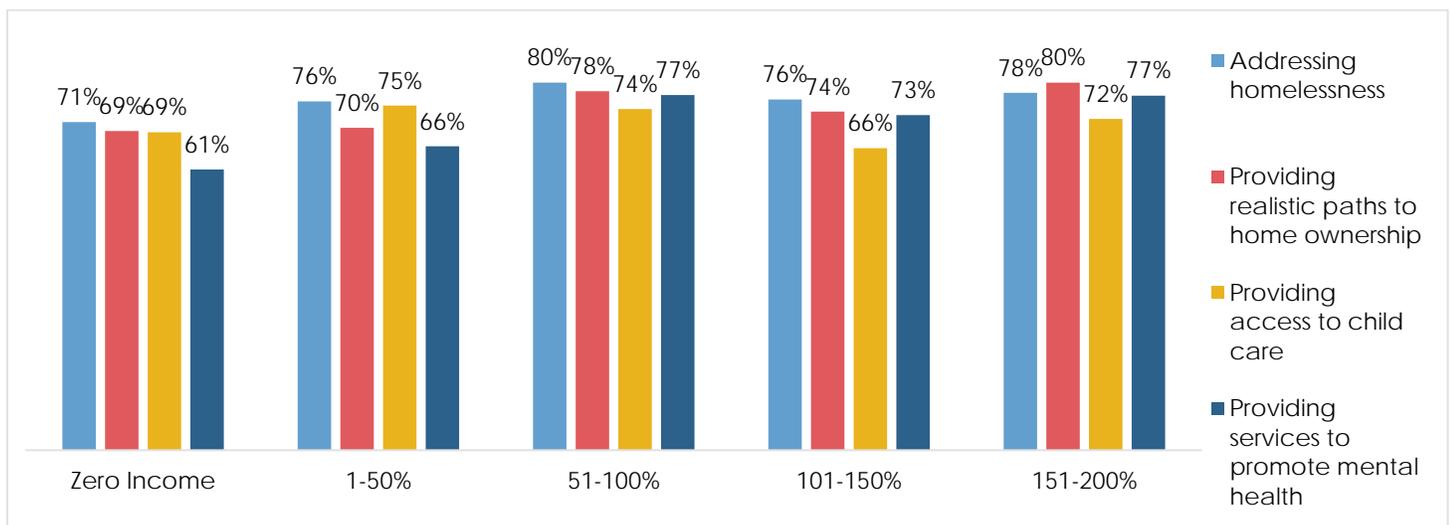


Figure 24: Reported insufficient (not enough or no) support availability for next top four community needs, by household income

(For each of the following needs, do you believe there are enough supports or services in the community to meet that need?)



“We've been denied twice for rental assistance due to the fact they didn't like the paperwork my landlord sent. I can't change what he sends. Something about a timestamped verification. It's frustrating because we've been greatly impacted by COVID-19.”

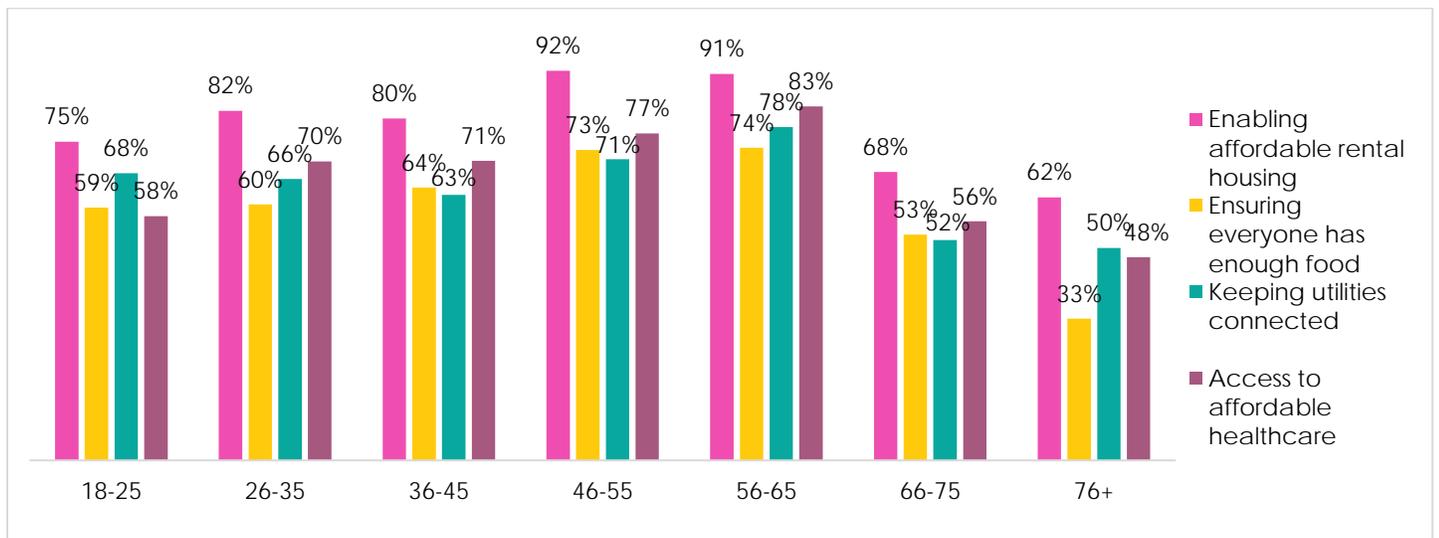
-Survey Respondent

Based on the two figures above, mental health services are increasingly perceived as lacking in availability as income increases, which is likely a result of shifting priorities as more immediate needs such as housing are becoming less urgent of a concern. Clients with no income report lower perceptions of unavailability of support services for affordable rental housing, and instead report insufficient availability of services to address homelessness (71%).

One client shared in their survey, “We've been denied twice for rental assistance due to the fact they didn't like the paperwork my landlord sent. I can't change what he sends. Something about a timestamped verification. It's frustrating because we've been greatly impacted by COVID-19.”

Figure 25: Reported insufficient (not enough or no) support availability for top four community needs, by age

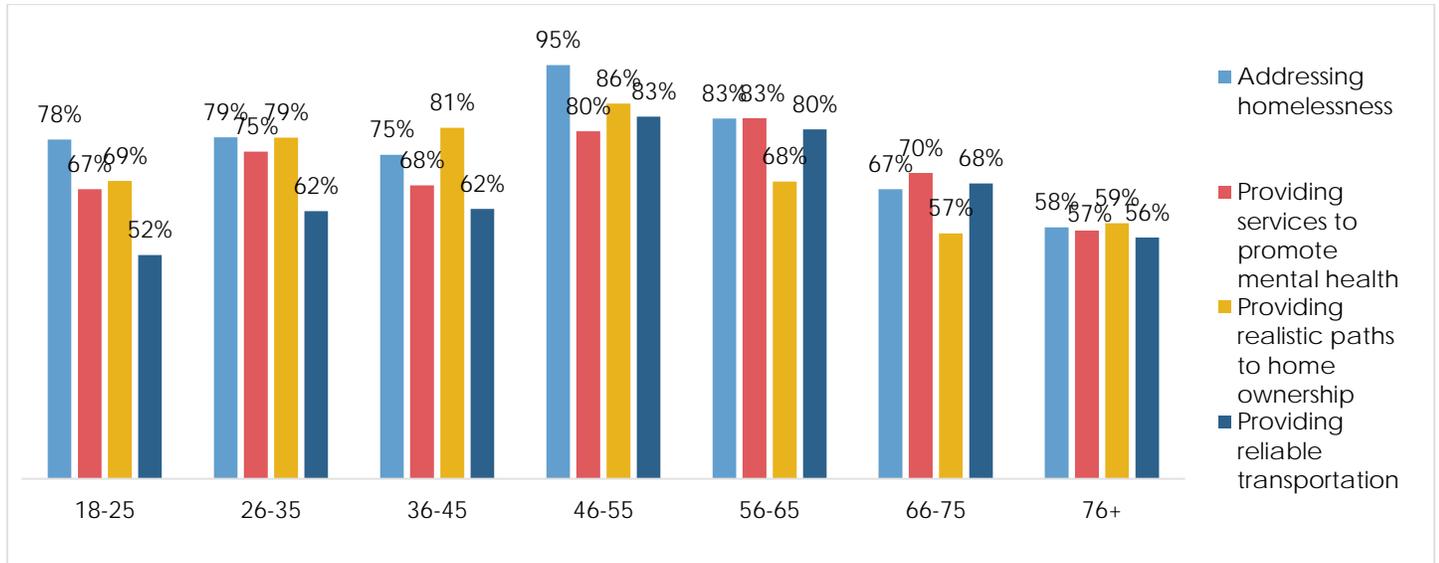
(For each of the following needs, do you believe there are enough supports or services in the community to meet that need?)



Age-Specific Insights: Regardless of age group, support for affordable housing is generally seen as the most lacking in adequate support availability, followed by addressing homelessness and paths to home ownership. Clients in the 46-55 and 56-65 age groups notably perceive a lack of services for affordable housing and addressing homelessness.

Figure 26: Reported insufficient (not enough or no) support availability for next top four community needs, by age

(For each of the following needs, do you believe there are enough supports or services in the community to meet that need?)



Clients in the higher age brackets (66 and older) report lower rates of insufficient support services for their needs, particularly in the area of paths to home ownership. This aligns with the thinking that perceptions of availability are influenced by the relative level of need, as older clients are more likely to own a home.

A representative from the Salt Lake County Department of Aging & Adult Services shared in a focus group, “We’re seeing with older adults that the homelessness and mental health correlates, especially with our SLC offices. We have resources for mental health, but they don’t always want them. We’ve tried to lead them and give them help, but they don’t always want it.”



“We’re seeing with older adults that the homelessness and mental health correlates, especially with our SLC offices. We have resources for mental health, but they don’t always want them. We’ve tried to lead them and give them help, but they don’t always want it.”

