

2022

Community Needs Assessment



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Data Tables

(1) Use of Income

(1) Income/Use of Income

Base Year: 2022

A: Income Area Characteristics	By County			State	Sources
	Utah	Wasatch	Summit		
Income					
Median Household Income	77,057	85,807	106,973	74,197	Table S1901
Living Wage (1 adult, 2 children)	40.48	\$42.24	\$44.28	40.26	MIT living wage calculator
Poverty	-0.5	-0.4	0.4	0.6	Percentage changes from 2019 CAN
Individual Poverty Rate	10.0	4.8	4.5	9.1	U.S. Census Bureau, ACS 2016-2020, Table B05010
Family Poverty Rate	6.9	3.4	2.7	6.3	Table S1702
Individuals living at or below 125% of poverty	12.9	n/a	n/a	11.9	Derived from Table B17002 These data are for individuals below 125% of FPG.
Poverty Rate By Race					
White alone	9.4	4.4	4.5	8.1	Table B17001 with racial iterations
Hispanic	14.9	13.7	9.1	15.0	Table B17001 with racial iterations
Black or African American	24.3	1.4	6.9	22.8	Table B17001 with racial iterations
American Indian and Alaska Native, alone	20.1	52.7	0.0	25.5	Table B17001 with racial iterations
Asian alone	23.2	2.9	2.0	14.2	Table B17001 with racial iterations
Native Hawaiian and Other Pacific Islander, alone	20.5	n/a	n/a	10.6	Table B17001 with racial iterations
Some other race, alone	18.4	3.4	7.2	17.0	Table B17001 with racial iterations
Two or more races	9.9	10.5	4.5	9.9	Table B17001 with racial iterations

(1) Income/Use of Income (continued)

	By County			State	Sources
	Utah	Wasatch	Summit		
Poverty by Ethnicity					
Hispanic, Latino or Spanish Origins	14.9	13.7	9.1	15.0	Derived from Table S1701. Note that S1701 does not have a category for "Not Hispanic, Latino, or Spanish Origin." We calculated the percentage of not Hispanic or Latino by subtracting the number of Hispanic or Latino origin (of any race) from all other racial iterations. Note that this number is still skewed because the calculation includes "some other race alone" and "two or more races"; although Hispanic or Latino is an ethnicity, some respondents likely indicated they are "two or more races" or "some other race" when in fact they are Hispanic or Latino ethnicity. Nonetheless, these figures provide a more accurate understanding of non-Hispanic and non-Latino poverty rates than the figure for "White alone, not Hispanic or Latino" in S1701.
Not Hispanic, Latino or Spanish Origins	9.6	3.7	4.1	8.7	

(1) Income/Use of Income (continued)

	By County			State	Sources
	Utah	Wasatch	Summit		
Poverty by Age					
Under 18 years	8.5	5.7	4.0	9.9	Table S1701; Compare calculations from B17001
Under 5 years	10.6	7.7	1.7	11.2	Table S1701; Compare calculations from B17001
5 to 17 years	7.7	5.1	4.7	9.5	Table S1701; Compare calculations from B17001
18 to 64 years	11.5	4.6	5.0	9.3	Table S1701; Compare calculations from B17001
18 to 34 years	17.1	6.1	7.9	13.3	Table S1701; Compare calculations from B17001
35 to 64 years	5.6	3.8	3.7	6.3	Table S1701; Compare calculations from B17001
60 years and over	5.4	2.5	4.0	6.3	Table S1701; Compare calculations from B17001
65 years an over	5.6	3.2	3.1	6.2	Table S1701; Compare calculations from B17001
Poverty by Sex					
Male	9.2	4.4	3.7	8.3	Table S1701
Female	10.9	5.1	5.4	10.0	Table S1701
Intergenerational Poverty					
Percent of Children Living in Intergenerational Poverty	4.0	2.0	1.0		Department of Workforce Services, Intergenerational Poverty online dashboard. No year indicated.
Percent of adults Living in Intergenerational Poverty	1.8	1.3	0.6	4.0	
Other Indicators of Poverty					
Child Care –recipients as a percentage of county population	0.5	0.3	0.2	0.8	Department of Workforce Services; data as of April 2022
SNAP Assistance –recipients as a percentage of county population	3.4	1.7	1.0	5.0	Department of Workforce Services; data as of April 2022
Percent of students receiving free or reduced lunch	21.7	22.4	18.2	37.4	Utah Kids Count Data Book 2021
Percent children at risk of becoming adults living in intergenerational poverty	16.0	12.8	10.4		Intergenerational Poverty Report 2021, Utah Department of Workforce Services
Percent of Children Living with a Single Parent	5.3	3.5	6.6		Utah Kids Count Data Book 2021

(1) Income/Use of Income (continued)

B – Explanation of Major Data Changes (Income)

County	Data Characteristic	Explanation
Utah	Median Income	Median income rose from \$70,461 to \$77,057. Attributable to low unemployment and growth in high-income sectors
Wasatch	Median Income	Median income rose from \$83,344 to \$85,807. Low unemployment.
Summit	Median Income	Median income rose from \$100,789 to \$106,973. Attributable to low unemployment, especially since 2018.
Utah, Wasatch, Summit	Median Income growth rates	Population growth, strong economic conditions, educated workforce, and strong national economy contributed to increasing wages and salaries.
Utah	Poverty rate	The poverty rate dropped from 10.5% to 10%. Due to a continuation of overall economic and job growth during the period.
Wasatch	Poverty rate	The poverty rate changed from 5.2% to 4.8%. Due to a continuation of overall economic and job growth during the period.
Summit	Poverty rate	The poverty rate changed from 4.9% to 4.5% Due to a continuation of overall economic and job growth during the period.
Utah, Wasatch, Summit	Required living wage	The living wage required in each of our three counties increased significantly since our last assessment. Utah County has increased by \$11.49 (40%), Wasatch by \$11.88 (39%), and Summit by \$13.05 (42%). It is anticipated that with current annual inflation at 40-year highs, the required living wage will once again increase—even with increasing unemployment.

(1) Income/Use of Income (continued)

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results

Causes of Poverty (Income)

No.	Cause	Population	Data Source	County	Results and Description
1	Insufficient Income / Lack of Livable Wages / Unstable Income	Individuals & Families in Poverty	2022 Non-Client Survey	Utah	"Getting paid more for my current job(s)" ranked 2nd in our list of 20 urgent needs, "getting a job that pays more" ranked 4th. Nearly 40 percent indicated "getting paid more for my job(s) is a 5—or most urgent need—on our scale of one to five. About the same percent likewise indicated "getting a job that pays more" is "urgently needed now."
			2022 Client Survey		Although increased pay had a mean score putting it right in the middle of our list of 20 possible needs, 58.6 percent of respondents to our client survey said "Getting a job that pays more" is urgently needed now.
			2022 Community Leaders Survey	All Three	"Insufficient income" had a mean score of 82 on our scale of 1 to 100 in the community leaders survey. This is fourth highest—behind home purchase costs, rental costs, and mental health. Although "income" wasn't mentioned in the open-ended question, "What are the most important issues facing residents of your community," several outcomes of insufficient income were mentioned by virtually all respondents: housing costs, food insecurity, and inflation. Additionally, "livable wages" was mentioned by about 10 percent of respondents. When asked about gaps in helping people improve their use of income, 10 of the 48 respondents mentioned insufficient income in one way or another.
	Unstable Income	Individuals & Families in Poverty	2022 Client Interviews	Utah	Most clients interviewed indicated frustration that government assistance rules seemed to have changed frequently during COVID-19.

(1) Income/Use of Income (continued)

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results (continued)					
2	Difficulty Managing Income	Individuals & Families in Poverty	2022 Client Interviews	Utah	Many clients believe getting into debt through payday loans is a significant problem.
			2022 Client Interviews	Utah	Although most clients interviewed did not explicitly state that they need help managing their money, our interviewer found this to be a common need among about half the interviewees. Eight of the seventeen clients interviewed indicated they (or another adult in the household) have a job but don't know where their money goes.
			2022 Community Leaders Survey	All Three	"Income management" scored 68 on our 100-point scale in the community leaders survey. Managing resources was mentioned in the unaided question about biggest issues facing community residents. Budgeting and financial literacy were frequently mentioned in the open-ended question, "What gaps to you see in helping people improve their use of income?"
3	Cliff Effect	Individuals & Families in Poverty	2022 Client Interviews	All Three	Although the term "cliff effect" was not used, virtually every client interviewed indicated a tradeoff between receiving help and earning greater income. Many expressed frustration over the short-lived assistance from extended unemployment assistance during COVID-19, wishing it could have been extended longer.
4	Payday Loans / Predatory Lending	Individuals & Families in Poverty	2022 Staff Focus Groups	All Three	Payday loans and predatory lending continue to be problems in our communities.

(1) Income/Use of Income (continued)

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results (continued)

Gaps in Services (Income)

No.	Gap	Population	Data Source	County	Results and Description
1	Financial Education	Individuals & Families in Poverty	2022 Non-Client Survey	All Three	More than one-third of our clients—36.2 percent—said financial education is an urgent need right now. Another 22.4 percent said this is a need, although it isn't urgent.
			2022 Client Interviews		Clients indicated a general lack of understanding budgeting; most, of course, are living in crisis mode and setting budgets is not a priority. Knowing how to best spend existing resources is also a gap in understanding.
			2022 Client Survey	All Three	Financial education was cited as a need in our survey. "Learning to buy a house" was rated a 4 or 5 on our five-point scale by 8.3 percent of respondents; 5.5 percent said that "learning how to budget my money" is an urgent need. Although these numbers are relatively low, we note that we were asking about the urgency of a need; it appears respondents were more likely concerned with short-term demands than long-term financial issues.
			2022 Community Leaders Survey		More than half of survey respondents indicated that learning how to budget or how to use resources wisely is a serious problem among individuals living with low incomes.

(1) Income/Use of Income (continued)

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results (continued)					
Barriers to Exiting Poverty or Obtaining Services (Income)					
No.	Barrier	Population	Data Source	County	Results and Description
1	Cliff Effect	Individuals & Families in Poverty	2022 Non-Client Survey	Utah	Participants felt that “if you try to better yourself, you get punished.” “If you make just a little more than the requirements, you lose your housing.” The hard lines designated for qualification for services can lead to many people not wanting to change because they don’t want to lose access to certain services.
2	Inflation	Individuals & Families in Poverty	2022 Community Leaders Survey	All Three	Inflation was frequently mentioned in our community leader survey. In the broad open-ended question about issues facing residents, 33 percent mentioned inflation; responses to other items frequently mentioned it as well.
			2022 Client Interviews		All 17 clients interviewed expressed concern that prices are rising. Of particular mention were rents, food, and gasoline.
Individual / Family / Community Unmet Needs (Income)					
No.	Need	Population	Data Source	County	Results and Description
1	Insufficient Income	Individuals & Families in Poverty	2022 Community Leaders Survey	All three	Insufficient income ranked fourth in our list of community problems in the community leaders survey, coming in behind home purchase costs, rental costs, and mental health.
			2022 Non-Client Survey		39 percent of non-clients said “getting paid more for my current job(s)” is an urgent need.
			2022 Client Survey	Utah	Interestingly, 39.1 percent of clients also said “getting paid more for my current job(s)” is currently an urgent need.
2	Difficulty Managing Income/ Financial Knowledge & Skills	Individuals & Families in Poverty	2022 Client Interviews	All three	Interviews with clients indicate misunderstanding of how best to utilize the limited resources they have. Although Community Action offers multiple resources in this regard, retention of knowledge is a gap that we continue to fill.
			2022 Client Survey	All Three	Although respondents ranked managing income and learning new financial skills ranked low, "Learning to buy a house" was rated a 4 or 5 on our five-point scale by 8.3 percent of respondents; 5.5 percent said that "learning how to budget my money is an urgent need. Again, respondents are likely concerned with short-term demands than long-term financial issues.
3	Navigating changing program qualifications	Individuals & Families in Poverty	2022 Client Interviews	All three	Clients are stymied by the perception, at least, that qualifying for various benefits has changed.

(1) Income/Use of Income (continued)

D – Linkages (include Partnerships) (Income)

Current Program / Services Linkages (Income)

No.	Linkage	Need	Population(s) Served	What this Accomplishes
A	AAA Fair Credit	Credit counseling	Families	AAA Fair Credit negotiates directly with creditors and provides a payment plan for a monthly fee. We provide basic credit counseling however when a family needs help to manage their payments then we refer them to AAAFC.
B	HEAT Program	Help to pay bills	All	HEAT Program, administered by Mountainland Association of Governments, assists eligible households with energy and water assistance. We refer clients for this service.
C	DWS	Insufficient income, un(der) employment	Individuals and Families	CASFB works closely with DWS in many ways; we've worked with Office of Rehabilitation, Office of Child Care, Refugee Services, Unemployment, and the Workforce Development. In the past, we have had a DWS employee onsite for certain hours each week; however, this has not been as beneficial as we had hoped. We will inquire into improved opportunities for similar joint efforts with DWS.
D	DWS, HEAT, United Way 2-1-1, others	Help with emergency financial needs	All	DWS provides limited financial assistance for transportation, rent help, etc. to help stabilize families and individuals' lives. United Way 2-1-1 provides referrals and information for staff and clients. HEAT program provides utility assistance. When a client needs a service we cannot offer, we refer to these and other partners.

(1) Income/Use of Income (continued)

D – Linkages (include Partnerships) (Income) (continued)

Linkages That Need to be Created (Income)

No.	Purpose	Linkage	Population(s) Served	What this will Accomplish
1	Better publicize CASFB's financial education and coaching services	2-1-1, DWS, HEAT, Unite Us	Individuals and families	CASFB will establish more robust partnerships with these agencies to better publicize our financial education and coaching services. Ideally, partners will regularly refer clients to CASFB's Financial Learning Center. Currently, DWS does not refer clients to us; we will work to improve relationships and strengthen this partnership so more people living with low incomes will take advantage of our services in financial education and coaching.
2	Advocacy to address the Cliff Effect	Circles Big View Committee, DWS, CAP Utah	All low-income persons	Working with Circles Big View Committee, DWS, CAP Utah, and others, we will seek to mitigate the cliff effect as much as possible within existing regulations. If feasible, we will also work with other organizations to educate lawmakers on possible options to improve circumstances for those living with low incomes.
3	Advocacy for minimum wage increase	DWS, Utah Housing Coalition, Voices for Utah Children	All	Recognizing that there is currently no legislative appetite for an increase in the minimum wage in Utah, the executive director at CASFB will do research and connect with social service agencies to help build understanding of the need for this.
4	Advocacy work to impact payday lending policies and laws	CAP Utah, Crossroads Urban Center, Voices for Utah Children	All	Over time changes in payday lending can reduce costs to individuals and families and reduce use of such financial products. We will work with partners and potential partners to educate legislators, policy makers, and state regulators regarding payday lending regulations and laws. We hope to gain funding to have a dedicated advocacy staff member. CASFB already has some connections with these organizations, but these linkages need to be strengthened.

D – Linkages (include Partnerships) (Income) (continued)				
Linkages That Need to be Created (Income) (continued)				
No.	Purpose	Linkage	Population(s) Served	What this will Accomplish
5	Develop low-cost emergency loan fund for families and individuals with financial crisis	Financial institutions, credit unions, Crossroads Urban Center	All	CASFB will research possible low-cost solutions and resources for households. We will then create relationships with financial institutions to develop low-cost emergency loan funds as alternatives to payday loans. Eventually we may house such a program at CASFB. This linkage and the resulting program will be a long-term project -- possibly 3-5 years out.
6	Take financial coaching to people who need it	Employers of low wage earners; school districts, senior centers, other nonprofits	Low wage earners	CASFB was on its way to develop contract relationships with employers of low wage earners, in which those employers would pay CASFB to provide on-site financial coaching to their employees. The employers would benefit from the increased financial stability (and thus job stability and productivity) of their employees, while CASFB would gain easier access to the population most in need of financial coaching services. However, COVID-19 derailed our efforts. We will renew this initiative.
7	Insufficient income	DWS	All	CASFB will revisit the partnership we once had with DWS for an on-site staff member. If it is possible to establish a mutually beneficial partnership in this regard, we will seek to do so.
8	Circles Leaders	Circles Utah Valley	Advocacy to address the cliff effect	As Circle leaders share their stories, policy makers will be educated about the impacts of the cliff effect.

(1) Income/Use of Income (continued)

E – Resources

Un-obtained or Underutilized Resources (Income)

No.	Resource	Org.	Purpose	What this Accomplishes
1	Unrestricted funding	CASFB	Dedicate some funding for education and lobbying on cliff effect and payday lending issues	We expect that over a period of time, this will result in changes to the structure of assistance programs and laws regarding payday lending and reducing/eliminating the cliff effect.
2	State funding (TANF)	Utah Office of Homelessness Services	Expand financial assistance for emergency rent, homeless diversion, RRH	Will prevent homelessness and will rapidly place persons into affordable housing.

(2) Education

(2) Education
Base Year: 2022

A – Education Area Characteristics	By County:			Overall Measure for Utah	Source
	Utah	Wasatch	Summit		
High School Graduation Rate	91.8%	89.6%	94.2%	88.10%	Utah State Board of Education, Graduation/Dropout Rates, High School Cohort Graduation, Dropout, and Other Completer/Continuing Rates
High School Dropout Rates	6.1%	8.9%	5.3%	10.0	Ibid.
No High School Diploma	4.84%	4.62%	4.77%	7.05%	Table S1501
High School Only	16.70%	20.60%	16.00%	22.80%	
Some College	26.80%	22.80%	18.50%	25.50%	
Associates Degree	10.50%	8.40%	4.60%	10.00%	
Bachelors Degree	28.50%	28.80%	35.20%	23.00%	
Adult Literacy	11.60%	12.70%	11.10%	14.50%	
Student Enrollment	147,285	9,442	7,820	663,570	Voices for Utah's Children
Pupil Teacher Ratio	22.7	19.5	18.1	22.1	
Chronic Absence	10.7%	11.5%	6.3%	11.80%	
Households with a computer	171,899	10,505	14,474	1,003,345	Table B28001
Households with broadband internet subscription	151914	9674	13575	896175	Table B28002
Higher Education Enrollment	81,470	2,007	2,378	260,135	Table S1401
Higher Education Enrollment Percent	33.6%	19.1%	21.6%	26.2%	Table S1401

(2) Education (continued)

A – Education Area Characteristics	By County:			Overall Measure for Utah	Source
	Utah	Wasatch	Summit		
Early Education Enrollment: Number / Percent of 3-4 year olds enrolled in school	8,885 / 38.2%	537 / 58.86%	597 / 59.5%	43,026 / 42.6%	Table S1401
Median Class Size, by District (all grades)	Alpine: 27.8 Nebo: 26.8 Provo: 22.6	Wasatch: 26.8	North Summit: 20.0 South Summit: 19.2	24.5	Utah State Board of Education, Median Class Size; District numbers calculated by averaging all schools in district
Head Start enrollment	908	-	-	6,753	Office of Head Start: Heast Start Services Snapshot Reports; National Head Start Association (2018 data)
English Learner Students	8,402	894	625	55,542	Utah State Board of Education, 2021-2022 Fall Enrollment Demographic Report
Number of public school districts	3	1	2	41	Utah State Board of Education
Number of private schools	21	1	6	112	Utah State Board of Education
Colleges, Universities and Trade Schools in the area	5	0	0	34	Utah System of Higher Education

(2) Education (continued)

B – Explanation of Major Data Changes

County	Data Characteristic	Explanation
Utah, Wasatch, Summit	No major changes	There have been no significant changes in data in our service area since the 2019 assessment. The Wasatch Front continues to be one of the most highly educated areas in the country. High school graduation rates and post-secondary training or education have all remained high or increased.

(2) Education (continued)

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results

Causes of Poverty (Education)

No.	Cause	Population	Data Source	County	Results and Description
1	Lack of education	Individuals & Families in Poverty	2022 Client Survey	All Three	36.2 percent of clients indicated “getting training or education” is a current urgent need.
			2022 Community Leaders Survey		12 percent of respondents to in the community leader survey indicated education is one of the most important issues facing local residents (unaided response). On the list of 15 possible issues in the community, education came in as the 6th-most important, with a score of 73 out of 100.
2	Cost of higher education	Individuals & Families in Poverty	2022 Community Leaders Survey	All Three	The cost of post-secondary education was mentioned as a barrier (or gap) in education by 24 percent of respondents.

Gaps in Services (Education)

No.	Gap	Population	Data Source	County	Results and Description
1	Financial Education in Schools	Individuals & Families in Poverty	2022 Client Interviews	Utah	Of the 17 clients interviewed, none believed they had financial education during their time in public schools.
2	Technical/trades education	Individuals & Families in Poverty	2022 Community Leaders Survey	All Three	The need for more post-secondary technical and trade education was identified by 12 percent of community leaders
3	Cost of higher education	Individuals & Families in Poverty	2022 Community Leaders Survey	All Three	While cost of higher education was identified as a cause of poverty, it is also a gap in services for education. The cost of post-secondary education was mentioned as a barrier (or gap) in education by 24 percent of respondents.

(2) Education (continued)

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results

Barriers to Exiting Poverty or Obtaining Services (Education)

No.	Barrier	Population	Data Source	County	Results and Description
1	Education for Better Work	Individuals & Families in Poverty	2022 Non-Client Survey	All Three	"Getting paid more for my current job(s) was the most urgent current need in our non-client survey; "getting a job that pays more" was the 4th most urgent need. People living with low incomes have a desire for higher pay (which is demanded by increased prices due to inflation), but they sometimes lack the education required for the promotions or new jobs that will pay more.

Individual / Family / Community Unmet Needs (Education)

No.	Need	Population	Data Source	County	Results and Description
1	Education Regarding Job Search & Job Skills	Individuals & Families in Poverty	2022 Client Interviews	Utah	A frequently mentioned need among the 17 clients interviewed is help getting a better job or a second job. Eleven of the 17 interviewees cited this as a current stress in their lives.
		Individuals & Families in Poverty	2022 Non-Client Survey	All Three	"Finding a job" was rated a 4 or 5 on our five-points scale of current urgent needs by 9 percent of respondents. Unemployment is not a current problem in our service area; pay that is not keeping up with prices—particularly housing—is at the forefront when it comes to employment issues.

(2) Education (continued)**D – Linkages (include Partnerships)****Current Program / Services Linkages (Education)**

No.	Linkage	Need	Population(s) Served	What this Accomplishes
A	Project READ, ESL	Adult literacy instruction	Individuals	CASFB makes referrals to Project READ and ESL services at other agencies to assist adults to become literate in English; CASFB also provides funding for Project READ.
B	Adult Education/GED	High school completion	Individuals	CASFB makes referrals to Adult Education / GED services to assist adults in completing their GED or getting their high school degree.
C	UVU Financial Aid	Financial aid to go to school	Individuals	CASFB makes referrals to UVU Financial Aid for help in applying for and receiving grants and loans to attend higher education. CASFB's Circles initiative refers individuals to (and works with) the Women's Success Center.
D	Office of Child Care (a division of Department of Workforce Services)	Affordable Childcare	Families	CASFB makes referrals to the Office of Child Care so clients can obtain childcare funding to allow adults to attend education and training.
E	DWS	Training funds	Individuals	CASFB makes referrals to DWS so clients can access training dollars for short-term training opportunities.
F	UVU Women's Success Center	Education, Scholarships	Low-income women	The Center provides education, support, and scholarships to women at UVU. By referring CASFB clients, more low-income women are able to receive education support
G	TRIO and Facebook/ Mortenson Construction	Helping to get into construction fields	Individuals	Apprenticeships are more easily obtained by individuals living with low income.
H	People Helping People	Employment training	Low-income women	This program helps clients obtain the training and employment they need to get out of poverty
I	Alpine School District	ESL	Non-English-Speaking individuals	CASFB works with Alpine School District to help non-native English speakers learn English and advance in employment opportunities

(2) Education (continued)

D – Linkages (include Partnerships) (continued)				
Current Program / Services Linkages (Education) (continued)				
J	Utah Valley University First-Gen Students Office	Increase access to higher education and increase student retention at UVU	Individuals	Circles works with this office to help individuals access education and training
K	MTECH	Increase awareness of and access to vocational training	Individuals	Circles works with MTECH to provide more underemployed individuals with access to training, allowing them to obtain better employment.
L	Head Start (Early Learning Essentials)	Child care, particularly for families living with low incomes	Families	CASFB interacts and engages with Early Learning Essentials regularly to enroll children of clients and to exchange data and best practices. We are on multiple community committees and boards with ELE and have a close working relationship.

(2) Education (continued)				
D – Linkages (include Partnerships) (continued)				
Linkages That Need to be Created (Education)				
No.	Purpose	Linkage	Population(s) Served	What this will Accomplish
1	Increase awareness of educational and training opportunities	Circles Utah Valley	Individuals	CASFB and/or Circles Utah Valley will assemble information regarding educational opportunities and distribute this information to Circles leaders.
2	More career guidance for students	Provo School District; other school districts in service area	Families	Although CASFB staff currently work with each school district in McVento Homeless Act programs to help these qualifying families, we will work more deliberately to establish a more firm partnership.
3	More education for non-native English speakers	Migrant Head Start, My Hometown Project	Individuals and families	We can become more effective in helping migrant workers and other non-native English speakers gain education and improve employment.
4	Improve English and cultural adaptation	South Franklin Community Center: ESL and cultural immigration class	Individuals and families	CASFB will work to improve and formalize the relationship with South Franklin to refer clients to their ESL and culture classes and groups
5	UVU/Care About Childcare	Child care	Families	Utah Valley University’s Care About Childcare program seeks to help parents, providers, and community partners with referrals for affordable childcare and after-school care. Although we have worked with this effort, our linkage needs to be strengthened to the end that our clients have additional resources childcare, particularly while engaged in education opportunities.
E – Resources				
Un-obtained or Underutilized Resources (Education)				
No.	Resource	Organization	Purpose	What this Accomplishes
1	N/A			

(3) Employment

(3) Employment

Base Year: 2022

A – Employment Area Characteristics	By County:			Overall Measure for Utah	Source
	Utah	Wasatch	Summit		
Unemployment Rate	2.30%	2.60%	2.60%	2.90%	jobs.utah.gov April 2022 data
Job Growth (from 2016 to 2017)	5.0%	2.8%	3.0%	3.7%	<i>ibid.</i> Change from April 2021 to April 2022
Sector with Highest Employment Rate	Education, Health, and Social Services	Government	Leisure and Hospitality	Trade, Transportation, and Utilities	<i>ibid.</i> Tab: Nonfarm Employment
Top 10 employers in county	1) Brigham Young University 2) Alpine SChool District 3) Utah Valley University 4) Utah Valley Regional Medical Ctr 5) Nebo School District 6) Vivint 7) Wal-Mart 8) Doterra International 9) State of Utah 10) Young Living Essential Oils	1) Wasatch School District 2) Probst Electric 3) Summit Line Construction 4) Wasatch County 5) Heber Valley Medical Ctr 6) State of Utah 7) Wal-Mart 8) RMD Management 9) Smith's Food and Drug 10) Homestead Resort	1) Deer Valley Resort 2) Park City Mountain Resort 3) Park City School District 4) Park City 5) Park City Hospital 6) Stein Eriksen Lodge 7) Summit County 8) Montage Hotels & Resorts 9) South Summit School District 10) Triumph Gear Systems	1) University of Utah (incl. Hospital) 2) Intermountain Healthcare 3) State of Utah (Gov) 4) Wal-Mart Associates 5) Brigham Young University 6) Hill Air Force Base 7) Alpine School District 8) Davis County School District 9) Utah State University 10) Granite School District	<i>ibid.</i> 2020 data

(3) Employment (continued)

A – Employment Area Characteristics	By County:			Overall Measure for Utah	Source
	Utah	Wasatch	Summit		
Average (Annual) Wage for Sector with Highest Employment Rate	41,268 (retail)	71,592 (construction)	38,016 (accommodation and food services)	51,084 (health care and social assistance)	<i>ibid.</i> 2021 data
Median (Annual) Household Income	79,505	85,807	106,973	74,197	U.S. Census Bureau, ACS 2016- 2020, Table S1901
Average Monthly Wage	4,261	3,938	4,360	4,492	jobs.utah.gov 2020 data
Average Hourly Wage	27	23	27	28	U.S. Bureau of Labor Statistics Derived from annual pay and employee data, 2021
Required Living Wage (hourly)	54	30	56	44	livingwage.mit.edu Estimates are for a family of one adult and two children.
Travel time to work					Table C08534 Note: Data not available for Wasatch, Summit Counties
< 10 minutes	50,545	N/A	N/A	234,611	
10-14 min	46,959			246,664	
15-19 min	48,720			248,920	
20-24 min	39,509			227,054	
25-29 min.	18,608			98,816	
30-34 min.	24,581			171,334	
35-44 min.	11,156			77,028	
45-59 min.	14,632			88,432	
60 or more minutes	9,628			76,023	

Mean weekly earnings (individual)	1,078	916	1,084	1,112	Bureau of Labor Statistics, Quarterly Census of Employment and Wages
Median family income	104,155	132,472	179,080	105,348	Table S1902

(3) Employment (continued)

A – Employment Area Characteristics	By County:			Overall Measure for Utah	Source
	Utah	Wasatch	Summit		
Average monthly childcare costs for one (4-5yo) child: Center / Family Care	Monthly rate for full-time family licensed childcare in Utah, 75th percentile, 4-year-old: \$650 Ibid., Provo-Orem MSA: \$700 Monthly rate for full-time center licensed childcare in Utah, 75th percentile, 4-year-old: \$752 Ibid., Provo-Orem MSA: \$756				DWS, Office of Child Care: <i>Utah 2021 Child Care Market Rate Study</i>
Number / Percent receiving childcare subsidy	3,134 / 0.5%	99 / 0.3%	65 / 0.2%	24,477 / 0.8%	jobs.utah.gov Note: This report defines "recipients" as all eligible household members counted in the filing unit, which generally includes parents and all children under age 18 living in the home.

(3) Employment
B – Explanation of Major Data Changes

County	Data Characteristic	Explanation
All three	Unemployment	Unemployment continued to decline since the 2019 CNA, dropping from 2.9% to 2.3% in Utah County, and from 3.3% to 2.6% in Wasatch County and from 3.1% to 2.6% in Summit County. This is aligned with the overall improvement throughout the state, which saw unemployment decrease from 3.2% in 2019's CNA to 2.9% today. Although the nation's unemployment rate is low, economists are predicting that we are entering a recession.
All three	Median Household Income	Household income has increased in all three counties. This is likely due to the decreasing unemployment rate and increasing job growth. In Utah County, the largest in our service area, median household income rose from \$70,461 in our 2019 CNA to \$79,505.
All three	Required Living Wage	The MIT Living Wage calculator shows a dramatic increase in the wage required for a family of one adult and three parents in each of our three counties. The most extreme increase is in Utah County, where the living wage increased from \$28.99 to \$54.49—this is due in large part to the steep rise in housing costs.

(3) Employment**C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results**

Causes of Poverty (Employment)					
No.	Cause	Population	Data Source	County	Results and Description
1	Lack of Livable Wages / Low Minimum Wage	Individuals & Families in Poverty	2022 Client Interviews	Utah	Nearly every client interviewed indicated that wages are not keeping up with increases in cost of living. In particular, rent, food, and gasoline were the most common items mentioned; transportation repairs and healthcare costs were also mentioned.
			2022 Client Survey	Utah	Our non-client survey of individuals living with low incomes, "getting paid more for my current job" was the second-highest current need; "getting a job that pays more" is the fourth highest. "Getting help paying utility bills" was the most urgent need. It appears that wages are not keeping pace with inflation.
			2022 Community Leaders Survey	All Three	"Insufficient income" ranked fourth (out of 15) as the most pressing issue facing our community in our survey of community leaders.
2	Lack of Opportunities for Stable Full-time Work	Individuals & Families in Poverty	2022 Client Survey, Staff Focus Groups	All Three	58.6 percent of clients indicated that "getting a job that pays more" is an urgent need now.
3	Cost of Child Care	Individuals & Families in Poverty	2022 Non-Client Survey	All Three	Among non-client who have children in the home, "help with paying for childcare" had a mean score of 2.3 on our scale of one to five. Just more than 16 percent gave it an overall score of 4 or 5 in the scale of current urgent needs.
			2022 Client Survey	Utah	36.2 percent of clients indicated "getting help paying for child care" is an urgent need or is needed but not urgently.