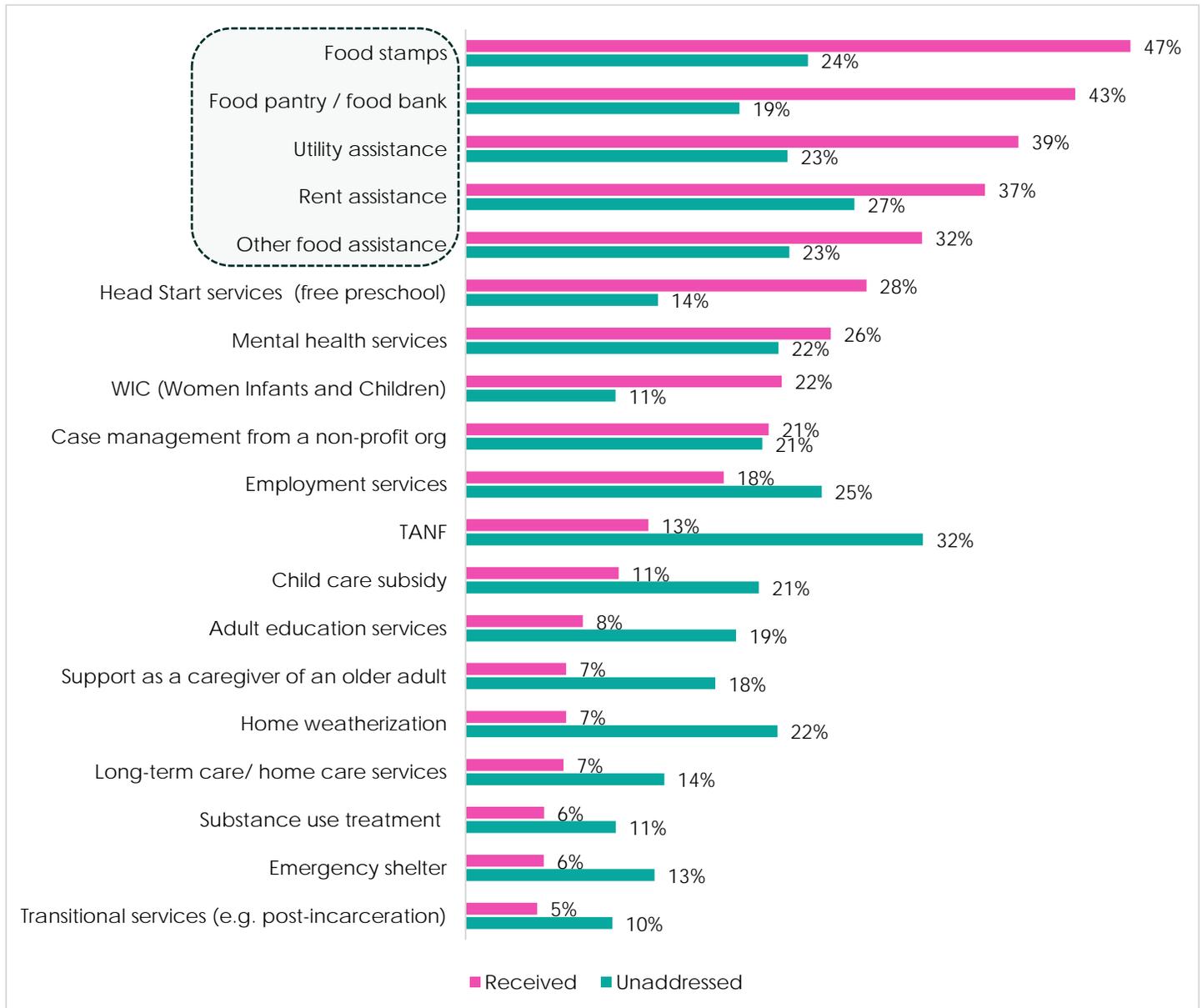
-Salt Lake County Department of Aging and Adult Services

Support Services Received

Clients were asked which services they have used over the prior 12 months and which services were needed but left unaddressed.

Figure 27: Support services received versus needs left unaddressed

(In the last 12 months, which of the following services or supports did you or any member of your household receive from an organization established for that purpose?)



The services that were most commonly received by clients address three of the top four community needs reported. However, significant numbers of clients reported that they had need of these services and were not able to receive them. Furthermore, over half of the services presented in the survey report greater unaddressed need than successful reception of those services.

Figure 28: Top five support services received, by household income

(In the last 12 months, which of the following services or supports did you or any member of your household receive from an organization established for that purpose?)

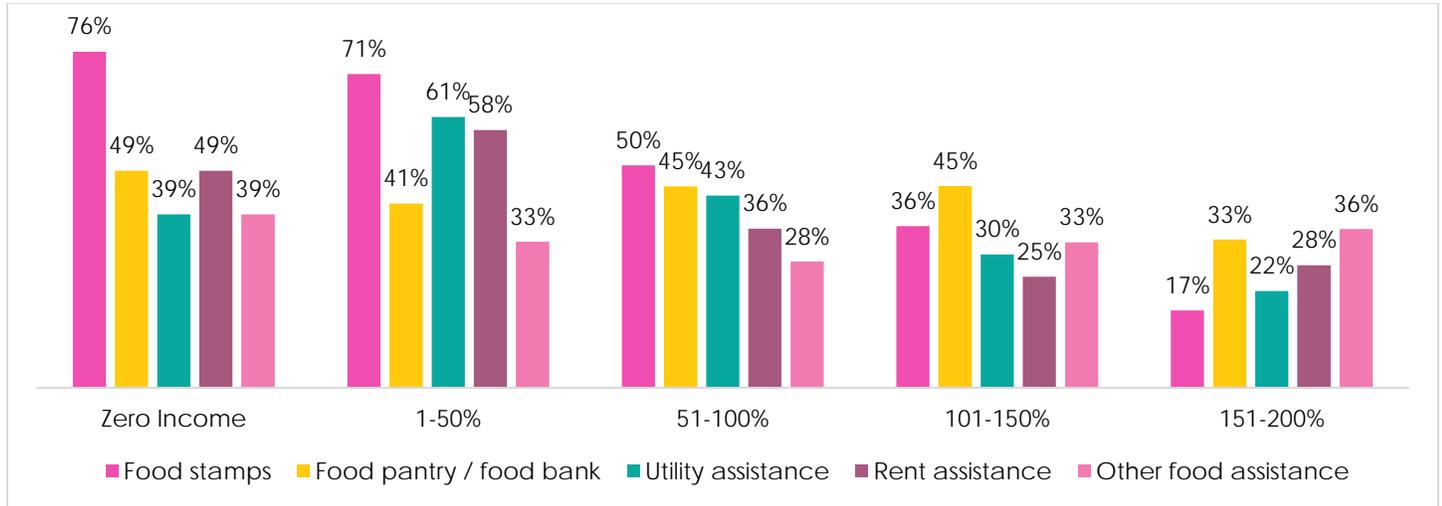
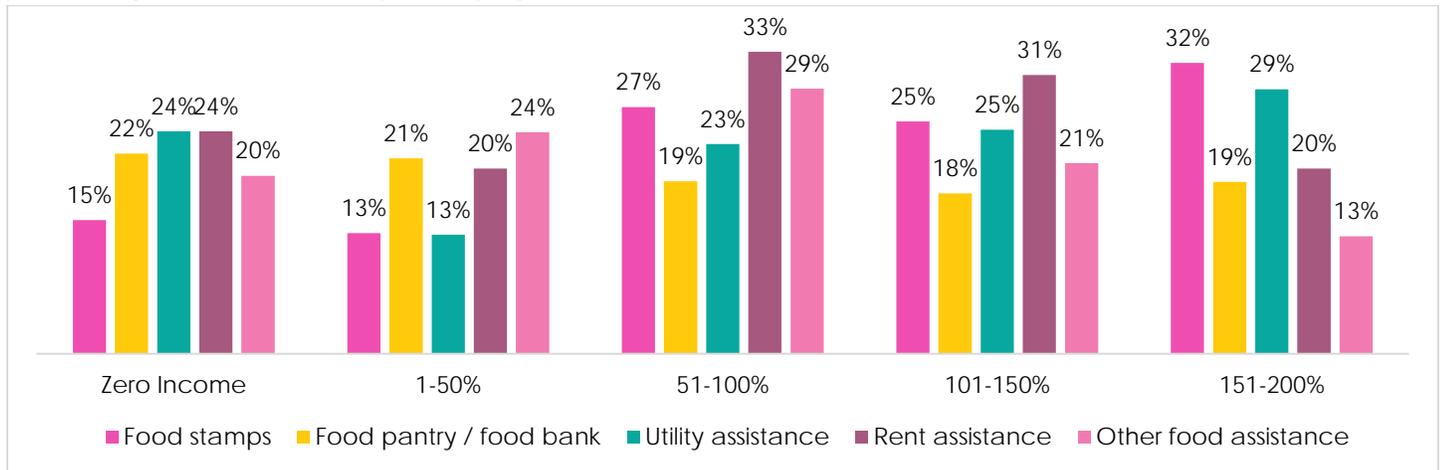


Figure 29: Unaddressed need for top five support services received, by household income

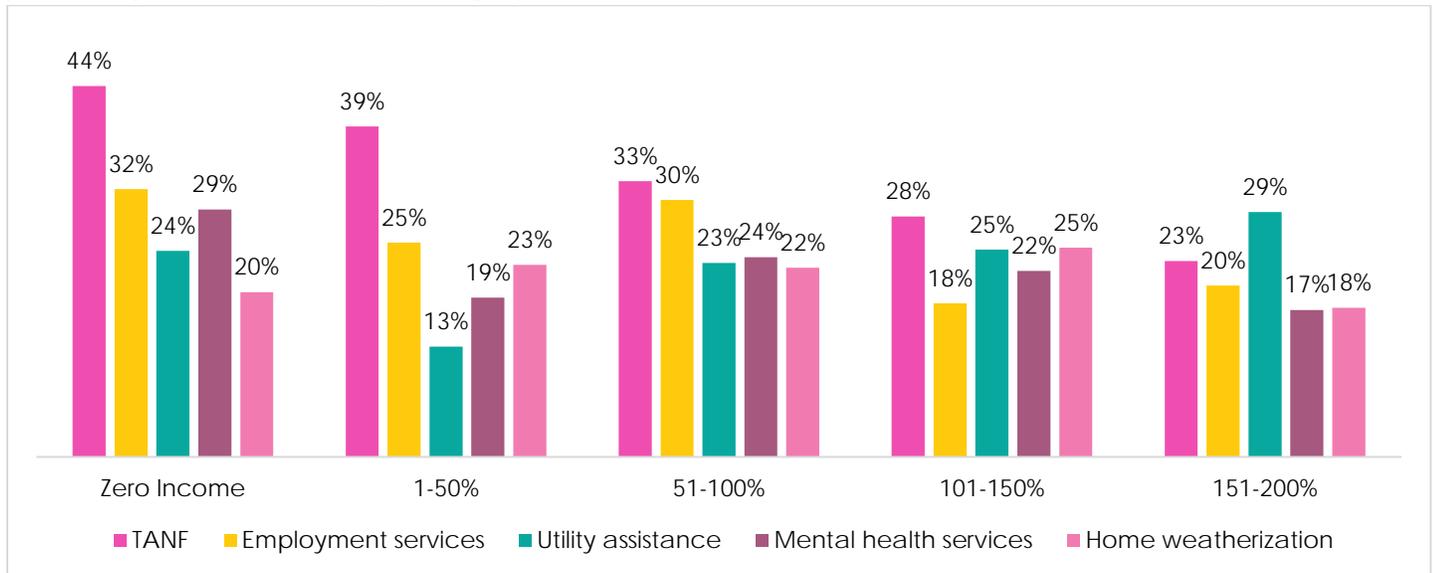
(In the last 12 months, which of the following services or supports did you or any member of your household receive from an organization established for that purpose?)