(3) Employment (continued)

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results (continued)

Gaps in Services (Employment)					
No.	Gap	Population	Data Source	County	Results and Description
1	Affordable Child Care	Individuals & Families in Poverty	2022 Client Survey	Utah	36.2 percent of clients indicated “getting help paying for child care” is an urgent need or is needed but not urgently.
			2022 Non-Client Survey	All Three	About one in five respondents with children scored "getting help with paying for childcare" a four on our five-point scale.
Barriers to Exiting Poverty or Obtaining Services (Employment)					
No.	Barrier	Population	Data Source	County	Results and Description
1	Reasons Cited for Underemployment: Low Wages, Health/Mental Health, Transportation, Child Care	Individuals & Families in Poverty	2022 Community Leaders Survey	All Three	Pay not keeping pace with inflation, opportunities for undocumented workers, training were all mentioned by community leaders as barriers to exiting poverty in the area of employment.
			2022 Non-Client Survey		Top reasons cited for unemployment: Wages are too low (43%), Disability, health, or mental health problems (41%), Transportation (35%), Criminal record (32%), Lack of education/training (25%), Lack of childcare (23%). Notably, lack of job search resources was the least commonly cited cause (9%). This may mean that more job search resources are not the answer. (Community members who are not experiencing poverty frequently recommend this service as a solution.)
2	Students Take Entry Level Jobs	Individuals & Families in Poverty	2022 Client Interviews Staff focus groups	Utah	With tens of thousands of full-time college students in Utah County, the competition for entry-level, low-paying jobs is high. Although unemployment is low, many people living with low incomes find it difficult to find adequate full-time work, resorting to having two or three part-time jobs.

(3) Employment (continued)
C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results (continued)

Gaps in Services (Employment)					
Individual / Family / Community Unmet Needs (Employment)					
No.	Need	Population	Data Source	County	Results and Description
1	Affordable Child Care	Individuals & Families in Poverty	2022 Non-Client Survey	All Three	For persons living with low incomes who have children, affordable childcare is a major obstacle. About one in five respondents indicated this was a four on a scale of one to five.
2	Unemployment / Under-employment	Individuals & Families in Poverty	2022 Non-Client Survey	All Three	Underemployment ranked number two by persons living with low income in our list of 20 needs. "Getting paid more for my current job(s) is a high priority, second only to "paying utility bills." "Getting a job that pays more" ranked number four.
			2022 Client Survey	Utah	39.1 percent of clients said that "getting paid more for my current job(s) is an urgent need. "Getting a job that pays more" is the sixth-highest-ranked need; 58.6 percent of clients said it is urgently needed now.

(3) Employment (continued)
D – Linkages (include Partnerships)

Current Program / Services Linkages (Employment)				
No.	Linkage	Need	Population(s) Served	What this Accomplishes
A	DWS	Insufficient income, unemployment, under-employment	Individuals and Families	We help connect CASFB clients with employment services and other DWS resources. DWS Employment Pathway connects them with rental assistance and employment assistance.
B	DWS	Job skills	All	CASFB makes referrals to DWS for clients with this need. We also work with persons with disabilities to obtain assistance from DWS. People may participate in job search training, write resumes, job club, soft skills training, etc.
C	DWS	Affordable childcare	All	CASFB makes referrals to DWS for clients with this need. DWS helps with childcare costs while caregivers are working/getting training for work.
D	DWS	Help with car repairs, gas, and bus tokens/passes	All	CASFB makes referrals to DWS for clients with this need. Individuals who are eligible may request and receive transportation help to search for work, to get to and from work, etc.
E	Employment Services	Under- and unemployment	All	We refer clients to find temporary employment
F	PeopleReady, Nexeo, SOS, Kelly, Intermountain Staffing, etc.	Under- and unemployment	All	We utilize our relationships with these agencies and refer clients to them to receive day-job opportunities.

(3) Employment (continued)
D – Linkages (include Partnerships) (continued)

Linkages That Need to be Created (Employment)				
No.	Purpose	Linkage	Population(s) Served	What this will Accomplish
1	Start and grow small businesses	UVU Small Business Development Center	Individuals and Families in Poverty	We are strengthening our partnership with UVU's Small Business Development Center to help clients with starting up or expanding small businesses.
2	Provide training for more informed service provision	LDS Church Self-Reliance Program	Individuals and Families in Poverty	CASFB is working to provide Bridges Out of Poverty training to self-reliance specialists who run ward and stake level self-reliance groups in the LDS Church program. This will help those running the programs to increase their understanding of the realities of poverty, and thus provide more effective employment services. This effort was stymied by the pandemic, but we are intending to move forward with it now.
3	Small business resources for entrepreneurs using the commercial kitchen	Mountainland Association of Governments	Persons using the commercial kitchen	When we have the capacity, we will investigate renewing the partnership with MAG to provide financial aid and physical supplies to commercial kitchen entrepreneurs, which may help entrepreneurs be more successful in starting and building their food businesses.
4	Engage and provide poverty training to major employers	Chamber of Commerce, Targeted major employers (health care, call centers, manufacturing, etc.), Arrive Utah	All	As time and energy become available, we will engage the Chamber of Commerce and major employers of low wage earners to provide training about IGP and chronic poverty. These trainings will help create conditions with employers that lead to employee retention, productivity, and engagement of entry-level workers. Because we currently lack sufficient resources to be successful in this area, this is a lower priority for us.

(3) Employment (continued)

E – Resources

Un-obtained or Underutilized Resources (Employment)				
No.	Resource	Organization	Purpose	What this Accomplishes
1	Bridges certification	Bridges Out of Poverty	Help employers create workplace stability	This support will increase our capacity to engage and train employers and Chamber members to result in improvement in entry-level retention and success.

(4) Housing

(4) Housing

Base Year: 2022

A – Housing Area Characteristics	By County:			Overall Measure for Utah	Source	Comments
	Utah	Wasatch	Summit			
Average Household Size	3.52	3.13	2.86	3.09	Table S25010	ACS
Homeownership						
Homeownership Rates	72.30%	76.00%	77.00%	68.80%	fred.stlouisfed.org	2020 for counties; 2021 for state
Median Home Price	\$523,000	\$568,937	\$879,417	\$493,221	nar.realtor Utah County data from Well Fargo Housing Opportunity Index and is from Q1 2022. Wasatch and Summit County data from National Association of Realtors and is Q4 2021. Both are most recent data available. State data from zillow.com	
Housing Availability						
Fair Market Rent (2 bdrm)	1,041	1,190	1,408	1,153	huduser.gov 2022 Report	
Housing affordability (hourly wage needed to afford 2 br apt)	\$18.13	\$22.29	\$25.40	\$18.30	reports.nlihc.org Out of Reach 2022 report (NLIHC)	
Rent affordable at renter median household income	1,254	1,682	1,993	1,287		
Fair Market Rent (2 bdrm)	1,041	1,190	1,408	1,153	huduser.gov 2022 Report	
Housing affordability (hourly wage needed to afford 2 br apt)	\$18.13	\$22.29	\$25.40	\$18.30	reports.nlihc.org Out of Reach 2022 report (NLIHC)	

(4) Housing (continued)

A – Housing Area Characteristics	By County:						Overall Measure for Utah	Source	Comments
	Utah		Wasatch		Summit				
Rent affordable at renter median household income	1,254		1,682		1,993		1,287	Out of Reach 2022 report (NLIHC)	
Annual AMI	96,000		108,200		134,700		96,221		
30% of AMI	28,800		32,460		40,410		28,866		
Monthly rent affordable at 30% AMI	720		812		1,010		722		
Rent affordable at median renter income	895		940		984		959		
Rental vacancy rates	2.20%						5.30%	Note: Data from jobs.utah.gov is derived from 2013-2017 data and is deemed outdated; given the increasing cost and changing status of housing in our service area, we are not able to rely on that data for planning. Census Current Population Survey. State data from CPS for 2020. Utah County data from Kem C. Gardner Policy Institute, <i>The State of the State's Housing Market, October 2021</i> . State data from National Low Income Housing Coalition.	
# Affordable Housing Units							~43,253		
# Affordable and Available Housing Units per 100 extremely low-income renters							33		
Average household size	Own	Rent	Own	Rent	Own	Rent	Own	Rent	Table B25010
	3.75	3.04	3.22	2.87	2.82	3.01	3.23	2.76	
Renter Clients	Number of clients who are renters		2019	2020	2021	Increase 2019-2021		CAP60 Demographic Report	
			2,557	3,004	3,666	43.4%			

(4) Housing (continued)

A – Housing Area Characteristics	By County:			Overall Measure for Utah	Source	Comments
	Utah	Wasatch	Summit			
Total residential Addresses (# housing units)	201,906	15,099	26,073	1,190,107	CAP assessment tool	
Number Occupied Housing Units	171,899	10,505	14,474	1,003,345		
Number of Unsafe, Unsanitary Homes	50,878	3,090	3,646	271,557		
Eviction Filing Rate	1.18%	1.22%	0.96%	2.19%		
Homelessness Count					2021 Point in Time Count report	
--Number of Homeless Individuals	86	n/a	16	2,876		
--Number of Chronically Homeless Individuals	4	n/a	0	306		
--Number of Homeless Veterans	1	n/a	0	239		
Beds available for the homeless						
--Number of Emergency Shelter beds	49	n/a	17	2,472		
--Number of Transitional Housing beds	54	n/a	7	589		
--Number of Permanent Supportive Housing beds	194	n/a	n/a	2,626		

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(4) Housing (continued)

B – Explanation of Major Data Changes

County	Data Characteristic	Explanation
Utah, Wasatch, Summit	Homeownership Rates	Homeownership rates have increased slightly in all three counties. This is likely due to strong economy, low interest rates, and low inflation during the time period reported (2016-2020 ACS 5-year average). With interest rates and inflation increasing, we expect homeownership rates will decrease.
Utah, Wasatch, Summit	Average Household Size	Average household size continues to decrease, albeit ever so slightly. With average marriage age increasing, combined with decreasing birthrates, the trend is toward more one-person households. In Utah County, the average household size decreased from 3.63 in our 2019 CNA to 3.52 in this year's.
Utah, Wasatch, Summit	Average Home Price	It is not an exaggeration to state that home prices have skyrocketed in our service area. In 2019, the median price in Utah County was \$336,785; this is now (as of first quarter 2022) \$523,000—an increase of
Utah, Wasatch, Summit	Hourly Wage needed to afford 2br apt rental	Hourly wage needed to afford rent on a 2 br apartment increased 9.4% in Utah County (from \$15.15 in 2016 to \$16.58 in 2019), 11.4% in Wasatch County (from \$17.83 in 2016 to \$19.87 in 2019), and 14.8% in Summit County (from \$19.81 in 2016 to \$22.75 in 2019).

(4) Housing (continued)

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results

Causes of Poverty (Housing)					
No.	Cause	Population	Data Source	County	Results and Description
1	Lack of Affordable Housing	Individuals & Families in Poverty	Low-income Non-client survey	All Three	In an open-ended, unaided question, nearly 60 percent of respondents indicated housing is among the most significant problems facing residents of our three counties. This is the highest percentage of any.
			2022 Client Survey		39.1 percent of clients said they urgently need help with rent; 61.5 percent said they urgently need help making a mortgage payment.
			2022 Client Interviews	Utah	Every client interviewed indicated that high housing costs are preventing them from getting ahead financially. "The [domestic violence] shelter provides only 30 days. People want \$1,500 for two-bedroom apartment; I work full-time and have two children--it's almost impossible to get into housing," said one client.
			Community Leader Survey	Utah	Affordable housing was mentioned as a barrier to helping people get out of poverty by 21 percent of respondents
2	Background Checks/Credit/Conviction History	Individuals & Families in Poverty	Staff Focus Group	Utah	Staff indicated this continues to be a barrier to housing. Because there is already a shortage of affordable housing, landlords are being more selective with applicants and are therefore weeding out those who present higher risks, such as persons with poor credit or a history of convictions.
			2022 Client Interviews	Utah	Background checks and bad credit were mentioned by seven of the 15 clients we interviewed as a barrier to getting into affordable housing and therefore being able to put money toward utilities, food, and medical costs.

(4) Housing (continued)

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results (continued)

Gaps in Services (Housing)					
No.	Gap	Population	Data Source	County	Results and Description
1	Affordable Housing	Individuals & Families in Poverty	Low-income Non-client survey	All Three	59.6 percent of respondents indicated housing costs and finding affordable housing are a serious problem in Utah County. "Getting help with rent" was ranked 5 on our scale of 1 to 5 in terms of current needs by 28 percent of respondents.
			Client Survey 2022	Utah	39.1 percent of clients said they urgently need help with rent; 61.5 percent said they urgently need help making a mortgage payment.
			Client Interviews	Utah	Without exception, clients are struggling with housing—almost to the exclusion of all other issues. It is the largest single monthly expense for those we interviewed; as such, it takes highest priority in budgeting. Some of the individual clients (those without spouse/partner or children) indicated they are couch surfing currently; some with dependents say they are living with relatives or friends because they cannot find or get into affordable housing.
			Community Leader Survey	All Three	When asked about gaps in housing, every community leader indicated the high cost of housing and, therefore, lack of affordable housing as a problem. Looking at use of income, housing costs were mentioned by 12 percent of respondents.

(4) Housing (continued)

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results (continued)

Gaps in Services (Housing) (continued)					
2	Homeless shelter / Transitional Housing	Individuals & Families in Poverty	Client Interviews	Utah	Homelessness was identified as a major problem in Utah County by several of the clients we interviewed. Some of the interviewees were experiencing homelessness at the time of the interview. Others had recently moved into transitional housing of some sort or were at high risk of becoming homeless.
			Community Leader Survey 2022	All Three	When asked about gaps in housing, no community leaders indicated a need for a homeless shelter. Based on personal interviews for other assessments, community leaders appear to have mixed views on such a shelter. Transitional housing is mentioned as a solution or a gap in current services.
			Low-income Non-client survey	Utah	Homelessness was mentioned by 21.4 percent of respondents in our unaided question about community problems.
3	Homelessness Prevention Services	Homeless	Client Survey 2022	Utah	With 39.1 percent of clients saying they urgently need help with rent, and 61.5 percent said they urgently need help making a mortgage payment, risk of homelessness is on the rise.
4	Home Maintenance Help	Homeowners	Client Interviews 2022	Utah	A common theme in our client interviews was the condition of housing. Those living with family, friends, or in independent rentals frequently cited poor insulation, roof leaks, and plumbing problems in their housing.
5	Make Homeownership More Attainable	Individuals & Families in Poverty	Data from Part A	All Three	Homeownership is a forboding threat to the viability of communities in our service area. Although current rates of homeownership are high, the future holds major changes unless the current demand can be met, homebuyer expectations change, or personal income increases significantly.

(4) Housing (continued)

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results (continued)

Barriers to Exiting Poverty or Obtaining Services (Housing)					
No.	Barrier	Population	Data Source	County	Results and Description
1	Cliff Effect in Housing Services	Individuals & Families in Poverty	Staff Focus Groups	All Three	Staff have seen cliff effect events in clients' lives. With the current housing shortage, these effects are even more pronounced.
2	Application process for housing	Individuals & Families in Poverty	Staff Focus Groups	All Three	The current shortage in housing supply leads landlords to be highly selective in accepting applicants. Anecdotal stories of clients competing with dozens of applicants for housing they can afford abound.
3	Low Housing Inventory	Individuals & Families in Poverty	Client Interviews	Utah	The lack of housing inventory, a major contributor to high housing costs, is seen as a major factor in client's ability to obtain housing. Many clients qualify for housing vouchers but are on waiting lists for housing to open up. Even those clients who are not looking for subsidized housing are having difficulty finding affordable apartments or rental homes. One client explained he and his girlfriend rent a three-bedroom unit for their family of six; the rent is \$2,000 per month. He is desperately looking for something more affordable, but simply can't find it. Between his wife and himself, the annual household income is about \$44,000; more than half their income is going toward rent payments.

(4) Housing (continued)

D – Linkages (include Partnerships)				
Current Program / Services Linkages (Housing)				
No.	Linkage	Need	Population(s) Served	What this Accomplishes
A	Housing Authority of Utah County and Provo City Housing Authority	Affordable housing/rental assistance	Individuals and Families	We refer clients to the housing authorities for Housing Choice vouchers, PSH, public housing, and other housing assistance for eligible households. This helps clients access affordable housing resources.
B	Habitat for Humanity, Self-Help Homes, Provo City, Wasatch County Housing Authority, USDA, Community Dev. Corporation	Affordable housing - home ownership	Individuals and families	These programs offer down payment assistance or other home ownership programs for eligible households. They refer clients to our Homebuyer Education class as part of their program requirements.
C	Utah Housing Planning Commission, Valley Visioning, Provo City Housing Committee	Advocacy for additional affordable housing	Individuals and Families	CASFB participates in various committees to advocate for the housing needs of our client population, including helping plan for sustainable growth that includes additional affordable housing.
D	Various tax credit projects, GSO	Affordable housing	Individuals and families	We work with tax credit projects to provide move-in costs, rent payments
E	Food and Care Coalition	Housing for homeless clients	Individuals	We refer clients for temporary shelter and housing for homeless persons.
F	Mountainland Continuum of Care	Temporary and permanent housing	All	CASFB works with the Continuum of Care to support HUD funding for homelessness assistance programs and services.