The figures above show the top five support services received and the unaddressed need for those same five services, broken down by household income. It can be seen that many of the services, such as food stamps and rent assistance, are needed by many clients but those needs are not being addressed. This is particularly true for those clients in the 51-100% income brackets and higher, which could indicate that there are limited resources available and that they are prioritized to the absolute lowest income clients.

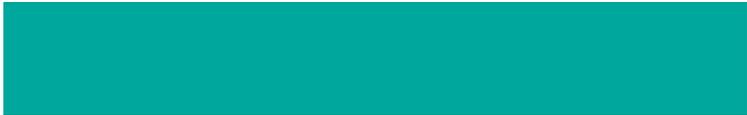
Figure 30: Top five support services with unaddressed needs, by household income

(In the last 12 months, which of the following services or supports did you or any member of your household receive from an organization established for that purpose?)



When looking at the top five services with unaddressed need (aside from any already discussed above), it can be seen that the unaddressed needs are generally equally distributed across income brackets, with the exception of Temporary assistance for needy families (TANF), which shows greater levels of unaddressed need as the client's income decreases.

A representative from Children's Service Society expressed a difficulty related to helping community members access services; "we need to change how the conversation around accessing social services flows, so community members feel more comfortable. Lots of people don't want to use social services. They feel ashamed if they use these programs. When they use these programs (food stamps), they feel like they aren't successful in life."

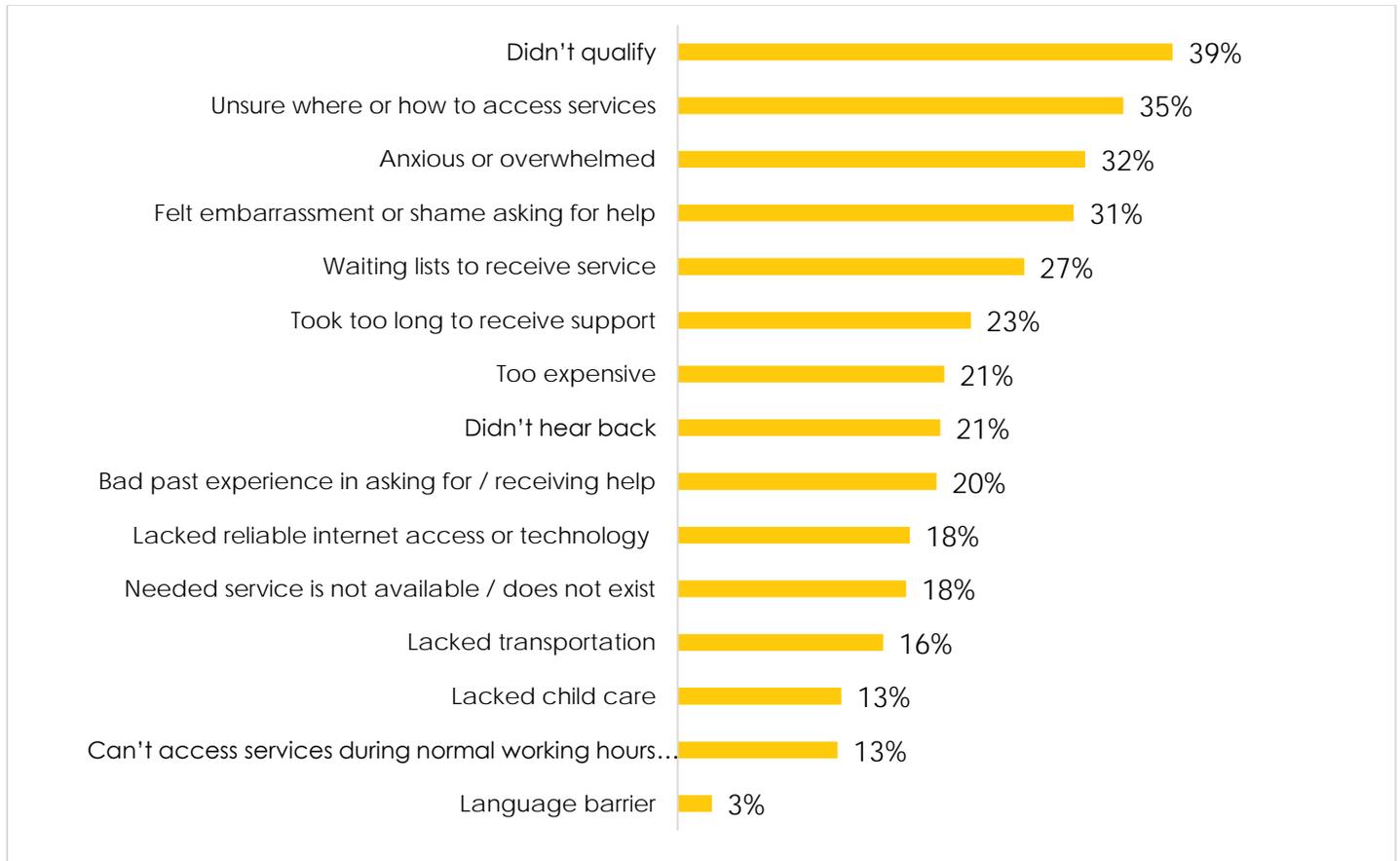


"We need to change how the conversation around accessing social services flows, so community members feel more comfortable. Lots of people don't want to use social services. They feel ashamed if they use these programs. When they use these programs (food stamps), they feel like they aren't successful in life."

-Children's Service Society Representative

Figure 31: Barriers to receiving support services

(For those services or support that you or a member of your household needed but didn't receive, please select the obstacles or barriers to receiving those services, if any.)



The top reported reason for why needs are being left unaddressed is that the client did not qualify for the service (39%). This could support the previous assertion that there are limited resources available, which are prioritized to those most in need through stringent qualification criteria. One client shared in the survey, "It can be frustrating that sometimes we qualify for a service based on our income, but because of any savings we don't qualify. When we get taxes back, we lose services." A representative of Utah Community Action shared in a focus group, "Eligibility is a big issue (e.g., SNAP). There's no reason why each program has its own individual eligibility aspect."

Other top barriers, such as clients not knowing where/how to access the services they need, or feeling anxiety/embarrassment about accessing services, will require significant effort in terms of education and communication to overcome. A Salt Lake City Housing representative suggested a great way to alleviate some of the difficulties related to feeling anxious or embarrassed to ask. He shared, "After helping our clients, asking 'what else can we do for you?' goes a long way in building trust."

Quality of Support Services

Mirroring the findings related to the availability of support services, clients rate rental housing-related services most unfavorably in terms of service quality, followed by services related to home ownership, homelessness, and mental health. The services addressing food security and keeping utilities connected, two of the top community needs, have a relatively positive perception of service quality.

Access to affordable health care is perceived more negatively by those in the 51-100% income group and above, in comparison with the lowest two income groups. Those in the zero income group have the most negative view on utility assistance services, across all household income groups.

Over half of the 1-50% income group have negative perceptions of mental health service quality. This negative view on mental health services decreases as income increases from this 50% level; the exception being that it is very low for those in the zero income group. Mental health services are perceived to be of especially poor quality by clients ages 56-65.

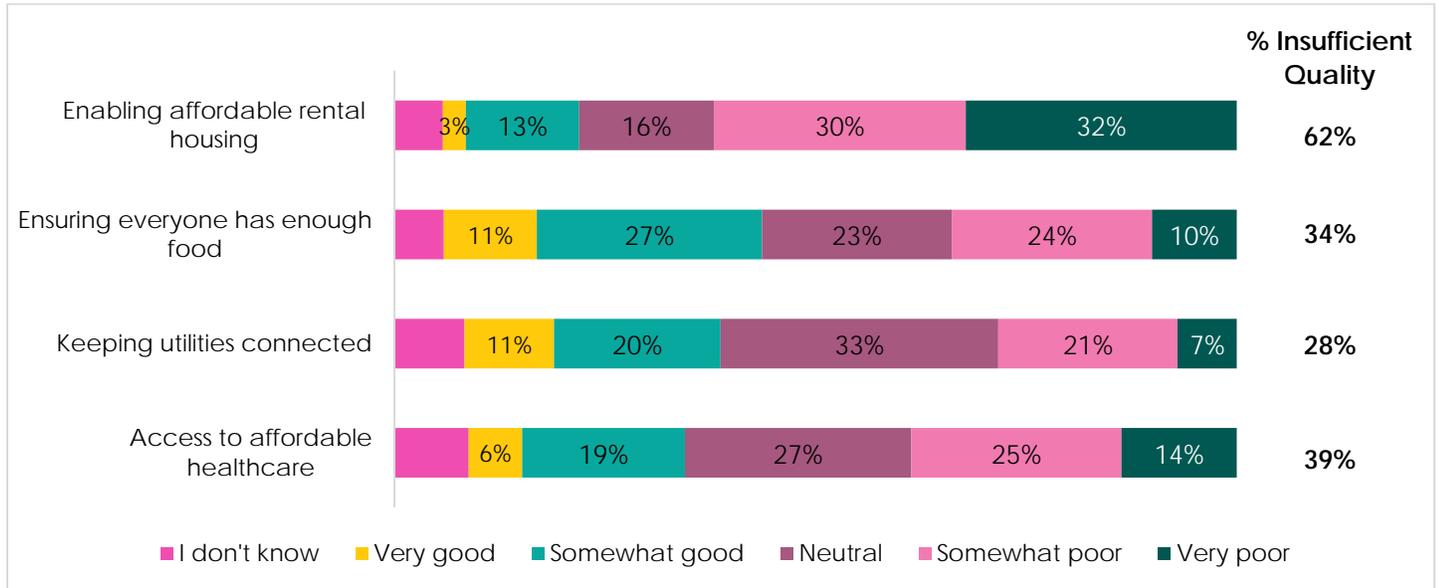
Head Start services have a perception of doing a great job at completely addressing needs, followed by rent assistance and WIC. Those in the zero income group feel most strongly that Head Start services are completely addressing their needs. On the other end of the spectrum, substance use treatment, transitional services, and emergency shelters are reported as having the lowest rates in completely addressing users' needs.

The most commonly reported factor hindering the delivery of service to clients is waitlists – this is possibly a function of demand exceeding availability of services but can be at least partially mitigated by improving the efficiency of service delivery and better communication with clients.

As mentioned earlier, the needs assessment sought to understand clients' perception of the level of services/support available to them. We now transition from a discussion on support availability (i.e., the number of resources that exist to address a given need) to an analysis on the quality of these supports (i.e., the ability of supports that exist to properly address the need).

There is a strong correlation in clients' perceptions of the support services that they perceive to be lacking in terms of quantity and those that they perceive to be lacking in ability to address their needs – the two aspects are interlinked.

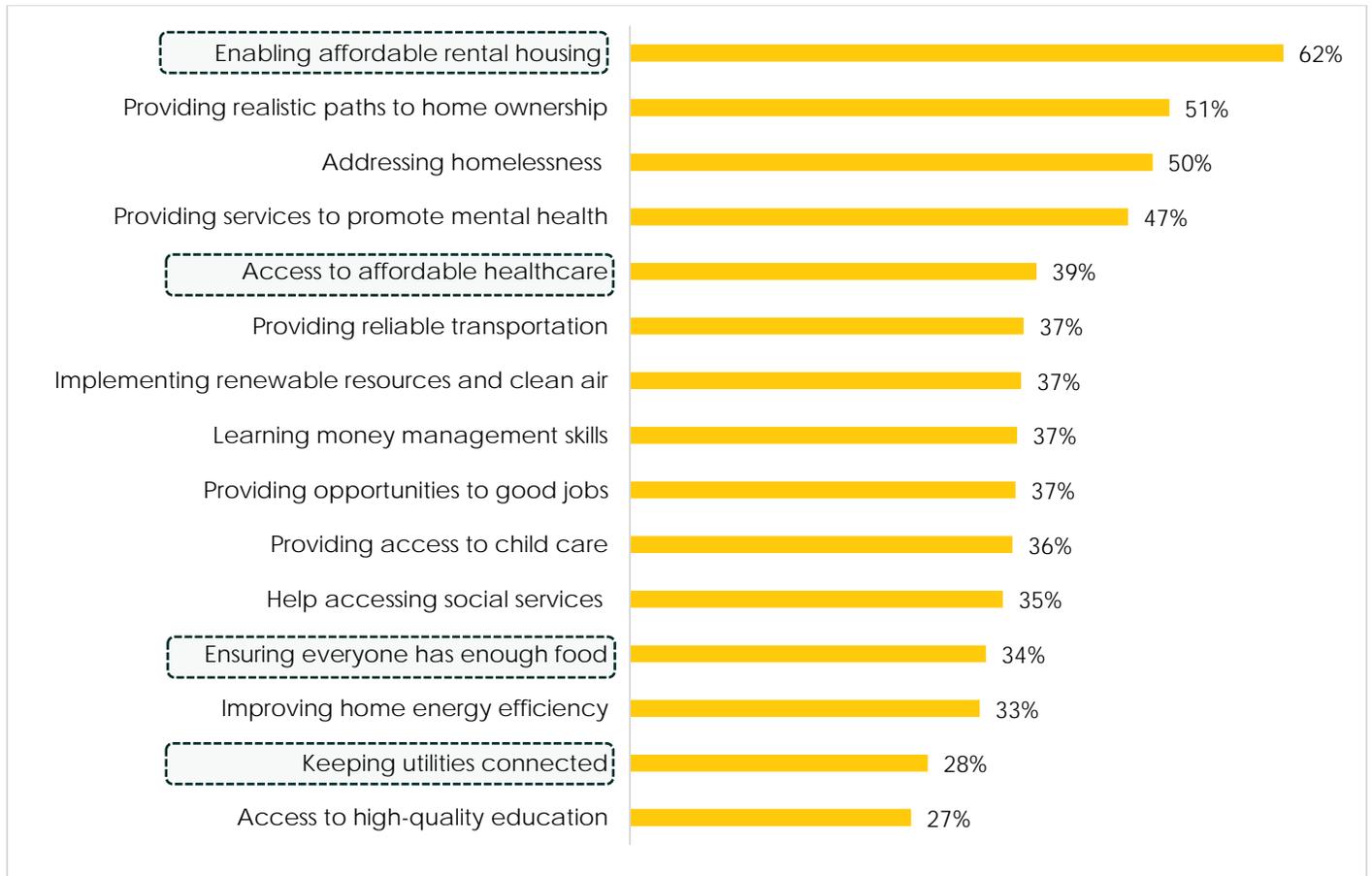
Figure 32: Perceptions of support quality for top four community needs
 (For each need, how would you rate the services that address this need?)



Support in enabling affordable rental housing is rated to be of insufficient (somewhat poor or very poor) quality by 62% of clients, which is significantly higher than that of the next poorest rated support, providing realistic paths to home ownership (51%). Both of these, along with the next more poorly-rated support of addressing homelessness (50%), are related to housing and indicate that housing security services are in need of bolstering – again, this need could be exacerbated by the recent trend in rising housing costs.

Services to address the other top four community needs are comparatively well rated, with between 28% and 39% of clients reporting that these services are somewhat poor or very poor in quality. This is likely a reflection of the efforts being expended by organizations to address these needs.

Figure 33: Reported insufficient (somewhat poor or very poor) support quality for community needs
 (For each need, how would you rate the services that address this need?)

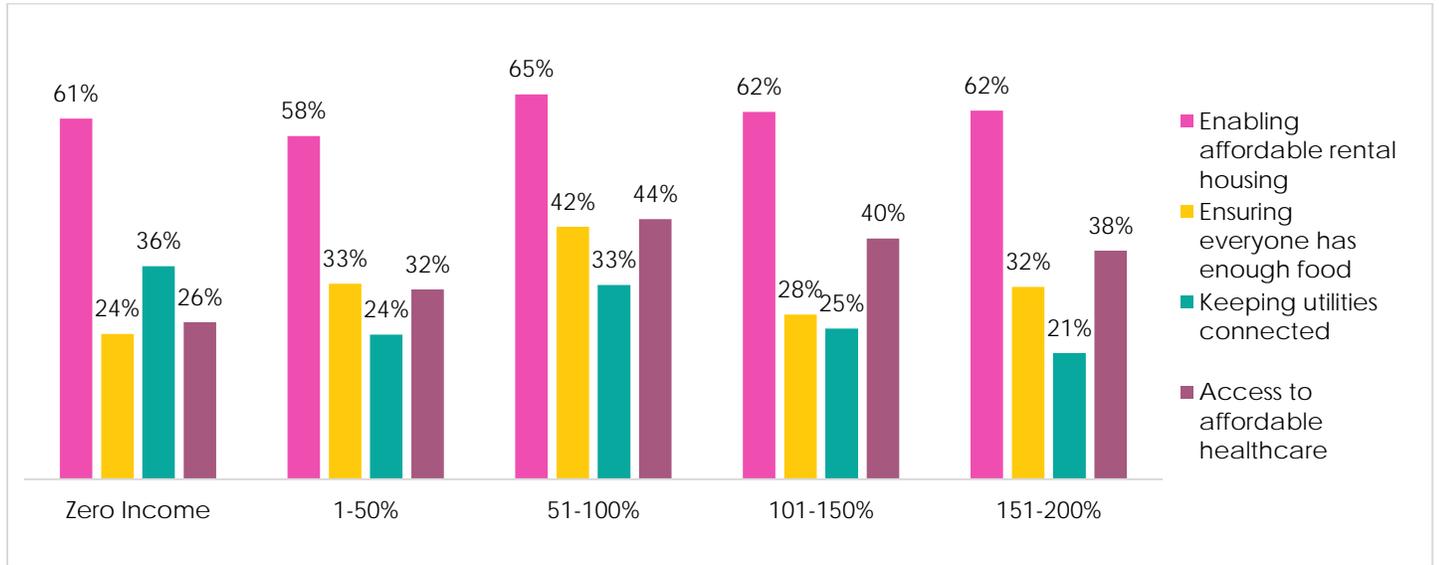


Looking at the remaining community needs outside of the top four reported, support services to address mental health are close behind the housing-related services in terms of being rated as poor quality. This rating is likely a reflection of the complexity of mental health services and the resultant difficulty in properly providing assistance for those with mental health needs.

Despite poor ratings for services that 'address mental health', a representative from Volunteers of America shared in a focus group how, "An anti-stigma campaign is about to roll out related to mental health. The talk on mental health is changing." Many focus group participants agreed that improvement is being made. Despite this, many felt that there are still not enough services for mental health to meet the needs of community members.

Figure 34: Reported insufficient (somewhat poor or very poor) support quality for top four community needs, by household income

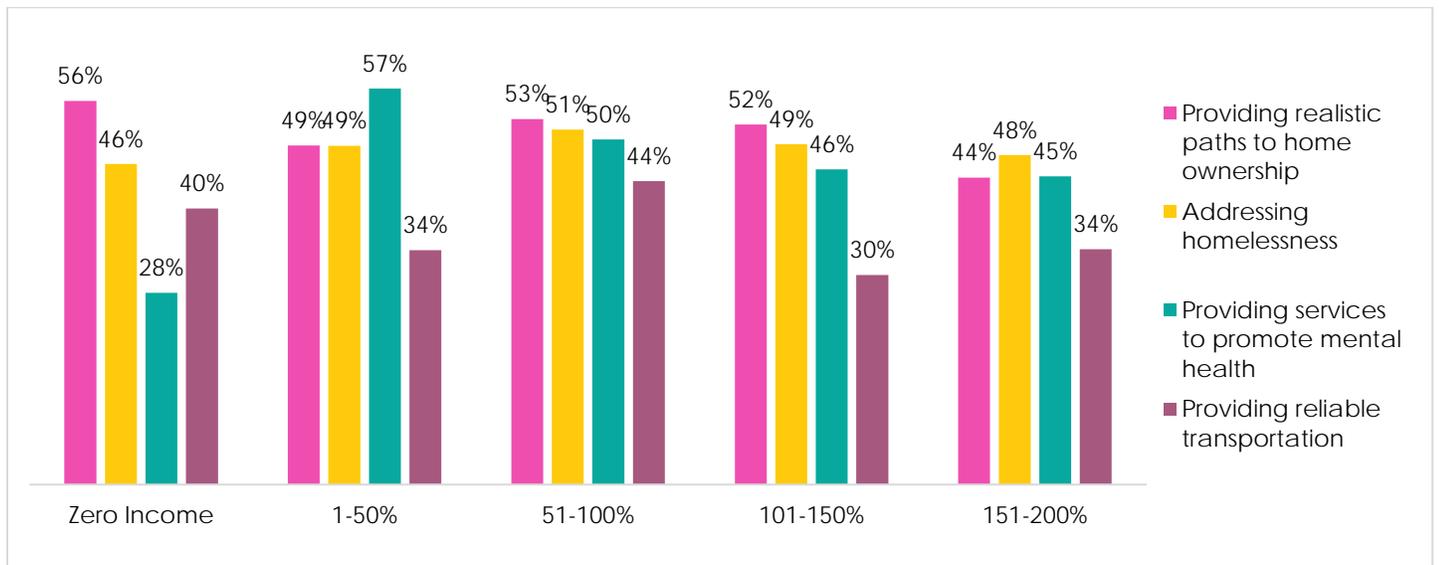
(For each need, how would you rate the services that address this need?)