(4) Housing (continued)

D – Linkages (include Partnerships) (continued)

Linkages That Need to be Created (Housing)				
No.	Purpose	Linkage	Population(s) Served	What this will Accomplish
1	Increase affordable housing	Linkage between Continuum of Care as a whole and specific entities in the Continuum, as well as state resources (Housing Trust Funds, etc.)	All low-income	This is an existing linkage that needs to be strengthened. We will seek funding for various housing projects which over time will result in increase in rental units that are affordable.
2	Address potential for removal of income as a protected class in rentals	Utah Housing Coalition, CAP Utah	All	This is an existing linkage that needs to be strengthened. Help ensure that the current state law remains intact (i.e. landlords may not discriminate based upon income.)
3	State funding for homelessness	State DWS	Increase agency capacity to divert families from shelter and utilizing other resources (host family, etc.)	We have accessed and currently access these resources. With these additional resources, families will be more successful over time in locating and acquiring their own affordable housing.

(4) Housing (continued)

E – Resources

Un-obtained or Underutilized Resources (Housing)				
No.	Resource	Organization	Purpose	What this Accomplishes
1	Landlord Outreach Specialist	Continuum of Care	Enhance capacity to work with landlords for clients' benefit	We have had this in the past, but we will seek to find funding for such a position in the future. This position will cultivate relationships with landlords in order to increase client housing options.

(5) Nutrition

(5) Nutrition						
Base Year: 2022						
A – Nutrition Area Characteristics	By County:			Overall Measure for Utah	Source	Comments
	Utah	Wasatch	Summit			
Percentage of Children on Free or Reduced-Price School Lunch	19.4	16.5	16.2	27.4	Utah State Board of Education, Student Demographic Report	Students at participating schools can receive free meals regardless of whether parents have completed income eligibility forms. LEAs have reported this has resulted in low rates of return of the income eligibility forms. Though the students are eligible to receive free meals, without the forms the LEAs cannot report the student as economically disadvantaged. As such, the reported numbers of students who are economically disadvantaged has decreased in the SY 2021 Oct enrollment data as compared with recent school years.
Number/percentage of residents receiving SNAP (food stamps)	21,820	584	442	74,426	jobs.utah.gov	Caseload for April 2022. Statewide number is households, not recipients
Percentage residents receiving SNAP	3.4	1.7	1	n/a	<i>ibid</i>	
Number receiving SNAP 1 year ago	22,568	574	498		<i>ibid.</i>	
Percent Change in Food Stamp Caseload (total number of recipients)	-0.03	0.02	-0.11	n/a	jobs.utah.gov	Calculated

(5) Nutrition (continued)

A – Nutrition Area Characteristics	By County:			Overall Measure for Utah	Source	Comments
	Utah	Wasatch	Summit			
Total SNAP (food stamp) benefits received	2,793,137	73,242	62,599	\$301,869,697	fns-prod. azureedge.net	Figures for counties calculated by multiplying average monthly benefit per person for state of UT (\$114.44) times number receiving (from DWS website). Even the official USDA SNAP data does not list numbers by county. Average monthly benefit data is for FY 2016
WIC Participation	13,213	474	467	37,290	Utahns Against Hunger, County Food Access Profiles	Statewide data is federal fiscal year as of June 2022. In previous federal fiscal year, 40,663 Utahns received WIC benefits, continuing a four-year downward trend (see data below).
Obesity Rates (adults)	30%	29%	22%	30%	countyhealthrankings.org	2022 data. No significant trends reported.
Statewide WIC recipients	2017	2018	2019	2020	2021 (YTD)	Statewide trend is downward
	53,748	48,989	43,646	40,663	37,290	

(5) Nutrition (continued)

A – Nutrition Area Characteristics	By County:			Overall Measure for Utah	Source/Comments	Comments
	Utah	Wasatch	Summit			
% individuals food insecure, county	11%	9%	8%	11%	University of Wisconsin Population Health Institute, County Health Rankings	
% children food insecure, county	10.2%	11.6	9.6	n/a	Feeding America, Map the Meal Gap 2020	
% individuals in county with limited access to grocery store	8%	7%	6%	6%	University of Wisconsin Population Health Institute, County Health Rankings	
% Households living below basic survival budget threshold	38.7	n/a	n/a	n/a	Utahns Against Hunger County Profiles	

(5) Nutrition (continued)

B – Explanation of Major Data Changes

County	Data Characteristic	Explanation
All Three	Percent children participating in free- or reduced-lunch programs	Districts in all three counties report significantly lower rates of participation in free and reduced-price lunch programs in the latest data, which is school year 2021-2022. For example, the rate in Utah County dropped from 32 percent in our 2019 CNA to 19.4 percent this year. During the pandemic, students at participating schools may participate in the programs regardless of whether parents have completed income eligibility forms. LEAs have reported this has resulted in low rates of return of the income eligibility forms. Though the students are eligible to receive free meals, the data does not accurately depict the number or percentage of economically disadvantaged students.
All Three	Food Stamp Caseload	All three counties saw a reduction in food stamp caseload when comparing April 2019 caseloads to April 2022's. Utah County decreased from 24,407 to 21,820, despite an increase in the population during the same period. Wasatch County's participation decreased from 640 in 2019 to 584 in 2022; Summit County dropped from 547 to 442. This change may be due to the additional funding made available during the pandemic, including rental assistance and eviction moratoriums, providing more money for food. It may also be due to improved economic activity prior to inflation and high food prices taking their toll on households.
All Three	Adult obesity	Adult obesity in all three counties increased since our last assessment. Utah County increased from 25 percent to 30 percent, while Wasatch County went from 22 percent to 29 percent, and Summit County increased from 15 percent to 22 percent. The sharp increase in each of the areas causes us to question the calculation and sources of data reporting.

(5) Nutrition (continued)

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results

Causes of Poverty (Nutrition)					
No.	Cause	Population	Data Source	County	Results and Description
1	Lack of Money to Afford Food	Individuals & Families in Poverty	2022 Community Leaders Survey	All Three	Although nutrition is a life-sustaining need, it ranked low on causes of poverty in our community leaders' survey—this could be because of the number of food pantries and other resources available. It scored a mean of 58 out of 100 on our list of 15 possible issues.
			2022 Non-Client Survey	All Three	Despite the lack of attention this area received in our community leaders survey, it came in fourth highest in the survey of non-clients living with low incomes. With a mean score of 3.29, "buying food" fell just short of "paying utility bills" (3.68), "getting paid more for my current job" (3.63), "receiving dental care" (3.41), and "getting a job that pays more" (3.39) on the list of urgent needs. Nearly 28 percent rated "buying food" as an urgent need of 5 on the scale of 1 to 5; another 23 percent scored it a 4. More than half (51 percent), then, identified this as an extremely urgent or very urgent need.

Gaps in Services (Nutrition)					
No.	Gap	Population	Data Source	County	Results and Description
1	Nutrition/Meal Prep Classes	Individuals & Families in Poverty	2022 Community Leader Survey	All Three	Community leaders believe that the high cost of food is causing a major gap in nutrition among our service population. About one-third percent identified this as a gap; another 18 percent identified fast food or food with poor nutrition as a gap, ascribing this to poorly educated consumers.
			2022 Non-Client Survey	All Three	Inflation-related issues, including high costs of food, were the third-most-frequent response in our unaided question about problems in Utah County, cited by 49.9 percent of respondents.

(5) Nutrition (continued)

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results (continued)

Barriers to Exiting Poverty or Obtaining Services (Nutrition)					
No.	Barrier	Population	Data Source	County	Results and Description
1	Cliff Effect	Individuals & Families in Poverty	Client Interviews	Utah	Although the cliff effect was not frequently attributed to housing issues in our client interviews, it was cited regularly as a contributor to poor nutrition. Most of the clients indicated that were it not for the food pantry at Community Action, they would be spending their scarce financial resources on food rather than on rent or medical care. Many clients also indicated they receive food stamps, thereby freeing up funds for other purposes. Clients were quick to note that the food they receive from the food pantry does not count toward income received, so they are not "penalized" for receiving this benefit.

Individual / Family / Community Unmet Needs (Nutrition)					
No.	Need	Population	Data Source	County	Results and Description
1	Food	Individuals & Families in Poverty	2022 Client Survey	Utah	Food ranked fifth in current needs in our client survey, with 39.1 percent saying it is an urgent need now, and another 22.4 percent saying "I need this a lot, but it's not urgent."
2	Low ranking	Individuals & Families in Poverty	2022 Non-Client Survey	All Three	Again, food is ranked very high (fifth) in the list of 20 issues presented to non-clients who are living with low incomes. It also scored as an urgent need by more than half the respondents (51 percent).

D – Linkages (include Partnerships)

Current Program / Services Linkages (Nutrition)				
No.	Linkage	Need	Population(s) Served	What this Accomplishes
A	DWS SNAP	Food	Individuals and Families	DWS provides SNAP. We provide information to our clients about SNAP and assist our clients in applying for SNAP.
B	School district nutrition programs, Early Learning Essentials	Nutritious foods	School children	These programs provide children and youth with needed nutritious food. We currently distribute about 1,700 Kids Nutrition Packs per week through these channels.
C	Senior Centers; Area Agency on Aging	Nutritious foods	Seniors	These programs provide prepared meals for the elderly at senior centers and for eligible persons through Meals on Wheels program.
D	USU Extension, Create Better Health Ambassador program	Information about low-cost meal planning	Individuals	Provides guidance on menus and meal planning through printed recipes placed by food products in the pantry, as well as teaching occasional classes. We also have on-site volunteers and staff who regularly and informally teach recipients of service about nutrition and its value. We label healthy foods in both English and Spanish, and include recipes.
E	USDA	Food	Individuals and families	Distribution of USDA commodities to eligible households.
F	Other food banks and pantries	Food	Individuals and families	Help with food boxes. Only other food bank is Utah Food Bank; they have and will continue to provide food boxes; we receive and distribute boxes. We work with Tabatha's Way and Christian Center of Park City, which has pantries in both Park City and Heber.
G	WIC	Foods	Women and infants	We refer clients WIC, which provides women and infants with nutritious foods.

(5) Nutrition (continued)

D – Linkages (include Partnerships) (continued)

Current Program / Services Linkages (Nutrition) (continued)				
No.	Linkage	Need	Population(s) Served	What this Accomplishes
H	Provo Food and Care	Food	All	We refer people to Food & Care Coalition; we also provide food to FCC
I	Alpine House	Food	All	We provide food
J	Casa de Dios	Food	All	We provide food
K	Family Haven	Food	All	We provide food
L	The Refuge	Food	All	We provide food
M	UVU Student Pantry	Food	All	We provide food
N	Springville Community Pantry, Early Learning Essentials	Food	All	We provide food; this partnership is a significant one that has recently been formalized. We intend to help improve and strengthen the capacity of this service.
O	Orem City, Orem Community Pantry	Food	All	We recently signed agreements with local entities to provide food to Orem residents
P	Approximately 30 additional pantries	Food	All	We provide food
Q	Bishops' Storehouse	Food	All	We receive a grant that allows us to purchase food from them; we use them as a resource to provide food to the community

(5) Nutrition (continued)

D – Linkages (include Partnerships) (continued)

Linkages That Need to be Created (Nutrition)				
No.	Purpose	Linkage	Population(s) Served	What this will Accomplish
1	Mobile Pantry in Summit County	Kamas, Francis Cities	Individuals and families	We intend to establish a mobile food pantry that travels to Kamas and Francis, as well as possibly other communities.
2	Better assist North Utah County clients	Tabitha's Way	Individuals and families	Community members have expressed an interest in partnering with us to provide better food pantry access to the Saratoga Springs / Eagle Mountain / West Lehi area. This was stalled during the pandemic and we are reengaging now.

E – Resources

Un-obtained or Underutilized Resources (Nutrition)				
No.	Resource	Organization	Purpose	What this Accomplishes
1	SNAP, WIC		Nutritious food	We need to do meaningful outreach and take full advantage of these
2	Summer Feeding Program for West Utah County; Western Alpine SD		Nutritious food	Need to explore the grant and see if we can make something happen in this part of our service area
3	Summer nutrition programs at schools		Nutritious food	We need to do more and refer more re: these programs

(6) Health

(6)- Health

Base Year: 2022

A – Health Area Characteristics	By County:			Overall Measure for Utah	Source	Comments
	Utah	Wasatch	Summit			
Health Outcomes						
Infant Mortality Rate (per 1000)	5.23	2.80	3.89	5.48	ibis.health.utah.gov	Data from 2016-2020
Premature age-adjusted mortality (deaths under age 75 per 100,000)	260	200	160	290	countyhealthrankings.org	
# of Opioid related deaths (per 100,000)	18.50	13.80	16.20	21.30	Utah Department of Health; IBIS Health Indicator Report	Data is for 2017-2020
Depression Prevalence (Percentage of Adults)	22.70%	17.00%	18.9%	22.90%	ibis.health.utah.gov	Data from 2016-2020
Suicide rate per 100,000 residents	18.1	13.4	18.5	21	ibis.health.utah.gov	2018-2020
Birth to teens (per 1000)	9	13	7	15	countyhealthrankings.org	Data from 2016-2020
Life expectancy (average age of death)	71.12	72.52	69.97			
Infant mortality (rate per 1,000 live births)	5.23	2.8	3.89	5.48	Utah Department of Health, IBIS query	2016-2020
% population diabetic	5.9	5.9	5.0	7.8		
Adult smoking	7	8	7	8	University of Wisconsin Population Health Institute, County Health Rankings	
Adult obesity	30	29	22	30		
Excessive drinking	7	11	16	12		
Sexually transmitted infections (chlamydia rate)	197.3	158.4	289.5	345.5		
Drug overdose death rate per 100,000 population	48.55	56.1	53.63	67.07	Utah Department of Health, IBIS query	2016-2020

(6)- Health (continued)

A – Health Area Characteristics	By County:			Overall Measure for Utah	Source	Comments
Health Behaviors						
Current Cigarette Smokers (Percentage of Adults)	5.10%	9.50%	6.40%	8.20%	ibis.health.utah.gov	Except for Summit County, data for 2020. Summit County data for 2016-2020.
Percentage of adults who binge drank in the last 30 days	9.00%	11.80%	17.90%	11.30%	ibis.health.utah.gov	2015-2017
Health Care Access						
Adults uninsured	9.60%	16.00%	10.30%	11.80%	ibis.health.utah.gov	
Children uninsured	6.00%	4.30%	5.20%	6.90%	Table B27001	Derived from ACS
Percent of adults for whom cost was a barrier to health care in past year	9.30%	5.80%	8.30%	10.40%	ibis.health.utah.gov	Data is from 2017
Number of Child abuse and neglect reports	in FY 2018: 6,630 referrals received; 3,529 new investigations; 1,209 with supported results (for Western Region)			"41,338 referrals of abuse or neglect were received by Intake in FY 2018, with 21,513 accepted for CPS assessment... 7,618 cases as 'supported' for evidence of abuse, neglect and dependency."	Source: dcfs.utah.gov Western Region: Summit, Wasatch, Utah, Juab, Millard Counties	
# hospitals	7	1	1	57		
% uninsured	9	11	10	11		
Ratio primary care physicians/resident	2392:1	2005:1	739:1	1737:1		
Ratio mental health providers/resident	331:1	954:1	488:1	276:1		
Ratio dentist/resident	1652:1	1961:1	1932:1	1455:1		
Spanish-speaking CASFB clients (access to healthcare affected by language barriers)	2019 3,135	2020 3,519	2021 4,109	Increase 2019-2021 31.1%	CAP60 Demographic Report	

(6)- Health (continued)

A – Health Area Characteristics	By County:			Overall Measure for Utah	Source	Comments
Government Health Insurance Programs						
# receiving CHIP	-	-	-	36,279	medicaid.gov	As of Dec 2018
# on Medicaid				411,831	medicaid.gov	
# receiving Traditional Medicare	30,251	2,295	3,712	250,648	kff.org	
Enrolled in Medicare Advantage	31,684	2,353	2,540	201,731	Centers for Medicare & Medicaid Services	As of May 2022
Number paying Medicare Part D (% of all Medicare Enrollees)	18,760	1,800	2,352 (41)	133,172	Centers for Medicare & Medicaid Services	As of May 2022
Firearm death rate per 100,000 population	9.33	11.55	10.08	12.66	Utah Department of Health, IBIS query	
Federally qualified health care centers	4	0	0	55	CAP assessment tool	
Number of persons receiving Medicare	56,019	4,233	5,892	801,813		
Number of persons receiving medical assistance (June 2022)	83,694	0 or n/a	0 or n/a	264,462	DWS statistics query	
Cancer Death Rate	71.02	102.26	87.81	103.35	Utah Department of Health IBIS Query	2016-2020 Rate per 100,000 population
Suicide Rate	15.48	11.33	16.79	20.6		
Depression Prevalence	22.7	17.0	18.9	22.9		2016-2020 Ever told by a doctor you have depressive disorder (% yes)
Current Cigarette Smoking	4.2	8.0	6.4	8.5		2016-2020 Do you now smoke? (% yes)
Cost as a Barrier to care in the Past Year	11.3	10.7	11.6	12.6		2016-2020 Was there a time during the last 12 months when you needed to see a doctor, but could not because of the cost? (% yes)

(6)- Health (continued)

B – Explanation of Major Data Changes

County	Data Characteristic	Explanation
All three	Number of Opioid related deaths	Rate of opioid-related deaths have decreased in Utah County (from 19.33 per 100,000 to 18.5), but have risen in Wasatch (from 11.76 to 13.8) and Summit (15.03 to 16.20) Counties. Public education efforts have likely contributed to the decline in Utah County. During the same time period, statewide rates have decreased by about 1 person per 100,000 (from 22.29 to 21.30).
All three	Depression prevalence in adults	Depression rates continue to increase. Statewide, the rate has increased from 21.6 to 22.9; both Utah County (20.8 to 22.7) and Summit County (15.1 to 18.9) experienced increases, while Wasatch County's rate declined (16.6 to 13.8). It is unclear why Wasatch County's rate decreased so significantly.
All three	Suicide rates	The statewide rate of suicide decreased from 22 per 100,000 residents to 21. Utah and Summit Counties' rates increased (Utah: 17.2 to 18.1; Summit: 15.1 to 18.5), while Wasatch County's decreased by about 30 percent (20.2 to 13.4). This decline in Wasatch County seems to correlate with the decrease in depression rates. Reasons for the decline are unknown.
All three	Births to teens	Births to teens have decreased in Utah County (12 per 1,000 births to 9.0), Wasatch County (17.0 to 13.0) and Summit County (10.0 to 7.0). Statewide, the rate has likewise decreased (19.0 to 15.0). It is difficult to explain the decrease with the data we have; a sidenote is that the age of first birth for women in each of our counties, and in the state, has been increasing for several years.
All three	Uninsured Children	All three counties have seen improvements in the percentage of uninsured children. Although Utah County, the county with the most children, has seen a decrease (going from 6.6% to 6%), Wasatch County (10.4% to 4.3%) and Summit County (8.3% to 5.2%) have decreased even more. Satewide, the rate has decreased slightly, from 7.3% in our last assessment to 6.9% today.

(6)- Health (continued)

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results

Causes of Poverty (Health)					
No.	Cause	Population	Data Source	County	Results and Description
1	Cost of Health Care	Individuals & Families in Poverty	2022 Non-Client Survey	All Three	"Paying for health or dental care" came in 6th out of 20 in our list of urgent needs. 38 percent rated this a 5 out of 5 in urgency today.
			2022 Client Survey	Utah	39 percent of clients said they need help paying for medical care, and the same percentage indicated they need help paying for dental care. Another 17.8 percent said they need help paying for dental care, but not urgently.
			2022 Community Leaders Survey	All Three	In our community leader survey's open-ended question, 16 percent indicated cost of healthcare causes a problem for people trying to break out of poverty.
2	Depression / Mental Illness	Individuals & Families in Poverty	2022 Client Survey	Utah	16.7 percent of clients said they urgently need counseling for emotional problems, and another 22.4 percent said they need it a lot (though it is not urgent).
			2022 Community Leaders Survey	All Three	Mental health ranked number 3 in our list of 15 barriers in our community leader survey. Health care ranked number 5.
3	Substance Abuse	Individuals & Families in Poverty	2022 Client Survey	All Three	Interestingly, the same percentage of clients who need help with emotional problems also say they need help with alcohol or drug problems.
			2022 Community Leaders Survey	All Three	Only 12 percent of respondents in the community leader survey identified substance abuse as a major contributor to poverty. However, this is in response to our open-ended question on the topic; we believe the magnitude of housing costs and inflation are so top-of-mind that causes such as substance abuse is not mentioned as much.
			2022 Client Interviews	Utah	Help with substance abuse was a common theme in our interviews with clients. 24 percent identified substance abuse as one of the major problems in Utah County. "Substance abuse is my only problem," one client said, indicating that it is the lynchpin to freeing himself of other problems in his life, such as maintaining employment and building healthy relationships.

(6)- Health (continued)

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results (continued)

Gaps in Services (Health)					
No.	Gap	Population	Data Source	County	Results and Description
1	Dental Care	Individuals & Families in Poverty	2022 Non-Client Survey	All Three	Receiving dental care ranked third-most urgent need in among non-clients living with low incomes; 35.6 percent said it is an urgent need now, and another 16.9 percent ranked it 4 out of 5 on the scale of urgency.
			2022 Client Survey	Utah	56.9 percent said they urgently need help with dental care, or “need it a lot.”
2	Lack of Healthcare Services for the Uninsured and Underinsured	Individuals & Families in Poverty	2022 Non-Client Survey	All Three	Nearly 40 percent of respondents gave "receiving health care" a 4 or 5 on our five-point scale of urgency. Only 24 percent indicated it is not needed at all right now.
			2022 Client Survey	Utah	40.2 percent said they need to receive health care.
			2022 Community Leader Survey	All Three	48 percent of community leaders surveyed indicated the cost of health care or health insurance is a significant gap in providing such care.

(6)- Health (continued)

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results (continued)

3	Mental Health Resources	Individuals & Families in Poverty	2022 Client Interviews	Utah	Assistance with emotional, family, or substance abuse problems was a common theme after probing for many interviewees. "Separation from my kids' other parent is tough," said one client. "I'm no longer willing to put up with stuff, and I don't know where to turn." This indicates a need for not only services, but also for coping skills. "I have mental health issues," responded another client when asked if there's anything else in his life that is making things difficult. "And I have learning disabilities, so that makes my depression worse."
			2022 Community Leader Survey	All Three	Cost of mental health assistance and finding enough providers were two themes that were frequently mentioned as gaps in services in our community leaders survey.
			2022 Community Leader Survey	All Three	Anxiety and depression resources were mentioned by about 50 percent of respondents as a need. With rates of depression and anxiety increasing, access to resources is more of a concern.

(6)- Health (continued)

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results (continued)

4	Preventative Care	Individuals & Families in Poverty	2022 Staff Focus Groups	All Three	Staff see a need for preventative healthcare services. It is not uncommon for clients to delay receiving healthcare assistance until the health issue becomes much more significant of a problem.
5	Bilingual Health and Mental Health Services	Individuals & Families in Poverty	2021-2022 Utah County Community Assessment	Utah	The Spanish-speaking population in Utah County continues to grow; many first-generation immigrants are best served by native Spanish-speaking providers, yet the number of and access to these providers is weak.
6	Substance Abuse Services	Individuals & Families in Poverty	2022 Community Leader Survey	All Three	Substance abuse and services to meet the needs scored 71 on our 100-point scale in the community leaders survey.
Barriers to Exiting Poverty or Obtaining Services (Health)					
No.	Barrier	Population	Data Source	County	Results and Description
1	Cost of Healthcare as a Barrier	Individuals & Families in Poverty	2022 Non-Client Survey	All Three	"Paying for dental or health care" was a common barrier identified in our non-client survey of individuals living with low incomes. It was ranked 6th in our list of 20 possible urgent needs.
2	Access to Dental Care	Individuals & Families in Poverty	2022 Non-Client Survey	All Three	The third-highest urgent need in our non-client survey is receiving dental care. The presumption is that receiving this care is difficult because of the cost. More than 35 percent of respondents indicated this is an urgent need at the moment; only 15.9 percent said it is not needed at all.
3	Lack of Health Care Insurance or Lack of Access to Health Care	Individuals & Families in Poverty	2022 Community Leader Survey	All Three	32 percent of respondents in our community leader survey indicated some sort of need for health insurance or health care as a primary concern to helping people emerge from poverty.

(6)- Health (continued)

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results (continued)

Individual / Family / Community Unmet Needs (Health)					
No.	Need	Population	Data Source	County	Results and Description
1	Receiving dental care	Individuals & Families in Poverty	2022 Non-Client Survey	All Three	Receiving dental care was the third-highest urgent need identified among non-clients
2	Paying for dental or health care	Individuals & Families in Poverty	2022 Non-Client Survey	All Three	Paying for dental or health care was the sixth-highest need identified by non-clients
3	Receiving health care	Individuals & Families in Poverty	2022 Non-Client Survey	All Three	Receiving health care was the seventh-highest ranked need in our non-client survey
4	Substance Abuse	Individuals & Families in Poverty	2022 Community Leader Survey	All Three	12 percent indicate a need for substance abuse counseling and assistance
		Individuals & Families in Poverty	2022 Client Survey	Utah	16.7 percent of clients said they urgently need help with alcohol or drug problems now; another 22 percent said they could use such help, but it's not necessary.
5	Counseling / Therapy	Individuals & Families in Poverty	2022 Client Survey	Utah	16.7 percent of clients said they urgently need help with emotional problems; 22.4 percent said they need such assistance a lot, but it's not urgent.

(6)- Health (continued)

D – Linkages (include Partnerships)

Current Program / Services Linkages (Health)				
No.	Linkage	Need	Population(s) Served	What this Accomplishes
B	Volunteer Care Clinic	Health care	Individuals and Families	The Volunteer Care Clinic provides basic health care at no cost along with some limited prescriptions.
C	Mountainland Family Health Center (several locations)	Health care, mental health care, dental care	Individuals and Families	Provides primary care to uninsured and insured persons including limited dental care and mental health care. Assists persons in completing Medicaid applications and ACA.
D	Intermountain HealthCare	Health care	Individuals and Families	Provides financial assistance for thousands of individuals who need medical care annually through their clinics and hospitals. Currently, we receive periodic grants that assist clients with healthcare costs. We intend to strengthen this partnership going forward.
E	Community Health Connect	Specialized health care	Individuals and Families	Provides access to health care specialists for little or no cost. Also provides ACA and Navigator help in applying for insurance.
F	UVU Dental Hygiene Program	Limited dental cleaning and other services	Individuals and Families	Provides teeth cleaning, and other basic dental services for children and adults.
G	Intermountain Dixon Family Health Center	Limited health care for students and their families	Individuals and Families	On site clinic which provides healthcare for school children and their family members.

(6)- Health (continued)

D – Linkages (include Partnerships) (continued)

Current Program / Services Linkages (Health)				
H	Utah County, Wasatch County and Summit County Health Departments	Variety of health-related services	Individuals and Families	The health departments provide a variety of health-related services as well as other services including substance abuse services, immunizations, school nursing, health promotions, mosquito abatement, environmental health, emergency preparedness, community nursing, birth/death certificates, and senior services.
I	Intermountain HealthCare Outreach	Health care coordination	Individuals and Families	CASFB executive director participates on this community leader group that gives updates and asks for feedback regarding health issues.
J	University of Utah	Health Screenings	CASFB clients	This mobile service comes to CASFB the 1st and 3rd Fridays to provide free health screenings.
K	UT Wellness Bus	Free Health Screenings	Individuals and Families	Prevent disease and improve health.
L	WBH Rapid Access	Crisis Service	Agencies only	Provides crisis mental health consultations
M	WBH Receiving Center	Mental Health Crisis	Individuals	Immediate help for mental health crisis

(6)- Health (continued)

D – Linkages (include Partnerships)

Linkages That Need to be Created (Health)				
No.	Purpose	Linkage	Population(s) Served	What this will Accomplish
1	Access to dental care	Share a Smile	Individuals and Families	Prior to the pandemic, CASFB referred clients who needed dental care to Share-a-Smile, which provides free or discounted dental services. We are working to reestablish this partnership.
2	Increase access to health care prevention services	University of Utah Mobile Wellness Bus	Individuals and Families	In the past, similar services were provided by Intermountain HealthCare. We will work to partner with UofU to provide basic health care checks at the agency (blood pressure checks, etc.).
3	Increase access to special health services	Various agencies	Persons with low- income - especially the Hispanic population	CASFB has provided referrals to Spanish-speaking service providers. We will work to strengthen linkages and partnerships to better serve our Hispanic and Spanish-speaking clients.
4	Prescription co-pays	Possibly IHC	Uninsured individuals	We will work with IHC or others to provide needed emergency prescriptions.

(6)- Health (continued)

D – Linkages (include Partnerships)

Linkages That Need to be Created (Health) (continued)				
7	Eyeglasses	Community Health Connect	Individuals with inability to pay	Our intent is to work with Community Health Connect to increase literacy and employment possibilities by improving eyesight
8	Transportation for medical emergencies	UTA Paratransit	Individuals with inability to pay	At times, our clients need transportation to doctors, dentists, or other providers; unfortunately, we sometimes have short notice on these needs. We will work with UTA Paratransit to provide last minute free transportation to persons with low incomes.
9	Transportation for medical emergencies	Provo Police Dept. (or other source)	Emergency assistance through COP	We will also work to provide emergency or last-minute medical transportation through COP programs.

E – Resources

Un-obtained or Underutilized Resources (Health)				
No.	Resource	Organization	Purpose	What this Accomplishes
1	None	--	--	--

(7) Transportation

(7) - Transportation

Base Year: 2022

A – Transportation Area Characteristics	By County:			Overall Measure for Utah	Source
	Utah	Wasatch	Summit		
Average number of cars owned	2	2	2	2	datausa.io/profile/geo/utah
Average Commute Time	20.4 minutes	22.2 minutes	21.3 minutes	20.8 minutes	datausa.io/profile/geo/utah
Percent who drive alone to work	72.10%	78.00%	70.80%	76.10%	datausa.io/profile/geo/utah
Percent who carpool to work	12.10%	11.20%	7.85%	10.4	datausa.io/profile/geo/utah
Percent who use public transit for work	2.77%	0.22%	2.09%	2.32%	datausa.io/profile/geo/utah
Percent who worked from home	7.72%	7.48%	13.70%	7.43%	datausa.io/profile/geo/utah
Percent who rode their bike	0.74%	0.00%	0.69%	0.54%	datausa.io/profile/geo/utah
Percent who walked to work	3.54%	2.19%	2.68%	2.05%	datausa.io/profile/geo/utah

(7) - Transportation (continued)

B – Explanation of Major Data Changes

County	Data Characteristic	Explanation
All Three		No significant changes in data from previous assessment

(7) - Transportation (continued)

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results

Causes of Poverty (Transportation)					
No.	Cause	Population	Data Source	County	Results and Description
1	Lack of Reliable Transportation	Individuals & Families in Poverty	2022 Client Interviews	Utah	Some clients indicated they have to rely on friends or family to get them to their jobs because they either don't have a vehicle or the one they have is not working. A single mother pointed out that with her life circumstances, it's especially difficult to get to a job and arrange for childcare with a trusted individual without a car that works.
			2022 Client Survey	Utah	About 57 percent of clients say they need help with transportation "a lot" or "urgently."
2	Lack of Public Transportation	Individuals & Families in Poverty	2022 Client Interviews	Utah	Of the 17 clients interviewed, three indicated transportation is a problem for their getting good jobs. "The bus doesn't run on Sundays," one client pointed out. "I got fired from my job at a restaurant because I couldn't get to work on Sundays." "The buses don't run where the good jobs are," said another.
3			2022 Community Leaders Survey	All Three	About 32 percent of respondents indicated lack of good public transportation is keeping people in poverty. Transportation ranked 7th of 15 possible problems affecting poverty.

(7) - Transportation (continued)

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results (continued)

Gaps in Services (Transportation)					
No.	Gap	Population	Data Source	County	Results and Description
1	Public Transportation	Individuals & Families in Poverty	2022 Client Interviews	Utah	Bus routes, frequency, and schedules (late night, early morning, and weekend) were all mentioned as problems in Utah County by clients we interviewed. One said she lost her job because she couldn't get to her work on Sundays—she relies on the bus to get her to her employment.
			2022 Staff Focus Groups	Utah	Transportation is an ongoing issue with clients. We are fortunate that our facility is located near a major transportation hub; however, other services are not as accessible.
			2022 Community Leaders Survey	All Three	When asked specifically about transportation and any gaps in service, 44 percent of respondents in the community leader survey cited various aspects of poor public transportation: some parts of counties are not on routes, bus routes seem to be tailored to meet large population centers only, accessibility/stops/transfers are inadequate

Barriers to Exiting Poverty or Obtaining Services (Transportation)					
No.	Barrier	Population	Data Source	County	Results and Description
1	Transportation is a Barrier to Service Access	Individuals & Families in Poverty	2022 Client Survey	Utah	Although transportation ranked 13 th out of 20 problems facing clients, about 4 out of 10 said that they urgently need this help now. Another 42 percent say they don't need help with it at all. In other words, this is a major issue for some and not an issue at all for others.