Income-Specific Insights: Support for affordable housing is rated the poorest in quality of support across all income brackets, followed by paths to home ownership and addressing homelessness.

Figure 35: Reported insufficient (somewhat poor or very poor) support quality for next top four community needs, by household income

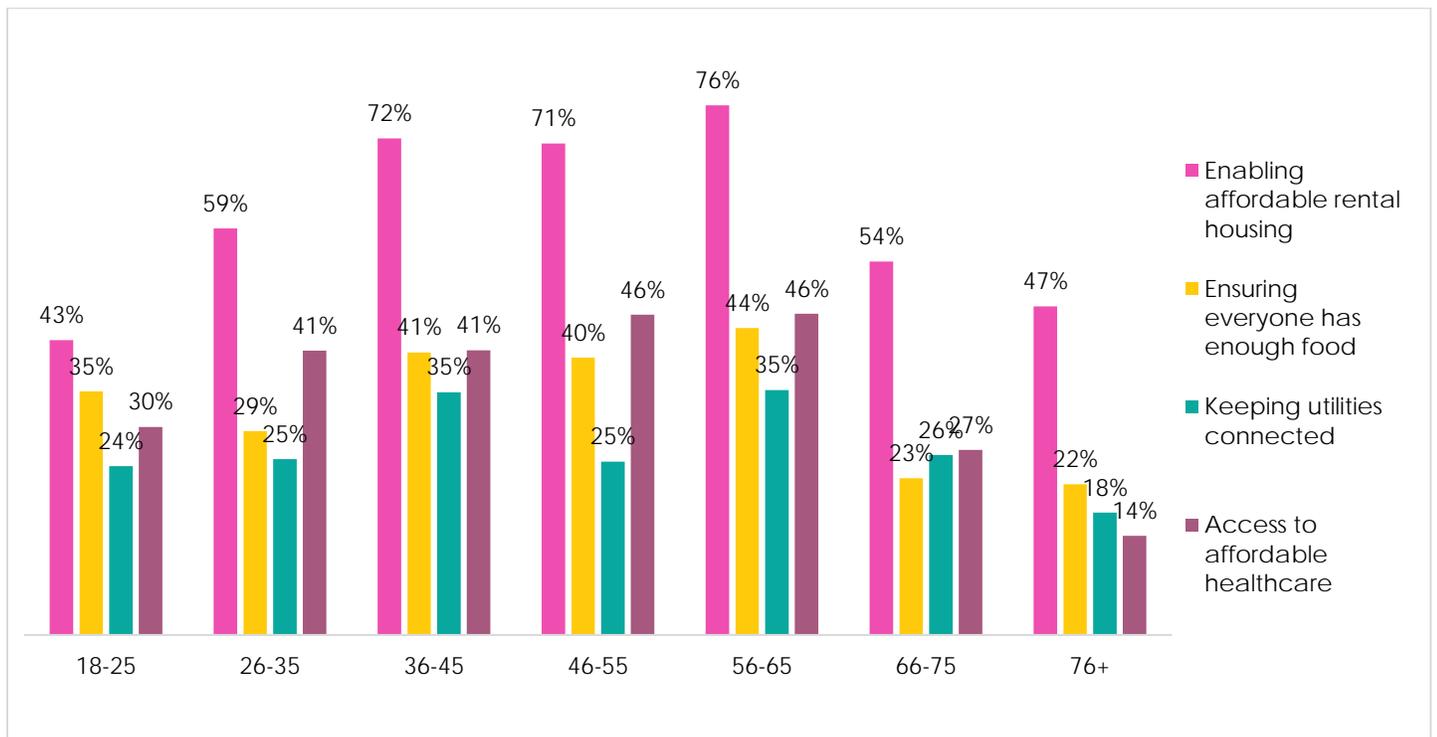
(For each need, how would you rate the services that address this need?)



Mental health services are most poorly rated by clients in the 1-50% income bracket, which presents a unique opportunity to tailor improvement efforts that target those clients. Interestingly, clients who report no income have a relatively favorable view of mental health service quality, with only 28% rating it as somewhat/very poor. Providing reliable transportation is relatively poorly rated, with between 30% and 44% of clients rating these services as of insufficient quality, depending on income bracket.

Figure 36: Reported insufficient (somewhat poor or very poor) support quality for top four community needs, by age

(For each need, how would you rate the services that address this need?)

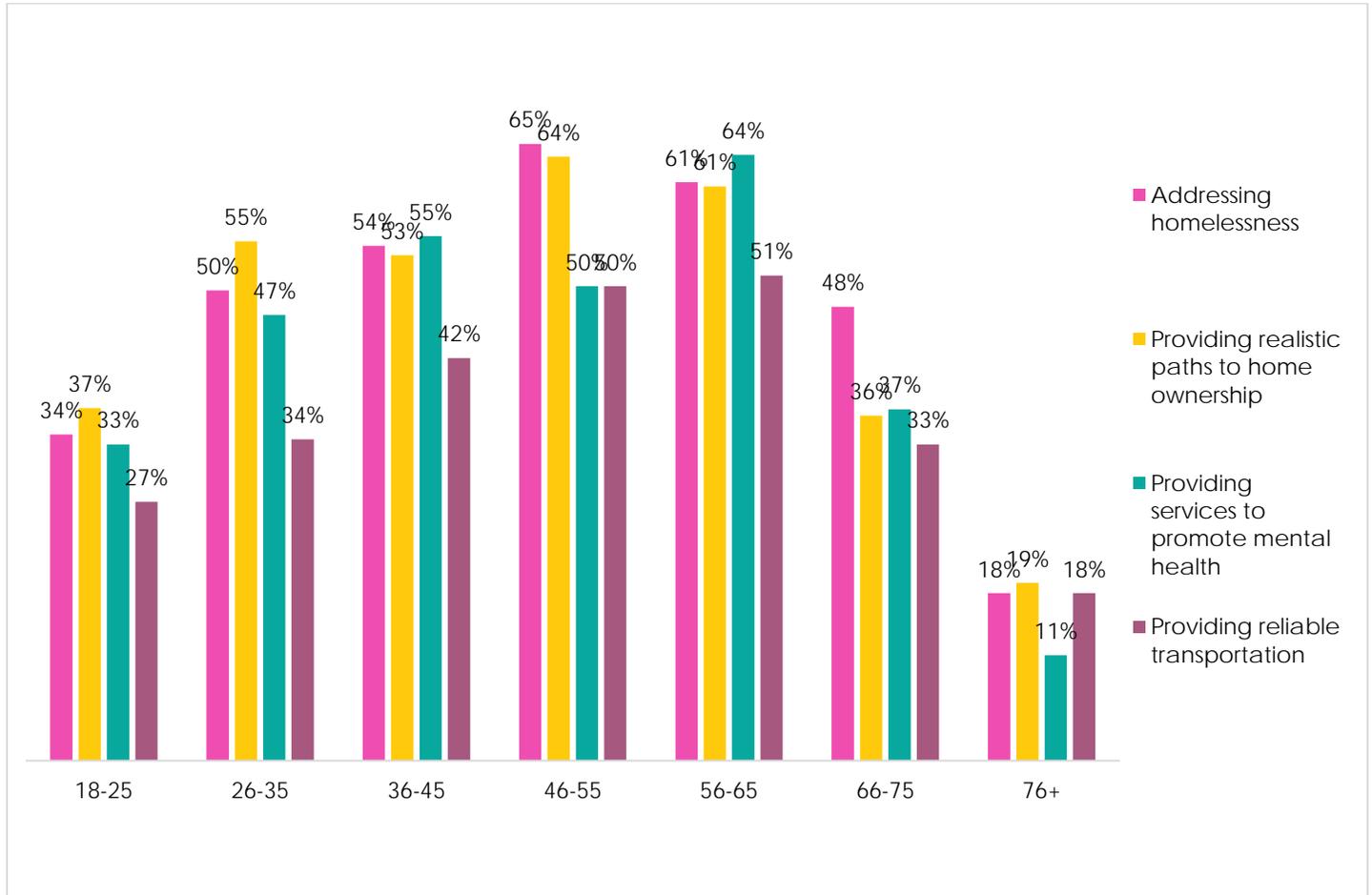


Age-Specific Insights: Support for affordable housing is definitively reported as the lowest in quality of service, across all age groups. Keeping in step with trends seen in other areas of the study, supports for addressing homelessness and paths to home ownership are the next poorest rated in terms of quality.

Reported rates of poor quality support services are higher for middle-aged clients than for the lower and higher age brackets. The highest age bracket in particular reports the lowest levels of dissatisfaction with the quality support services for their needs.

Figure 37: Reported insufficient (somewhat poor or very poor) support quality for next top four community needs, by age

(For each need, how would you rate the services that address this need?)