2	Lack of Public Transportation for Employment	Individuals & Families in Poverty	2022 Client Interviews	Utah	Clients expressed frustration over not having a way to get to jobs, not having public transportation to better jobs, or having to go to extremes with multiple transfers to get to jobs.
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(7) - Transportation (continued)

C – Summary of Survey, Focus Groups, Interviews, and Informal Questioning Results (continued)

Individual / Family / Community Unmet Needs (Transportation)					
No.	Need	Population	Data Source	County	Results and Description
1	Transportation - Overall Issue Area	Individuals & Families in Poverty	2022 Client Interviews	Utah	Clients expressed frustration over not having a way to get to jobs, not having public transportation to better jobs, or having to go to extremes with multiple transfers to get to jobs.
			2022 Community Leaders Survey	All Three	In addition to lack of public transportation needs, community leaders also pointed out other concerns about transportation. About 16 percent mentioned congestion or traffic issues, and 12 percent spoke of the condition of roads. Nearly 20 percent mentioned the negative impacts of air pollution due to poor public transportation and congestion that causes cars to idle more than necessary.

(7) - Transportation (continued)

D – Linkages (include Partnerships)

Current Program / Services Linkages (Transportation)				
No.	Linkage	Need	Population(s) Served	What this Accomplishes
A	United Way Paratransit	Transportation	Persons with disabilities and the elderly	CASFB refers clients to for access to transportation resources for this population.
B	UTA	Bus tokens	Homeless persons, some low-income	CASFB uses grant funds to purchase bus tokens for clients for them to access services, employment, housing search, shelter, etc.
C	UTA Area Manager	Increase access to public transportation	All low-income	CASFB executive director regularly meets with area manager regarding changes in routes and schedules to better meet needs of low-income persons.
D	Provo Bicycle Collective	Reliable transportation	All low-income	CASFB can refer clients to the Provo Bicycle collective to get a free bicycle. This helps clients obtain transportation self-reliance.

Linkages That Need to be Created (Transportation)				
No.	Purpose	Linkage	Population(s) Served	What this will Accomplish
1	Access to public transportation	Mountainland Association of Governments	All low-income	MAG has a grant for public transportation passes. CASFB will search out ways to work together to provide bus passes to clients who need them.

(7) - Transportation (continued)

E – Resources

Un-obtained or Underutilized Resources (Transportation)				
No.	Resource	Organization	Purpose	What this Accomplishes
1	Unidentified	Unidentified	Methods for clients to transport food home	Some clients have difficulty getting their food home from the food pantry. A sustainable solution to this problem has not yet been identified. CASFB will investigate possible solutions and the resources required.

Data Analysis

Executive Summary

Methodology

In addition to providing input through ongoing board meetings and regular dialogue between meetings, board members of CASFB were part of the Community Needs Assessment design and approved the plan for implementation of the assessment activities. They also assisted in the prioritization process—this activity is discussed in the Prioritization Summary section.

For the 2022 Community Needs Assessment, Community Action Services and Food Bank in Provo, Utah, collected data from multiple sources, including the following.

- Primary Sources
 - *Non-Client Telephone Survey.* To discover priorities and current needs of community members who are not yet receiving services at CASFB, we conducted a survey of 421 householders who live below the federal poverty guidelines. The survey was conducted by Civicus Consulting Group of Kansas City, Missouri. The sample was selected through random digit dialing using both landlines and cell lines of individuals living in our service area. Numbers of households earning below the area median income (AMI) were included in the initial sample universe. Respondents were then screened by household size and income range to verify they meet low-income qualifications. Items in the survey included rating 20 possible current needs on a Likert scale of urgency. Demographic data was also obtained so further analysis based on household type, family type, age of householder, presence of minor children, sex, marital status, and other factors could be conducted.
 - *Client Survey.* Over a two-week period, clients were asked to complete a similar survey. This survey included the same list of 20 possible current needs to rank on the same Likert scale of urgency. In all, more than 170 clients completed the survey.
 - *Client Interviews.* Civicus Consulting Group conducted one-on-one in-depth interviews with 17 clients chosen at random during a one-day period. Clients were invited to participate in the interview in exchange for a \$25 gift card. Notes were taken during the interviews. Items included discussion of housing, income, and other current circumstances in which the clients were living.
 - *Administrative Data.* Using not only our personal experience and expertise in dealing with our clients and others in the community, we also relied on our CAP60 database to evaluate whether, and to what extent, changes in client makeup have occurred over the past three years.

- *Community Leader Survey.* We invited stakeholders including elected officials, government employees, nonprofit leaders, business owners or managers, faith-based leaders, and educators to participate in an online survey of current community needs. Community Action’s seven issue areas were presented, and respondents were asked to identify gaps and needs. Sixty-four community leaders responded. **Note that Organizational Standard 2.2 was met by participation of representatives from community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.**
- *Staff Focus Group.* Managers at Community Action Services and Food Bank have years of first-hand experience. Their expertise was tapped to provide additional insight into the needs and circumstances of persons living with low incomes, as well as systemic gaps in services.
- **Secondary Sources**
 - *U.S. Census Bureau American Community Survey.* We relied heavily on the 2016-2020 ACS for county and state data. Due to the pandemic, these data were not available until March 17, 2022. ACS table numbers are cited in the presentation of the data.
 - *Department of Workforce Services.* DWS has multiple data available for public use, and we took advantage of these data in our review of current community needs.
 - *Utah Kids Count Data Book.* Rich with data beyond that provided by the ACS, this source helped us better understand the status of children living with low incomes.
 - *Utah State Board of Education.* Data from the state education office includes graduation, dropout, English-learner students, and other school-related items.
 - *MIT Living Wage Calculator.* This tool, widely utilized by poverty eradication advocates, helped us further understand the needs of community members living with low incomes.
 - *Wells Fargo Housing Opportunity Index.* This tool provides quarterly data on home prices compared to median incomes. Perhaps its most valuable feature is the contemporaneous nature of the data.
 - *Federal Reserve Bank of St. Louis.* The bank provides county-level and state data on homeownership.
 - *U.S. Census Bureau Current Population Survey* provides rental vacancy rate data at the county level.
 - *National Low Income Housing Coalition.* An advocacy organization, the NLIHC provides credible data on affordable housing at the state level. Some county-level data is also available.
 - *Utahns Against Hunger* provides data on Women, Infants, and Children program utilization and other nutrition items.
 - *Utah State Department of Health.* The department provides scores of data categories at the county and health-district level over many years. The online tool provides opportunities for filtering on multiple demographic fronts.
 - *Centers for Medicare and Medicaid Services* has remarkably current data regarding enrollment and utilization.

- *DataUSA*. A collaborative effort among Deloitte, Datawheel, and Cesar Hidalgo, an MIT professor, DataUSA scours hundreds of sources to present geo-centered data in visually understandable ways.

Key Findings

1. **Affordable housing** is the single largest problem facing residents of our service area. Housing prices have only increased—and drastically so—since our last assessment in 2019. Persons living with low incomes are experiencing greater risk of homelessness as they turn to family and friends for shelter. Rents continue to rise as demand and supply drive market conditions.
2. **Inflation** is a significant problem that has not been on our radars for decades. Wages are not keeping up with prices. A phenomenon that has not been a matter of widespread public policy since the 1980s, inflation hit Americans hard beginning in 2021 and continues to climb. The impact of energy prices—which are highly visible at every street corner with a gas station—ripples through the economy to increase consumer prices in virtually every category. These prices affect individuals living with low incomes most harshly.
3. **Healthcare** is a continuing need among those we serve. Costs of healthcare continue to rise and, as is often the case, those with low incomes are less likely to spend precious dollars on health than they are on housing and food. Mental and emotional healthcare takes a back burner when other issues, such as housing and food, are more immediate.
4. **The number of Hispanic and Spanish-Speaking** clients are increasing as the community becomes more diverse and as this population feels more safe in receiving services. Our CAP60 reports show that the number of these clients served increased 31 percent from 2019 to 2021, going from 3,135 to 4,109. Improving our ability to service native Spanish-speaking clients is critical.
5. **COVID-19 relief assistance**, although critical to the health and wellbeing of persons living with low incomes, has come to an end. We are witnessing a dramatic increase in clients in 2022 as payments and assistance, such as the rent eviction moratorium, ended.

Limitations

Limitations of our analysis include the following.

- The number of community leader respondents, although similar to past CNA response rates, are not statistically adequate. In future assessments, we may want to formalize the community leader survey methodology to increase the responses.
- The number of client surveys completed, and the sampling of clients, does not provide adequate comparison data for future years. Although the data are valuable in helping to understand the circumstances and perspectives of clients, it is impossible to identify trends over years with the current sampling method and response rates.
- Although attempts were made to include persons whose native language is Spanish, our resources do not permit us to adequately tap into the experiences and perspectives of this growing client group. We are working to increase our internal capacity to speak Spanish over time—primarily by recruiting bilingual staff—to help improve our service delivery. This will also help us gather input from this population in future assessments.

Issue Area Analysis

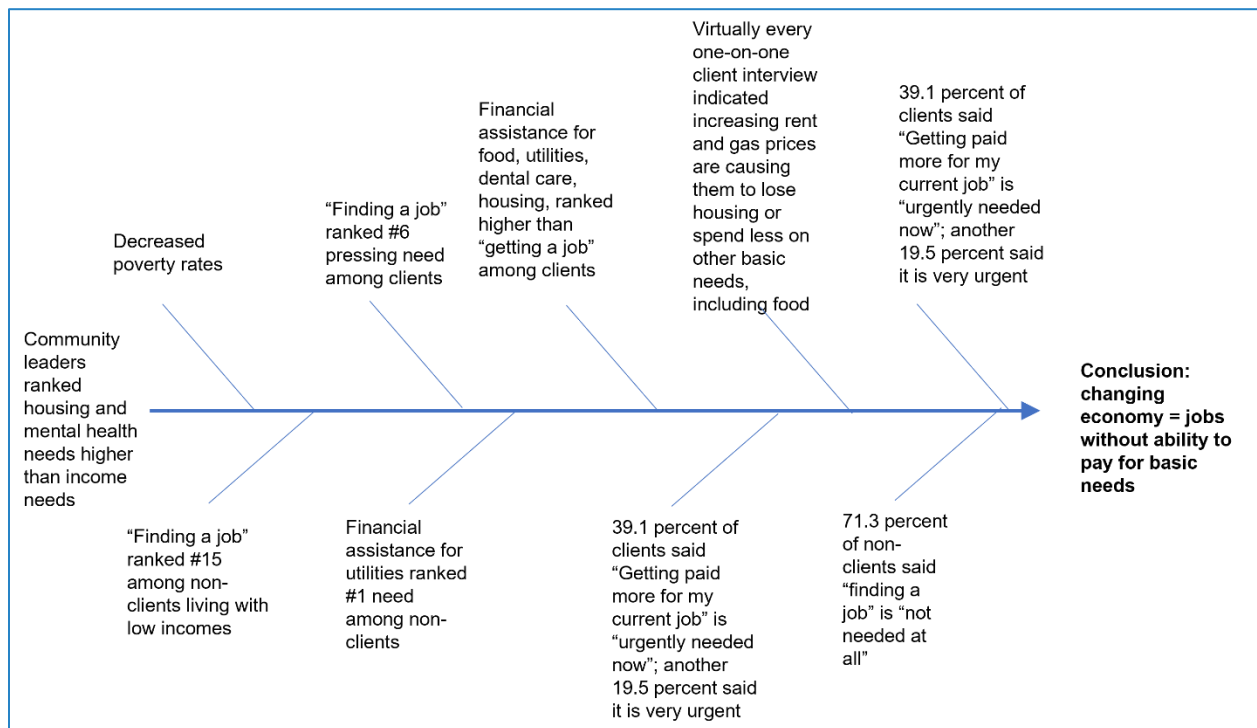
Area (1) Use of Income

Although median household income has increased since our 2019 assessment, inflation and increased housing costs combine to cause significant challenges to meeting basic needs.

Causes of Poverty and Barriers to Exiting Poverty

The poverty rates in our three counties have dropped slightly since our last assessment. In Utah County, where we have the largest population, the poverty rate decreased from 10.5 percent to 10 percent; similar declines are seen in Wasatch and Summit Counties. Finding a job—even part-time or day labor—does not seem to be a problem among those we serve and others living with low incomes; the rate of pay and the rising costs of housing, fuel, and food combine to prevent households from accumulating savings and exiting poverty. “Getting paid more for my current job(s)” ranked second in urgency in our list of 20 current needs in our non-client survey; “getting a job that pays more” ranked fourth. These and other responses from other sources, including client interviews and client surveys, indicate that although income is being earned, it is grossly inadequate.

After analyzing the data, our consultant proposed to staff that in the income area, the need is not so much about finding employment, but in the amount of income being earned. A concise model of the logic is below.



This conclusion was further discussed by staff and board members, who agreed that the rising costs of housing and basic needs without commensurate increases in wages, is a significant challenge in our area's current economy.

Unmet Need and Gaps in Services

Generally, clients and non-clients living with low incomes lack basic knowledge and skills to manage their income. Although those living with low incomes don't always perceive the need for financial education, this service provides significant help in filling unmet needs.

CASFB Plans to Address Issue Area

Direct Action

- We will continue our work to provide emergency assistance in the forms of hygiene kits, clothing vouchers, furniture vouchers, etc.
- We will continue our current efforts to improve financial literacy among all our clients.
- We will continue to refer clients to other appropriate providers.
- We will increase our work in basic credit counseling.
- We intend to strengthen our partnership with AAA Fair Credit to negotiate reduced balances and payment options for those who might benefit from these services.
- We will revisit the issue of having an on-site DWS employee for certain hours each week. The past partnership has had limited success; however, we will work with DWS to determine whether there is opportunity for improved, mutually beneficial opportunities in this regard.
- We will continue to refer clients to DWS and HEAT programs for emergency assistance.
- We will work more closely with United Way 2-1-1 to increase numbers of referrals and stay current on services in the community that may benefit clients.

Linkages to Develop

- We will strengthen our partnerships with various agencies to better publicize our financial education and coaching services.
- We will work with Circles Big View Committee, DWS, and CAP Utah to advocate for solutions to the cliff effect.
- We will Work with DWS, Utah Housing Coalition, and Voices for Utah Children to advocate for increase in minimum wage.
- We hope to work with CAP Utah, Crossroads Urban Center, and Voices for Utah Children to modify payday lending laws, policies, and regulations.
- Working with financial institutions (including credit unions) and Crossroads Urban Center, we will research possible low-cost solutions for emergency funds as alternatives to commercial payday lending companies.
- We will work with employers of low-wage earners to provide financial literacy training and coaching as employee benefits.
- We intend communicate with DWS about whether to renew the agreement to have an on-site DWS employee at CASFB. If it is beneficial to both of us, we will implement the partnership.
- We will work with Circles Leaders to advocate for policy changes to reduce the cliff effect.

Area (2) Education

Members of our service area communities continue to be highly educated. We enjoy high graduation rates and strong educational attainment numbers. Current college enrollment is approaching 100,000 residents. However, for those living with low incomes, formal education is sometimes lacking.

Causes of Poverty and Barriers to Exiting Poverty

Cost of post-secondary education and training is a barrier that needs to be addressed. Although there are many government and private programs for scholarships and loans, persons living with low incomes are often unable to navigate the processes to acquire these benefits. This results in an inability to exit poverty and become self-sufficient.

Unmet Need and Gaps in Services

In our communities, we have identified four significant gaps in education that, if filled, will reduce the demand for our services. First, financial education in schools is lacking. Basic skills such as budgeting, bank account usage, savings, and so on are not taught adequately. Second, more opportunities for technical and trade post-secondary education are needed. Utah County has traditionally focused on high-tech and professional occupation training through the two major universities. This has resulted in fewer trade and vocational training establishments. Third, the cost of post-secondary education has only increased. Community leaders see this cost as a significant problem; the gap in connecting persons with low incomes to financial and scholarship benefits must be bridged. Finally, improved and increased education in job search skills and job retention skills is needed. Persons living with low incomes often cannot retain employment because they do not know or understand the basic skills of timeliness, accountability, proper attire, interpersonal skills, and so forth.

CASFB Plans to Address Issue Area

Direct Action

- Through Circles, we will continue to recruit and develop Allies, resources, and connections to educational and training resources.
- We will continue to provide referrals to financial aid services such as UVU Financial Aid Office (post-secondary education), school district Adult Education/GED services (high school completion), and Project READ (adult literacy). We will also continue providing funding to Project READ.
- We will strengthen and increase our referrals to DWS for childcare funding.
- We will work to refer more clients to DWS's training funds to help with short-term training opportunities.
- We will continue our work with financial education and financial coaching.
- We will seek ways to work with UVU's Women's Success Center to obtain more funding for women and others living with low incomes to obtain post-secondary education.
- We will work with TRIO and Mortenson Construction, among others, to provide apprenticeship opportunities to clients desiring to get into construction trades.

Linkages to Develop

- Increase awareness of educational and training opportunities through partnering with Circles Utah Valley.
- Working with Provo School District and others, we will deliberately form more firm partnerships to increase career guidance and assistance through the McVento Homeless Act programs.
- We will become more effective in helping migrant workers and other non-native English speakers gain education and improve employment by partnering with Migrant Head Start and My Hometown Project, which is run by the LDS Church.
- We will strengthen our relationship with South Franklin Community Center to refer clients to ESL and culture classes and support groups.

Area (3) Employment

Employment remains high in our service area; however, the effects of inflation and its growth, combined with high housing costs, are taking a toll on community members. Unemployment remains below the state and national numbers in each of our three counties. In Utah County, unemployment is at 2.3 percent—in essence, anyone who wants a job can get a job. Among those we serve, finding a job is often not a problem; retaining a job or earning sufficient wages are problems.

Causes of Poverty and Barriers to Exiting Poverty

The lack of a livable wage is, perhaps, the single largest cause of poverty and barrier to exiting poverty. Of course, there are corollaries: high housing costs, rising food and fuel costs, and growing inflation (or, decrease in the value of the dollar) go right along with the need for a livable wage. Current wages would be more adequate if housing costs decreased and inflation would decline to pre-2021 levels.

In addition to lack of livable wages, the lack of stable full-time employment is a barrier to exiting poverty. The cause of this problem is not necessarily the employer; often, it is the person living in or coming from intergenerational poverty who lacks the job retention skills to stay on the job.

Cost of childcare is a contributing factor to poverty. Those who are experiencing low incomes are often unable to find adequate employment because children must be cared for by a trusted adult—often in the form of licensed childcare providers. With demand for childcare being high in Utah County—the youngest county in the nation—the cost of adequate childcare is high.

With the high college population in Utah County, many entry-level, low-wage employment positions are filled by young students. Although these individuals also need these jobs, they are more likely to be offered a position and remain in employment due to their soft skills and social support networks. Individuals striving to get out of intergenerational poverty or a lifetime of poverty have difficulty obtaining employment.

Unmet Need and Gaps in Services

Affordable childcare is, perhaps, a key gap in services that can be dealt with. For persons living with low incomes who have children, affordable childcare is a major obstacle. About one in five respondents in our non-client survey indicated this was a four on a scale of one to five in terms of urgency in need. In addition,

underemployment is also a gap: it ranked number two by non-clients living with low income in our list of 20 needs. "Getting paid more for my current job(s)" is a high priority, second only to "paying utility bills." "Getting a job that pays more" ranked number four.

CASFB Plans to Address Issue Area

Direct Action

- We will continue providing case management services to assist with goal setting and referrals.
- Our commercial kitchen will continue to be provided as an option for those starting a business or seeking to expand a business.
- Our work with DWS is critical in the employment area. We help connect CASFB clients with employment services and other DWS resources to help overcome insufficient income, unemployment, and underemployment. Additionally, DWS Employment Pathway connects clients with rental assistance and employment assistance; we will work to improve and strengthen our relationship and referral processes.
- We will make increased referrals to DWS for clients who need job skills. People may participate in job search training, write resumes, job club, soft skills training, etc.
- We will be more aware of our work with clients who have disabilities to obtain assistance from DWS.
- We currently make referrals to DWS for clients who need childcare assistance, and we will increase our efforts at doing so. DWS helps with childcare costs while caregivers are working or getting training for work.
- We will continue to make referrals to DWS for those who need transportation assistance to look for work.
- We have relationships with multiple employment agencies to refer clients for temporary work.

Linkages to Develop

- We will strengthen our partnership with UVU's Small Business Development Center to help clients with starting up or expanding small businesses.
- CASFB is working to provide training to self-reliance specialists who run ward-and stake-level self-reliance groups in the LDS Church program. This will help those running the programs to increase their understanding of the realities of poverty, and thus provide more effective employment services. This effort was stymied by the pandemic, but we are intending to move forward with it now.
- As resources become available, we will investigate working with chambers of commerce and identified major employers of low wage earners to provide training about IGP and chronic poverty. These trainings will help create conditions with employers that lead to employee retention, increased productivity, and engagement of entry-level workers. Currently, this effort would require greater bandwidth than we now possess, so this is a lower priority for CASFB.

- If funding opportunities become available, we will consider renewing the partnership with Mountainland Association of Governments to provide financial aid and physical supplies to commercial kitchen entrepreneurs, which may help entrepreneurs be more successful in starting and building their food businesses. Although the commercial kitchen has had success in the past, we do not see this as a major priority due to the limited impact it has.

Area (4) Housing

Housing and growth are the two most critical public policy efforts being dealt with in Utah, Wasatch, and Summit Counties. Median home prices have increased by more than 55 percent since our last assessment. In 2019, the median price was \$336,785; in first quarter 2022, the median price was \$523,000. Rents, of course, have also increased significantly, with fair market rent for a two-bedroom unit being \$1,041. The hourly wage needed to afford this two-bedroom apartment has increased from \$15.15 in 2016 to \$16.58 in 2019 (the latest year for which data is calculated)—and is certainly even higher in 2022.

Causes of Poverty and Barriers to Exiting Poverty

These increasing home prices and rental rates are preventing persons with low incomes from exiting poverty. Those who are able to keep up with inflation by finding and keeping jobs are often unable to save for future needs. "The [domestic violence] shelter provides only 30 days. People want \$1,500 for two-bedroom apartment; I work full-time and have two children—it's almost impossible to get into housing," one client said. Even with assistance for food and utilities, wages are not keeping up with housing costs. "My rent is \$1,178 now; it is going up to \$1,308 next month. There's no way I can afford that," another client said. A homeless client indicated that he has a voucher that provides up to \$1,000 per month in rent payment, but that he can't find a place to rent. "It's been like this for months," he said. "I used to live in Pleasant Grove. My lease was up, and they were raising the rent from \$1,100 to \$1,400 and I just couldn't afford it."

Background checks and up-front fees are also barriers to getting into housing and out of poverty. "Some landlords want \$400 just to apply," said one client. "Sure—you get the money back, but I don't have that kind of money to put out up front." Not having adequate credit or having black marks on one's history is a problem, particularly for those living with low incomes. "I'm a convicted felon, so it's hard for me to get a job; housing requires credit, or to pay fees, but I don't have money to pay these things. Without good credit, I can't get in."

Unmet Need and Gaps in Services

Clearly, there is not enough housing that people can afford in our communities. Nearly 60 percent of respondents in our non-client survey indicated that housing costs and finding affordable housing are serious problems in our service area. "Getting help with rent" was ranked 5 on our scale of 1 to 5 in terms of current needs by 28 percent of respondents. When asked about housing, every community leader indicated a lack of affordable housing is a serious gap in services. In addition, there is no homeless shelter in Utah County, and very few transitional housing units.

CASFB Plans to Address Issue Area

Direct Action

- Our work to provide first month and deposit rent help will continue.
- We will strengthen and continue to provide eviction prevention through rental assistance.
- Our emergency motel vouchers program will continue.
- We will continue our housing and homeowner education programs, including renters' rights and responsibilities training.
- We will continue our one-on-one coaching for mortgage readiness.
- We work with multiple community committees and work groups addressing housing and housing-related matters; we will continue being and advocate in this area.
- We will continue to refer clients to the housing authorities for Housing Choice vouchers, PSH, public housing, and other housing assistance for eligible households. This helps clients access affordable housing resources.
- We will continue to partner with Habitat for Humanity, Self-Help Homes, and other agencies and programs that offer down payment assistance or other home ownership programs for eligible households. These agencies also refer clients to our Homebuyer Education class as part of their program requirements.
- We participate in various committees to advocate for the housing needs of our client population, including helping plan for sustainable growth that includes additional affordable housing.
- We work with tax credit projects to help with move-in costs and rent payments.
- We will continue to refer clients for temporary shelter and housing for homeless persons at Food and Care Coalition.
- We continue to work with the Continuum of Care to support HUD funding for homelessness assistance programs and services.

Linkages to Develop

- Our work with the Continuum of Care and individual agencies in the Continuum are existing linkages that need to be strengthened. We will seek funding for various housing projects which, over time, will result in increase in rental units that are affordable.
- Our work with the Utah Housing Coalition and CAP Utah needs to be strengthened. We will help ensure that the current state law that landlords may not discriminate based upon income remains intact.
- In working with DWS, we will seek to access additional funding for homelessness and homeless prevention. We have accessed and currently access these resources. With additional resources, families will be more successful over time in locating and acquiring their own affordable housing.

Area (5) Nutrition

The network of food pantries we support in Utah County is strong, and we are working to build and strengthen the networks in Wasatch and Summit Counties. Nutritional food is a basic need that appears to be well provided for in many regards.

Causes of Poverty and Barriers to Exiting Poverty

Without nutritional food, persons living with low incomes would not have the emotional wherewithal to address other basic needs. Although nutrition is a life-sustaining need, it ranked low on causes of poverty in our community leaders' survey—this could be because of the number of food pantries and other resources available. It scored a mean of 58 out of 100 on our list of 15 possible issues.

Despite the lack of attention this area received in our community leaders survey, it came in fourth highest in the survey of non-clients living with low incomes. With a mean score of 3.29, "buying food" fell just short of "paying utility bills" (3.68), "getting paid more for my current job" (3.63), "receiving dental care" (3.41), and "getting a job that pays more" (3.39) on the list of urgent needs. Nearly 28 percent rated "buying food" as an urgent need of 5 on the scale of 1 to 5; another 23 percent scored it a 4. More than half (51 percent), then, identified this as an extremely urgent or very urgent need.

Additionally, inflation-related issues, including high costs of food, were the third-most-frequent response in our unaided question about problems in Utah County, cited by 49.9 percent of respondents.

Most of the clients interviewed for this year's CNA reported that the pantry at CASFB is critical to their and their families' wellbeing. Many cited rising food costs as a significant problem in their lives and expressed gratitude for both SNAP and the food pantry.

One difficulty in assessing the nutritional food needs is the modification of federal rules for program qualification during the pandemic. School districts in all three counties report significantly lower rates of participation in free and reduced-price lunch programs in the latest data, which is school year 2021-2022. For example, the rate in Utah County dropped from 32 percent in our 2019 CNA to 19.4 percent this year. During the pandemic, students at participating schools may participate in the programs regardless of whether parents have completed income eligibility forms. LEAs have reported this has resulted in low rates of return of the income eligibility forms. Though the students are eligible to receive free meals, the data does not accurately depict the number or percentage of economically disadvantaged students.

Unmet Need and Gaps in Services

All three counties saw a reduction in food stamp caseload when comparing April 2019 caseloads to April 2022's. Utah County decreased from 24,407 to 21,820, despite an increase in the population during the same period. Wasatch County's participation decreased from 640 in 2019 to 584 in 2022; Summit County dropped from 547 to 442. This change may be due to the additional funding made available during the pandemic, including rental assistance and eviction moratoriums, providing more money for food. It may also be due to improved economic activity prior to inflation and high food prices taking their toll on households beginning in 2021.

However, community leaders believe that the high cost of food is causing a major gap in nutrition among our service population. About one-third identified this as a gap; another 18 percent identified fast food or food with poor nutrition as a gap, ascribing this to poorly educated consumers.

CASFB Plans to Address Issue Area

Direct Action

- Our food intake case management efforts have been highly successful and will continue.
- Our food bank and food pantry is central to our mission and operations; we will continue these efforts.
- We will seek to expand our community garden program.
- In our communities, CASFB is a major partner in multiple workgroups and committees regarding nutrition and related matters; we will continue being an influence for good and an advocate in these areas.
- We will continue working with DWS and the SNAP program by providing clients information and help in applying for assistance.
- Working with school districts and Early Learning Essentials, we will continue to distribute Kids Nutrition Packs. Currently, we distribute about 1,700 packs per week. With food prices continuing to increase due to inflation, we expect that the number of packs distributed will increase.
- Senior centers and the Area Agency on Aging work with CASFB in providing prepared meals for seniors—particularly those living with low or limited incomes. We intend to continue this partnership.
- We will expand our efforts to provide guidance on menus, meal planning, and recipes through classes and printed materials in USU Extension and other agencies.
- Working with USDA, we will continue distribution of commodities to eligible households.
- We will continue working with Utah Food Bank and our network of pantries to distribute food boxes.
- We intend to continue referring eligible clients to Women, Infants, Children and help them apply for assistance.
- We will strengthen our existing network of dozens of food pantries throughout our service area.
- The LDS Bishops' Storehouse provides us grants to purchase food from them. We will continue to utilize this resource.

Linkages to Develop

- Working with Kamas and Francis, we intend to establish a mobile pantry go to the area and possibly other nearby communities regularly.
- Community members have expressed an interest in partnering with us to provide better food pantry access to the Saratoga Springs/Eagle Mountain/West Lehi area. Our efforts were stalled during the pandemic, and we are reengaging now. We are working with Tabitha's Way to provide food to these areas.

Area (6) Health

Mental health, healthcare in general, and substance abuse are areas of concern in our service area. In the Utah County Community Assessment produced by United Way (and assisted by CASFB), Mental health was mentioned by 29.1 percent of respondents in the communitywide survey of adults as being one of the "most pressing issues" in Utah County. Only growth in population, housing costs, and traffic ranked higher.

Causes of Poverty and Barriers to Exiting Poverty

In our community leader survey's open-ended question, 16 percent indicated cost of healthcare causes a problem for people trying to break out of poverty. "Paying for health or dental care" came in 6th out of 20 in our list of urgent needs in our survey of non-client persons living with low incomes. About 38 percent rated this a 5 out of 5 in urgency today.

Mental health ranked number 3 in our list of 15 barriers to exiting poverty in our community leader survey. Health care ranked number 5.

Needing help with substance abuse was a common theme in our one-on-one interviews with clients. About 24 percent of those interviewed identified substance abuse as one of the major problems in Utah County. "Substance abuse is my only problem," one client said, indicating that it is the lynchpin to freeing himself of other problems in his life, such as maintaining employment and building healthy relationships.

For many of our client interviewees, assistance with emotional, family, or substance abuse problems was a common theme after probing. "Separation from my kids' other parent is tough," said one client. "I'm no longer willing to put up with stuff, and I don't know where to turn." This indicates a need for not only services, but also for coping skills. "I have mental health issues," responded another client when asked if there's anything else in his life that is making things difficult. "And I have learning disabilities, so that makes my depression worse."

Unmet Need and Gaps in Services

In our survey of non-client persons living with low incomes, receiving dental care ranked as the third-most urgent need; 35.6 percent said it is an urgent need now, and another 16.9 percent ranked it 4 out of 5 on the scale of urgency. Nearly 40 percent of respondents gave "receiving health care" a 4 or 5 on our five-point scale of urgency. Only 24 percent indicated it is not needed at all right now.

Nearly 50 percent of community leaders surveyed indicated the cost of health care or health insurance is a significant gap in providing such care.

There is an apparent gap in mental health services; this is deduced by the increasing incidents and rates of poor mental health indicators. Depression rates continue to increase in our service area. Statewide, the rate has increased from 21.6 to 22.9; both Utah County (20.8 to 22.7) and Summit County (15.1 to 18.9) experienced increases, while Wasatch County's rate declined (16.6 to 13.8). It is unclear why Wasatch County's rate decreased so significantly. The statewide rate of suicide decreased from 22 per 100,000 residents to 21. But Utah and Summit Counties' rates increased (Utah: 17.2 to 18.1; Summit: 15.1 to 18.5),

while Wasatch County's decreased by about 30 percent (20.2 to 13.4). This decline in Wasatch County seems to correlate with the decrease in depression rates; reasons for the decline are unknown.

CASFB Plans to Address Issue Area

Direct Action

- We will continue to provide help to our clients through the Volunteer Care Clinic, which provides basic healthcare at no cost. It also provides some prescriptions at no cost or reduced prices.
- Working with Mountainland Family Health Center, we will help our clients receive primary care and assistance in completing Medicaid applications.
- We intend to continue working with IHC, who provides grants to use to help clients with healthcare costs.
- We will continue to work with Community Health Connect, Intermountain Dixon Family Health Center, and other agencies to provide additional healthcare services, including mental health services, to those who qualify. Various agencies serve specific populations, such as children or persons experiencing homelessness; we will strengthen our ties with these agencies and continue to refer appropriately.