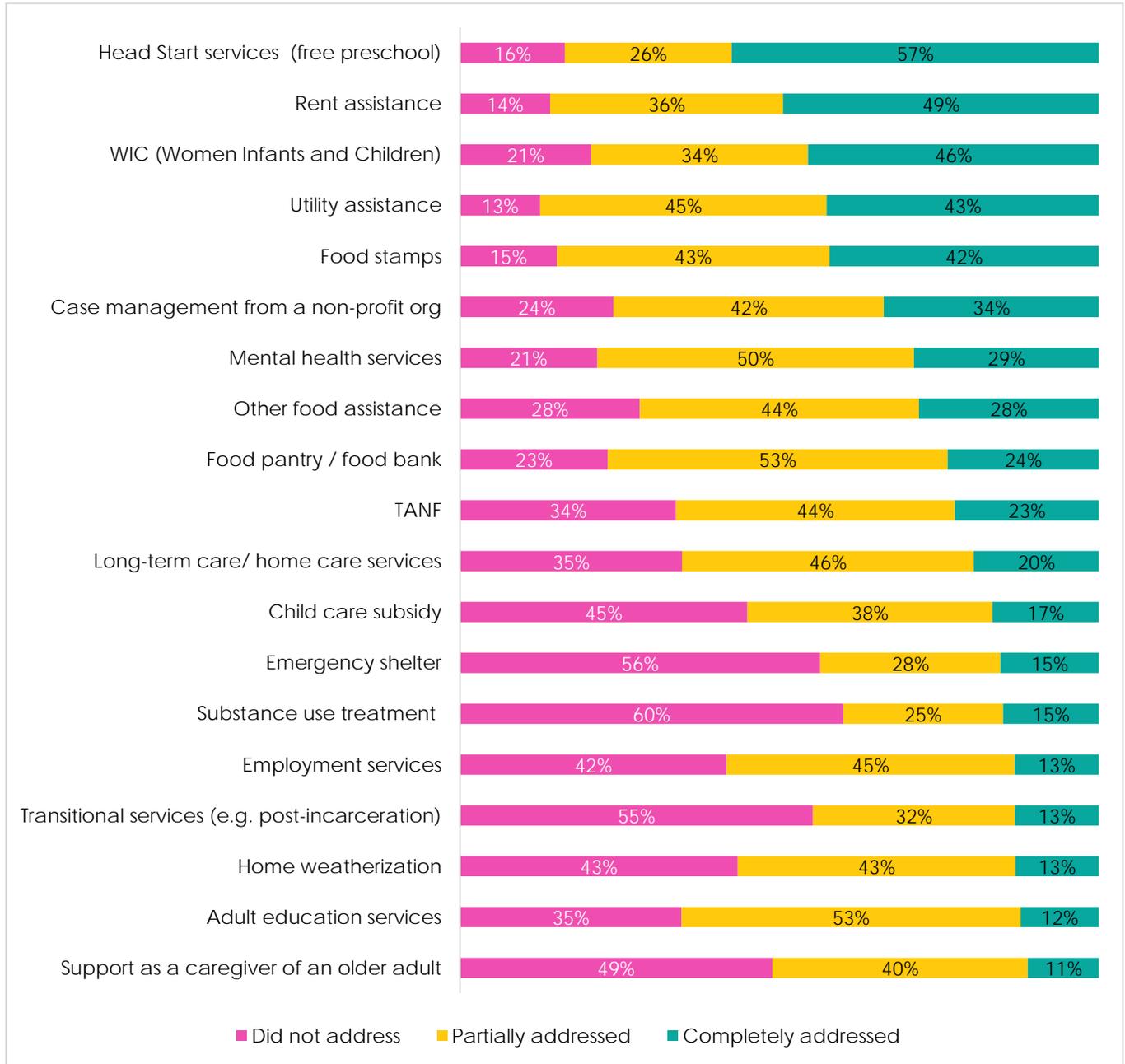
Efficacy of Support Services Received

Clients were asked how well the services they have received over the prior 12 months were able to address their need.

On the following figure, the reported effectiveness of services received varies substantially. Head Start is the most effective service reported, with 57% of clients reporting that it completely addressed their need and another 26% reporting that it partially addressed their need. There are many services with more than half of clients reporting that the service did not address their need - substance abuse treatment, emergency shelters, and transitional services.

Figure 38: Effectiveness of support services received

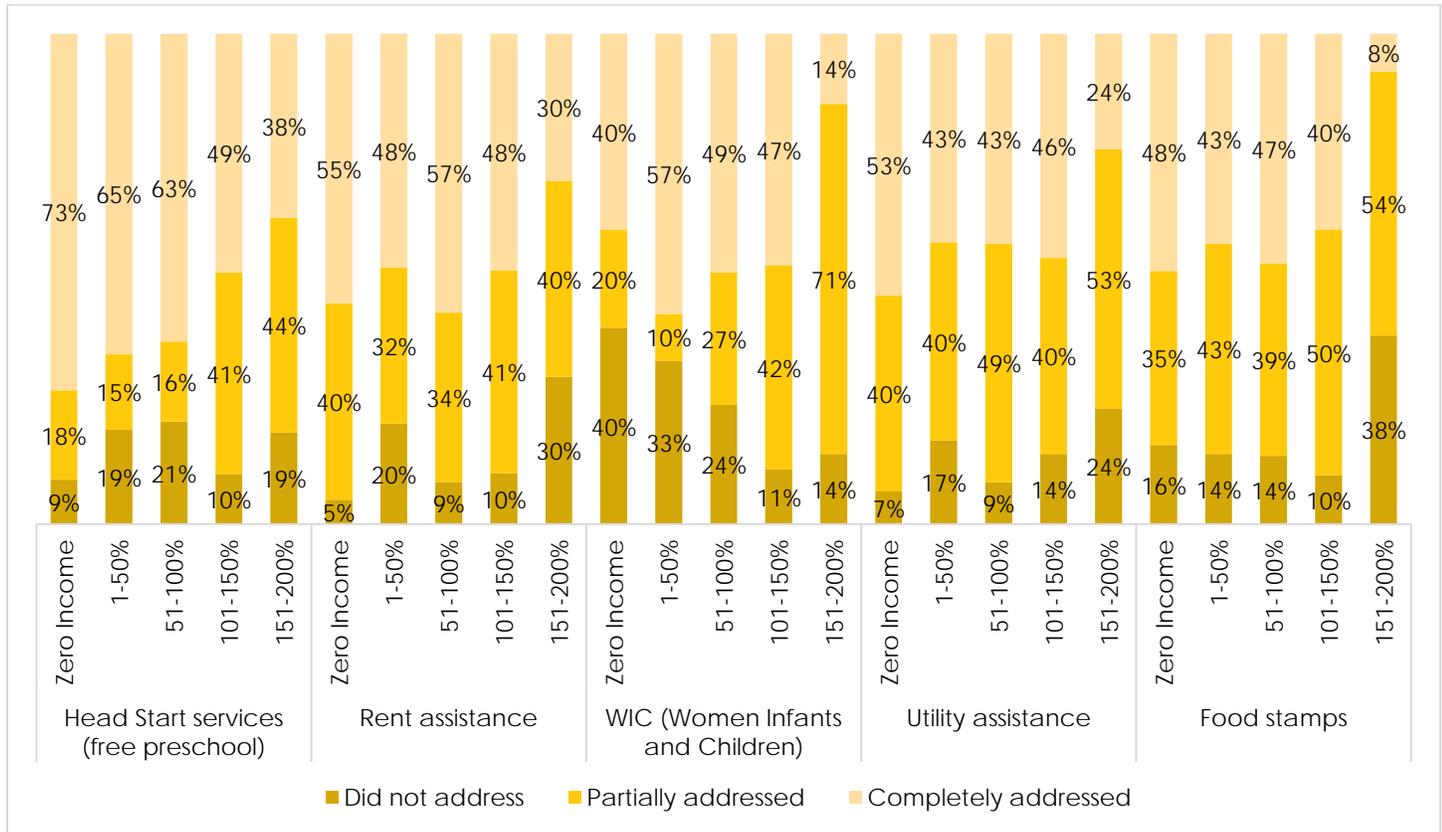
(How well did these services received by you or a member of your household address your/their needs?)



Many clients shared in the survey similar sentiments to the following comment. "The program Head Start is amazing. My daughter loves the program, and it gave to her an excellent base to get into kindergarten."

Figure 39: Effectiveness of support services received, by household income

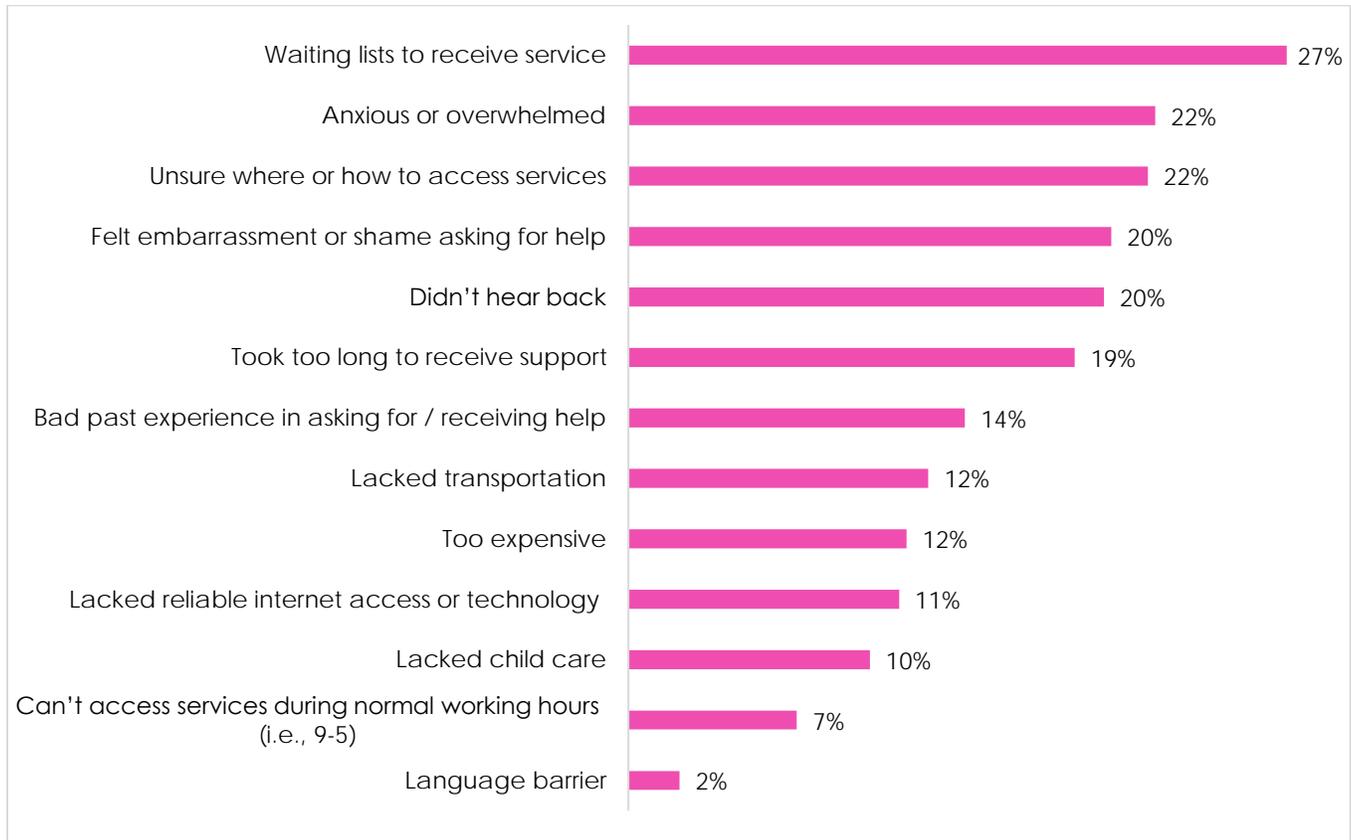
(How well did these services received by you or a member of your household address your/their needs?)



Focusing in on the five services that are most effective at addressing client needs and then disaggregating by household income, it can be seen that while efficacy is generally independent of income bracket, there are several exceptions. Head Start seems to fully address the needs of lower income clients more than for those with higher income, and clients in the 151-200% income bracket report the lowest rates of having their needs completely addressed across several services.

Figure 40: Barriers to receiving support services

(For those services or support that you or a member of your household did receive, please select the options below that limited your ability to receive or benefit from these services, if any.)



The most reported factor hindering the delivery of service to clients is waitlists – this is largely a function of demand exceeding availability of services but can be at least partially mitigated by improving the efficiency of service delivery and better communication with clients. These efforts would also help address services taking too long to be received; one client shared in their survey, “Rental and energy assistance take over three to four months just to get a call saying we’ve received your case. I’m not sure why it takes so long. By the time your approval goes through, you end up not needing it cause you’re homeless at that point.”

The next three factors after waitlists – clients not knowing where/how to access the services they need, or feeling anxiety/embarrassment about accessing services, are similar to the barriers that prevent services from being received and would require similar efforts in client communication and education to remedy. A representative from Children’s Service Society shared in a focus group, “Our programs can cause stress for our clients (with the application process along with other things). The families might have trouble using our systems and have difficulty contacting us.”

Awareness and Perceptions of UCA

Awareness of UCA among study participants is very high with almost 80% being aware of UCA. However, this is not indicative of the overall population due to a significant portion of the collected sample coming from UCA's client list.

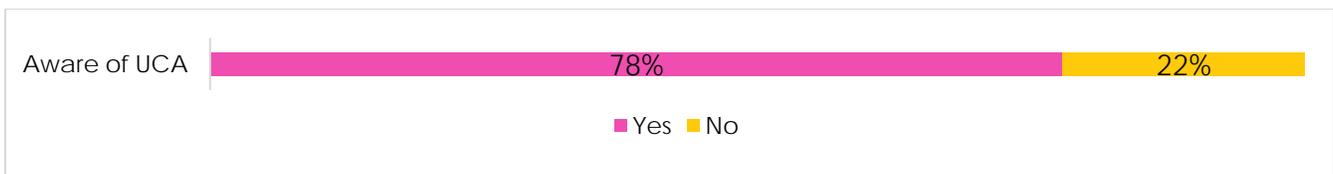
Of the individuals who were familiar with UCA, almost three-fourths know about utility assistance (HEAT), followed by around half knowing about rental assistance and Head Start. After these three programs, we see a big drop as less than 25% of clients are aware of the other UCA programs.

The overall perception of UCA programs is positive and is most positive for: nutrition - free summer dinners for kids and families, Head Start, healthy meals at senior centers, and utility assistance (HEAT).

Email was reported as the preferred method for clients to communicate with their service provider, followed by phone. Clients are less enthusiastic about other communication methods; they are largely indifferent to interacting with service providers through paper newsletter, social media, and town halls.

Figure 41: Awareness of UCA

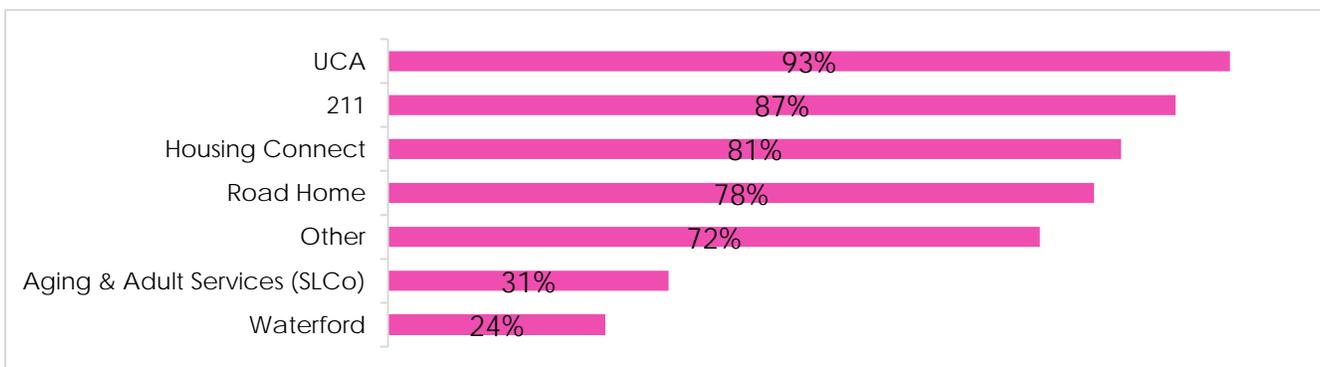
(Are you aware of a nonprofit organization called Utah Community Action?)



Awareness of UCA is high among clients who participated in the sample; however, because the sampling methodology utilized UCA client lists, this result is likely overstated and population-level conclusions cannot be drawn.

Figure 42: Awareness of UCA, by survey link provider

(Are you aware of a nonprofit organization called Utah Community Action?)

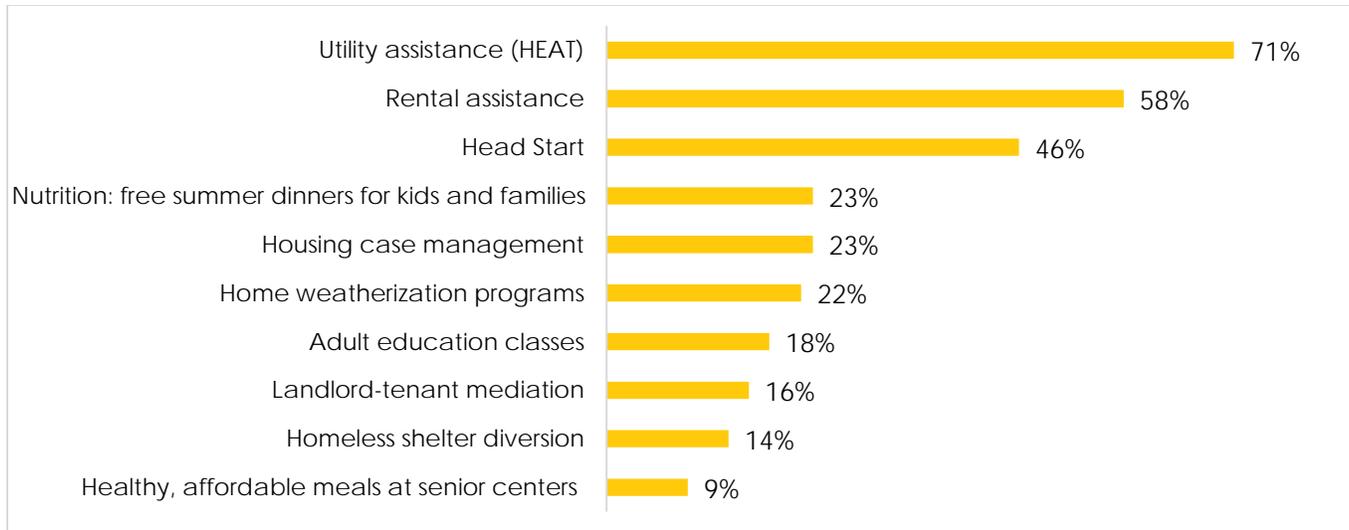


The above figure is only showing organization links who had over five survey respondents. For organizations under five survey completes, those are aggregated in the Other group.

Not surprisingly, individuals who have historically been UCA's target demographic are more aware of their services than other community members. There exists an opportunity to inform community members, especially the elderly, of UCA and their programs.

Figure 43: Awareness of UCA programs

(Which of the following Utah Community Action programs do you know about? [Only asked of the clients who previously stated they were familiar with Utah Community Action])



Awareness of specific UCA programs varies greatly – HEAT, rental assistance, and Head Start have high recognition among clients, while the remainder of UCA programs tested are much less recognized.

A focus group attendee shared, “I was surprised to see how many programs UCA offers. Even being in this realm, I didn't realize they offered so many programs.” Another attendee agreed and shared, “I didn't realize the ‘healthy, affordable meals at senior centers’ was a service.”

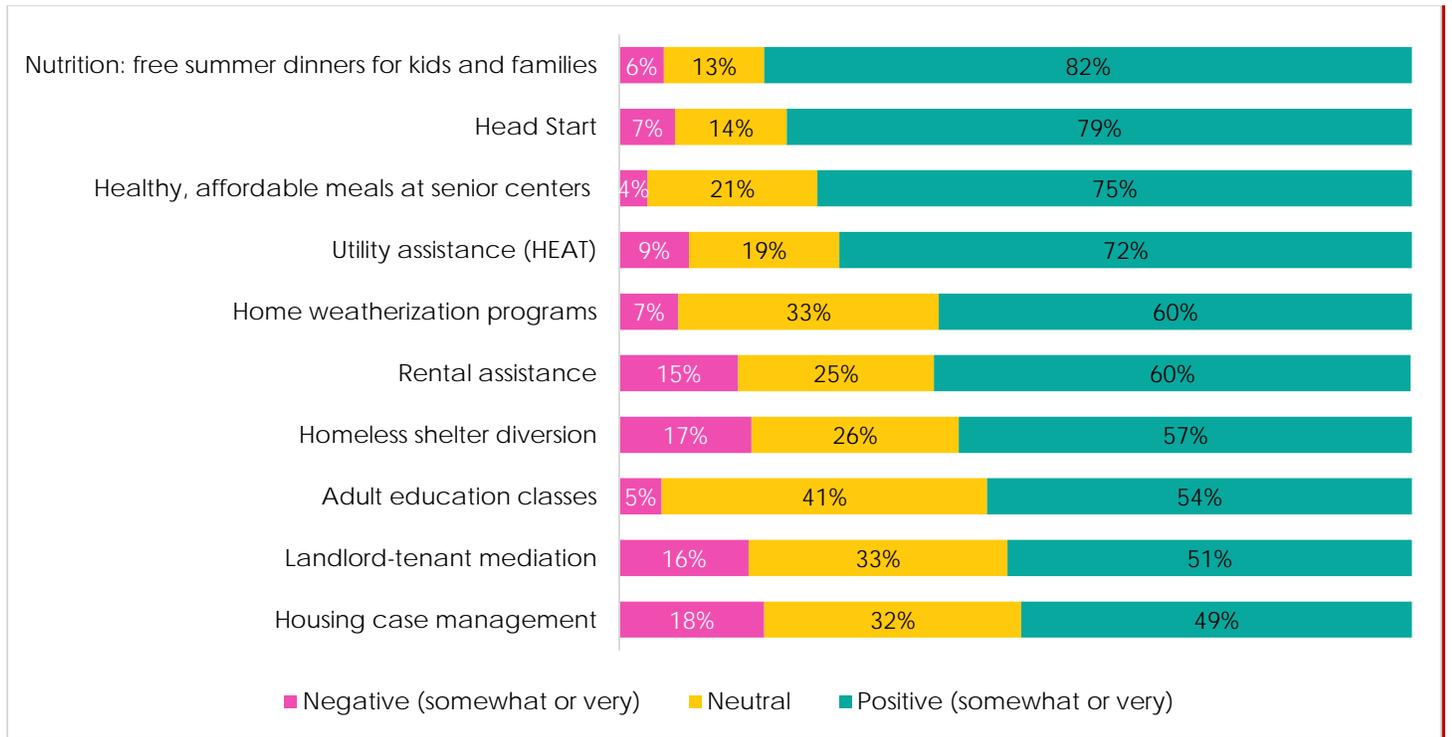
Figure 44: Awareness of UCA’s adult education classes

(Which of the following Utah Community Action’s adult education classes are you aware of? [Only asked of the clients who previously stated they were familiar with Utah Community Action’s adult education classes])



Figure 45: Perception of UCA programs

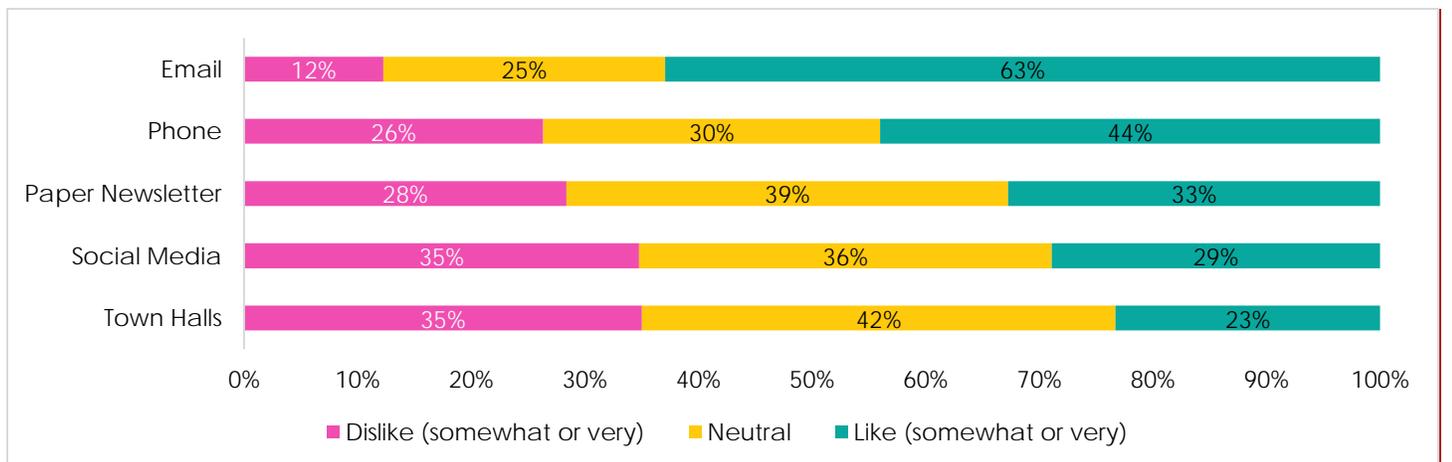
(How do you feel about the following Utah Community Action programs?)



UCA programs are well-regarded overall, with all programs receiving about half or greater positive perception, and no program receiving more than 18% negative perception. The programs with the greatest levels of negative perception are all related to housing or homelessness.

Figure 46: Communication method preferences

(How do you like to communicate with service organizations in your community? [Asked to all survey participants, not just those familiar with UCA])



There is a strong client preference for email over other modes when interacting with service organizations. Social media, despite being considered very modern and popular, is tied with town halls for the greatest level of dislike.

One client shared in their survey, "I feel like some people just don't know about all the services that are available in the community." Improving awareness of programs will impact individuals who are unaware of certain programs they could benefit from.

Recommendations and Priorities Addressing

Agency Needs and Community Needs

1. Affordability of rental housing is the greatest community need by a large margin – this need has been worsened by housing price inflation, particularly through the COVID-19 period. In a focus group, the representative from Housing Connect stated that “It’s not surprising to see rental housing as a huge need. We have long waitlists for rental housing.”

Service organizations can do a better job of addressing this need through coordination of services, ensuring that those clients most in need can access the help that they require. However, fully addressing this need will require engagement at the governmental levels as well as between service organizations, to tackle factors such as interest rates and construction/development of affordable housing.

Additionally, several ideas were floated in focus groups around how organizations can tackle this issue of affordable rental housing, most of which centered around working with groups such as the Home Builder Association. Some focus group attendees expressed a desire to bring more parties into the coalition that is advocating for more housing.

2. Focus group participants expressed a strong need for better cooperation and integration of services between organizations; one attendee shared, “We should know more about the partner community. Having stronger connections between community providers will help better serve our community members.” To achieve this, UCA and its partners can increase the frequency of knowledge-sharing and collaboration sessions, but with the caveat that these meetings would need to be very focused and impactful, given the large number of other meetings that all stakeholders already have competing for their time.

Another prominent theme that resonated in focus groups was the large impact of ending each client interaction by asking, “What else do you need?” – this can build client trust, and more immediately, direct clients to other providers that the client may not be aware of. Linked to the recommendation above of increasing cooperation and integration between organizations, service providers need to be educated on the services and supports that other providers can offer, likely formalized as some combination of provider directory and needs questionnaire.

3. Even the best-addressed needs require greater resources to be more effective. Three of the top four community needs - food stability, utility assistance, and access to affordable healthcare - were reported by clients to be relatively well addressed in terms of availability and quality of services in comparison to other needs. This indicates that service providers are generally focusing on the correct set of top community needs. However, for all of these needs, more than half of clients surveyed report that there is still insufficient availability of support services, and more than a quarter of clients report that the quality of these services is not enough to address their need. Service providers must therefore continue to develop and implement resources to better meet these needs, as there is still great room for improvement.

The last of the top four community needs, affordable rental housing, is a clear example of a need that requires additional resources to be met, especially in the face of shifting circumstances such as those brought on by the COVID-19 pandemic.

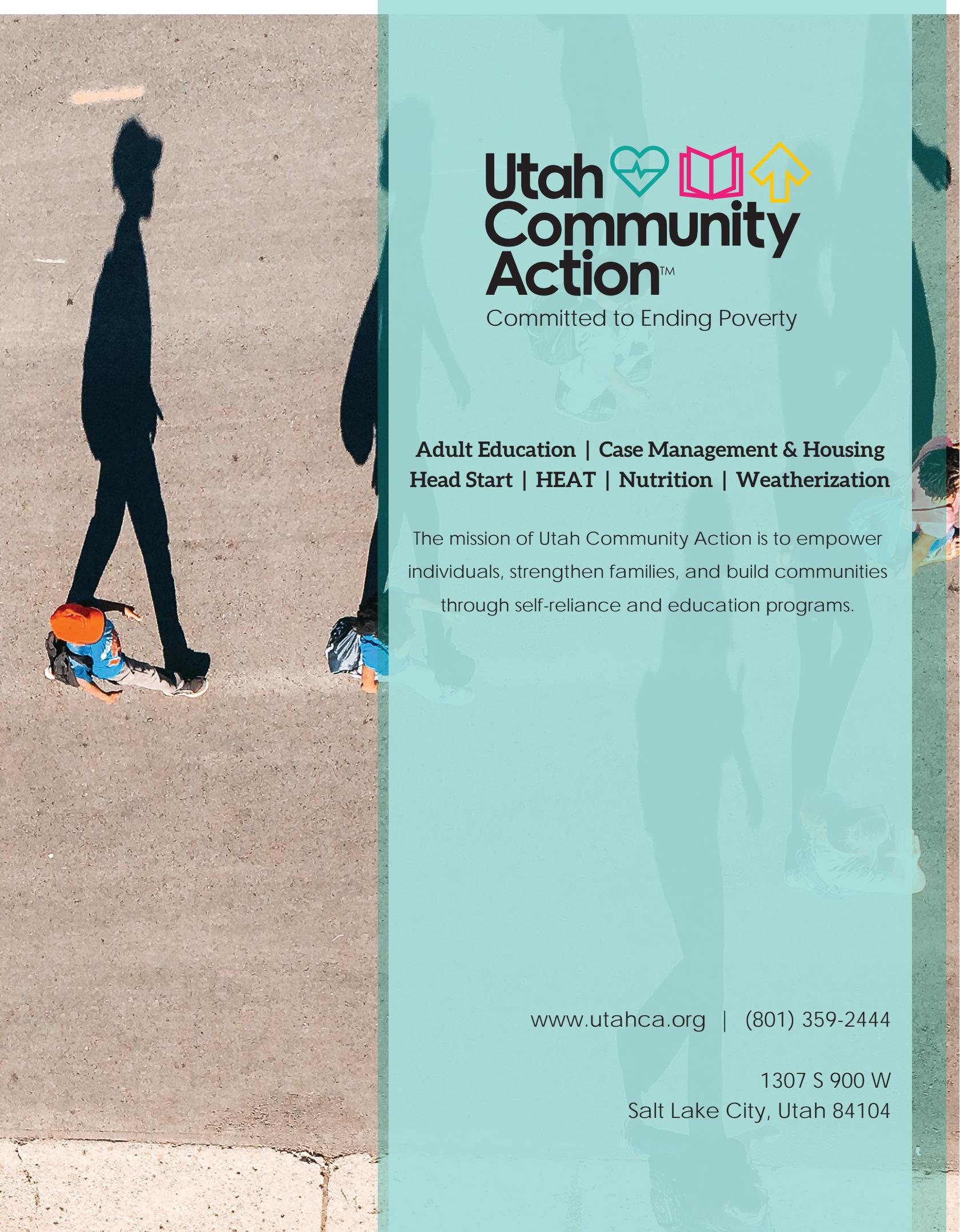
4. Increased support is required for all community needs. After the top four needs identified in the community needs assessment, there are many other needs that require intervention – mental health services, employment, paths to homeownership, child care, and homelessness were all reported by clients surveyed as being among their top needs. As the top four needs detailed previously become better addressed, these other needs will rise in urgency and become the primary needs of the community.

Ensuring that these other needs are not forgotten while addressing more urgent needs will not only provide clients with a more holistic support system, but will also proactively tackle these needs before they rise in urgency. UCA and other service providers should ensure that the community is educated on their programs created to address all needs, and not just focus on the top needs of today. For example - housing case management, homeless shelter diversion, and adult education classes. Of those who are aware of UCA, less than one-quarter are aware of these UCA programs. To help with mental health services and child care, UCA should seek to provide introductions to other providers who offer these services.

5. Support approaches should be tailored by income bracket and age groups in order to be more targeted to the unique lived experiences of each client population segment. Community needs, while largely universal, do differ somewhat between populations. For example, mental health

services are less of a stated need for lower income clients but becomes a top need for those in the highest income levels, while other top needs such as utility assistance become less common as income increases. This does not imply that mental health services are not needed by those in lower income groups, and in fact they may be in greater need than for higher income clients, but rather that the need is pre-empted by others that are particularly acute for lowest income clients.

A good percentage of younger clients, especially those ages 18-25, have experienced job loss and the inability to find a job (54%) in the last 12 months, while older groups mentioned being unable to work due to injury and illness (59%). As such, services and supports related to employment should have a particular focus on aiding 18-25-year olds in getting a job and alleviating chronic illness or injury to allow community members to go back to work. Additionally, those aged 18-25 experienced the highest rates of having their household size increase due to the housing instability (39%). Aiding this younger demographic in obtaining affordable housing should be a priority.



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