Linkages to Develop

- Prior to the pandemic, CASFB hosted medical residents who came and established relationships with clients to direct them to the resources they needed to obtain needed health care services in an affordable way. We will work to reestablish this linkage.
- Prior to the pandemic, CASFB referred clients who needed dental care to Share-a-Smile, which provides free or discounted dental services. We are working to reestablish this partnership.
- We will work to partner with the University of Utah Mobile Wellness Bus to provide basic health care checks at the agency (blood pressure checks, etc.).
- CASFB has provided referrals to Spanish-speaking service providers in the past. In addition to increasing our internal Spanish-speaking capacity, we will work to strengthen linkages and partnerships to better serve our Hispanic and Spanish-speaking clients.
- We will look for partners to provide uninsured individuals with emergency prescriptions. We will turn to IHC first, and look to help from other potential partners.

Area (7) Transportation

As an overall, overarching issue, transportation is needed by those living with low incomes. Although UTA has improved public transportation over the past decades, there are still areas where persons with low incomes reside that are not serviced or have poor service from public transportation.

Causes of Poverty and Barriers to Exiting Poverty

During our interviews, clients expressed frustration over not having a way to get to jobs, not having public transportation to better jobs, or having to get to extremes with multiple transfers to get to jobs.

In addition to lack of public transportation, community leaders also pointed out other concerns regarding transportation. About 16 percent mentioned congestion or traffic issues, and 12 percent spoke of the condition of roads. Nearly 20 percent mentioned the negative impacts of air pollution due to poor public transportation and congestion that causes cars to idle more than necessary.

Unmet Need and Gaps in Services

“I had to quit my job because the bus doesn’t run on Sundays,” said one client. He explained that he is required to work on weekends, but is unable to get to the place of employment. Another explained that with gas prices increasing, she is finding it difficult to get to her job. “I don’t have a gas-friendly vehicle,” she said, “so more of my paycheck is going to gas instead of childcare.”

CASFB Plans to Address Issue Area

Direct Action

- Providing bus tokens and gas vouchers is a service that we have provided and will continue to provide.
- We will continue to work with United Way Paratransit to help elderly clients and those with disabilities get to necessary doctor visits, grocery stores, etc.
- Grant funds from UTA allow us to purchase bus tokens for clients experiencing homelessness and some other clients with low incomes.
- We will continue our efforts at working with UTA regarding bus routes.
- We will also continue to refer clients to the Provo Bicycle Collective to get a free bike for those who qualify. This not only helps clients get to necessary locations, but it engenders self-sufficiency.

Linkages to Develop

- Mountainland Association of Governments has a grant for public transportation passes. CASFB will search out ways to work together to provide bus passes to clients who need them.
- CASFB will develop relationships with mechanics who are willing to provide pro-bono services to clients in need of car repairs. This will assist clients in maintaining reliable transportation, even if they cannot afford to repair their car. To be sustainable, this service would need to be limited to clients with a long-term commitment at CASFB (such as Circle leaders).

Prioritization Summary

We continue to experience similar gaps in services and additional complexities to issues in almost all issue areas. The soaring inflation rates, combined with stagnant wages, are making safe and affordable housing, nutritious food, and healthcare more difficult to obtain. Our plan addresses these areas.

In addition, we have found a growing trend in our community toward racial and ethnic diversity, as well as LGBTQ+ diversity. Our chief operating officer has become certified in diversity, equity, and inclusion by Utah Valley University, and we intend to make this a major element of our operations in order to assure all are safe and receive the assistance they need.

Executive Summary

Role of the Board

The board of Community Action Services and Food Bank played two primary roles in our 2022 Community Needs Assessment. First, it assisted with planning the assessment by considering recommendations from Community Action staff leadership and providing input on areas to be considered, type of data to collect, methods, etc. Second, it considered the recommended priorities, provided input, and made final decisions regarding the priorities set in this document.

Role of Staff

CEO Karen McCandless and COO Tom Hogan supervised the development of the 2022 Community Needs Assessment. They contracted with our outside consultant, provided general direction for the consultant at the outset, and established parameters of the consultant's work. They monitored the work of the consultant and responded to requests for support or staff assistance. They also convened leadership team meetings with the consultant, reviewed drafts of the surveys—client, non-client, and community leader. They reviewed drafts of the CNA and provided feedback for improvement.

The staff leadership team provided significant assistance in the development of the CNA. Because of their direct-service experience, they were invaluable in providing current, contemporary information, giving feedback, and sharing keen observations that contributed to the final product. They also organized client interviews and provided sources for additional data. They participated in consultant-facilitated sessions to identify existing needs, linkages, partnerships, and opportunities. They also participated in sessions to provide information and feedback on each of the issues areas and causes of poverty.

Role of the Consultant

Civicus Consulting Group took primary responsibility for developing and writing this year's CNA. Civicus has assisted CASFB in various projects for more than 10 years and is well informed on community needs in our area. Based in Kansas City, Missouri, Civicus Consulting Group's senior consultant is Michael Call, Ph.D. His expertise in nonprofit and public administration, research, and strategic planning were key factors in the decision to contract with Civicus for this work.

Summary of Process

Following an exhaustive collection of data (guided by the CAA tools provided by the state office), our consultant organized and began analysis of each issue area. He also engaged in the following activities to get a more comprehensive understanding of our issue areas:

- Assisted with the development and deployment of a community leaders survey, which was deployed to stakeholders throughout our service area; particular emphasis was placed on gaining input from all sectors identified in Organization Standard 2.2;
- Developed and deployed a telephone survey of non-client residents of Utah County (our largest population center) who are living with low incomes;
- Developed and deployed, with the assistance of CASFB staff, a client survey;
- Conducted interviews with key stakeholders (the consultant is simultaneously working on the Utah County Community Assessment, a three-volume review of the community that is headed by United Way; CASFB is a partner in this assessment); and
- Organized and synthesized all data.

The leadership team at Community Action Services and Food Bank reviewed the data and engaged in facilitated discussions regarding needs and priorities. The recommendations of the consultant and the leadership team were then taken to the board of directors for additional review, input, comment, modification, and approval.

Following the board review and comment, the final 2022 Community Needs Assessment was developed, reviewed by CASFB leadership, and submitted.

Prioritized Issues

Community Action Services and Food Bank has prioritized the following four issue areas.

1. **Housing.** Those who live in Utah know all too well the soaring costs of housing and rent. In February 2012, the median sales price of a home in Utah County was \$180,000; by June 2020, the median had doubled to \$360,000; in June 2022, the median sales price was \$535,000. Of course, this massive increase in costs of homes means fewer people are able to afford them—which means more people are renting. This, in turn, pushes rents up. Not only are home sales prices up, but average days on market has decreased to only 11. And closing prices are at or above asking prices—as high as 104 percent of asking price in June 2021, and 101.1 percent of asking price in June 2022.

The Provo-Orem MSA scores only 35 on the National Association of Home Builders/Wells Fargo Housing Opportunity Index in the first quarter of 2022. This means that only 35 percent of families earning the Area Median Income could afford to buy a home that quarter—this is down from 86.6 percent 10 years ago. The Utah County area is ranked 210 out of 240 in affordable homes.

Just as homeownership and home construction are moving at a fast pace in Utah County, so are rents. As of January 2022, rent for a 2-bedroom, 2-bathroom unit was \$1,585; reduce the number of baths to one and rent drops to \$1,238. The same 2-bedroom, 2-bathroom unit was rented for \$1,287

in 2019—an increase of 23.2 percent in two years. These numbers are from commercial sources, and reflect reality a bit better than the Out of Reach report by the National Low-Income Housing Coalition, which reports a two-bedroom rent in Utah County is \$1,041.

- 2. Income and Use of Income.** Increasing prices in fuel, rent, other housing costs, and food have exacerbated the complexities of living with low incomes. Although the unemployment rate remains at astonishingly low rates—in May, it was only 3.6 percent—the pay does not appear to be keeping up with prices and costs for basic needs. Although the poverty rates in our service area have declined slightly (Utah County’s rate has dropped from 10.5 percent to 10 percent), the number of children in poverty is an especial concern. Childhood poverty can lead to poor academic performance, increased likelihood of dropping out of high school, and increased mental and physical health issues. When breaking down the percent of children in poverty by age group, the group with the highest likelihood of experiencing poverty is the youngest: those under 5 years. In Utah County, 10.6 percent of this age group is in poverty, compared to 11.2 percent statewide and 19.1 percent nationally. Although the rate of childhood poverty in Utah County is below that of the state and the nation, it is still a priority for CASFB. More than 24 percent of children under age 5 who live in poverty in Utah County are in Provo.

There are about 9,621 families living in poverty in Utah County. One-third of these are families without related children under 18 years living with them. This could include married-couple families without this age group of children or single-parent families without this age group. One of every four families in poverty in Utah County has related children between the ages of 5 and 17 only—that is, no younger children in the family. About 23 percent have both younger children and older children; 19 percent have young children under age 5 only.

- 3. Nutrition.** Nutrition came in fourth highest of urgent current needs in the survey of non-clients living with low incomes. With a mean score of 3.29, "buying food" fell just short of "paying utility bills" (3.68), "getting paid more for my current job" (3.63), "receiving dental care" (3.41), and "getting a job that pays more" (3.39) on the list of urgent needs. Nearly 28 percent rated "buying food" as an urgent need of 5 on the scale of 1 to 5; another 23 percent scored it a 4. More than half (51 percent) of persons living with low incomes, then, identified this as an extremely urgent or very urgent need.

In addition, clients also scored “buying food” as a high need, with just over 39 percent saying this help is “urgently needed now.” This is somewhat curious, because most of our clients have access to food through our food pantries. However, when one is suffering from poor nutrition and hunger, the need for food is omnipresent. In addition to the 39 percent of clients who gave it a 5 out of 5, another 22.4 percent gave it a 4.

When looking at hard data, nearly one in five children in Utah County is enrolled in the free or reduced-price lunch program. This is much lower than the state’s 27.4 percent, but it is still a significant number, given the high percentage of children in the county. Nearly 22,000 residents in

Utah County—and about 23,000 in our service area—are receiving SNAP assistance. This is further evidence of the high demand for this service.

Although nutritious food is clearly a need in our service area, Community Action’s capacity to solve this problem alone is limited. We must rely on other partners to multiply our efforts and theirs. One key role that we play is to be a gateway for those in need to access additional services to become self-sufficient. We do this by providing food pantry and food bank services, and then inquire into the client’s other needs. To extend our impact, we will continue our efforts with mobile food pantries and establishing a food pantry site in northern Utah County—either on our own or with other partners. Simultaneously, we will continue to develop and maintain partnerships that we have and establish new ones.

4. Health, Including Mental Health. In 2020—the latest year for which data is available—16.1 percent of Utah County adults reported that over the past 30 days, poor physical or mental health prevented them from doing usual activities, such as work or recreation, for seven days or more. This percentage has remained about the same for the past several years. In the same period (“the past 30 days”), 24.3 percent indicated their mental health has been not good. This continues an upward trend that began in 2015, when 16.5 percent reported the same—up from 14.5 percent in 2014.

As far as general health rankings, our service area is strong. The University of Wisconsin Population Health Institute’s County Health Rankings considers multiple factors that affect health and ranks counties within each state. These factors are primarily physical health factors: health behaviors such as tobacco use, alcohol use, diet and exercise, and sexual activity; clinical care, including access to care and quality of care; social and economic factors, such as education, employment, income, family and social support, and community safety; physical environment, including air and water quality and housing and transit systems. Each of the three counties in our service area is in the top five counties in the state: Summit is number two, Wasatch is number three, and Utah is number 5.

However, mental and emotional health present challenges in our area. The number of suicides in Utah County has increased from 78 in 2016 to 117 in 2020, increasing each year. According to the Student Health and Risk Prevention Survey, nearly 17 percent of students in grade 6 through 12 in Utah County report they have “seriously considered attempting suicide,” including one of five 10th graders. And nearly 7 percent of all 6th graders have made at least one suicide attempt in the last 12 months.

Beyond suicidal ideation and attempts, there are other indicators that mental and emotional wellbeing are threatened in our service area. Historically, more women have reported seven or more days of poor mental health than men, with a sharp increase in 2020. A query in Utah’s IBIS shows that in 2019, slightly more than 23 percent of women reported poor mental health of seven days or more in the past 30; in 2020, this percentage jumped to 28.4. During the 12-year period of data available (2009 through 2020), the percentage of men reporting this number has increased from 11.5 to 15.1; for women, the increase has gone from 16.1 to 28.4. And individuals with lower income

report having seven or more days of poor mental health at higher rates than others. In 2020, nearly 40 percent of individuals making less than \$25,000 annually have poor mental health for seven or more days of the last 30, compared to 18.4 percent of those making more than \$75,000

Issues Not Prioritized

The following issues, though important, are not focus areas for CASFB at this time.

- **Education.** Most of the relevant elements of education that are lacking in our service area are beyond the capacity and scope of CASFB's work. For example, the community is looking for more affordable options for post-secondary education, early childhood interventions to increase school readiness and school success, and persuading high school students to consider vocational training as opposed to college or university training are efforts the community has identified. Other agencies, such as United Way, tutoring programs, and public school initiatives, are better positioned to help in these areas than CASFB.
- **Transportation.** Although CASFB is involved and participates in planning boards and committees that consider and advise on public transportation, our capacity to impact this issue area beyond this participation is minimal. In particular, public transportation needs in Wasatch and Summit Counties are great. We have limited resources to assist individuals living with low incomes to gain access to public transportation, and almost no resources for personal transportation problem resolution. Although Utah County's public transportation system is much better than Wasatch and Summit Counties', it too is lacking. Limited human and financial resources cause us to de-prioritize this issue.
- **Employment.** Certainly obtaining a job and maintaining gainful employment is a need that CASFB helps meet, but we do this through referrals and training. We work with other agencies in job placement. The 2022 Community Needs Assessment shows that living wage issues are more critical at this point in our economy than obtaining jobs; we will continue to advocate for increased pay, and we will continue working with employers to help them understand and better utilize the skills of those living in intergenerational poverty through Bridges Out of Poverty and other methods. However, with our limited staff and volunteer resources, employment as a focus area has taken less of a priority.

Barriers, Gaps, Linkages and Partnerships

Barriers to Exiting Poverty/Causes of Poverty in Prioritized Areas

Housing. Continued increases in rents and lack of affordable housing in our service area is both a cause of poverty and a barrier to exiting poverty. Reasons behind the housing shortage include significant population growth in the area (housing supply is not keeping up with demand), growth of local universities without an increase in student housing to meet the need, policies that limit housing density, and tendency of builders to focus on larger, more costly homes for higher-income families. CASFB clients continue to experience

bad credit, criminal history, and high application fees that prevent them from accessing housing, even when they have sufficient income and down payment assistance. The demand for affordable housing means that vying for such units has gone from taking days to hours to even mornings or afternoons. Clients report that if they do not have the capacity to place deposits, complete application processes, and qualify for housing *at the moment*, they lose out. One client reported there were 72 applicants to one affordable unit she found. With such competition, rents are only increasing—making access to housing even more difficult.

Income/Use of Income. All groups surveyed or interviewed for our 2022 CNA reported significant concern over inflation. Prices of gasoline and food are most obviously noted and are barriers to exiting poverty, as wages are not keeping up with prices. Although the cliff effect remains an issue, the more immediate cause of poverty—and barrier to exiting poverty—is the lowering value of what few dollars people living with low incomes have.

Nutrition. There appears to be no—or few—weaknesses in food distribution infrastructure in our service area. Multiple food pantries are serviced by our food bank and the Utah Food Bank. However, with inflationary effects impacting food costs, the ability of persons living with low incomes to purchase nutritional food is greatly stymied. Food insecurity only decreases the time and energy needed to adequately cope with other challenges, such as increasing income or finding more affordable housing.

Health. Accessing healthcare is a challenge for many persons in our service area who are living with low incomes. Employment that offers health insurance benefits is not always available, particularly when employers are incentivized by public policy to maintain part-time employees when the work type permits it, such as in unskilled or low-skilled positions. Mental and emotional health are emerging barriers to exiting poverty; as poor mental health increases, the ability of an individual to maintain stable employment and make wise choices regarding limited financial resources decreases.

Gaps in Services/Unmet Needs in Priority Areas

Housing. Lack of safe, affordable housing is a major problem that is cited by clients, non-clients living with low incomes, community leaders, and staff experts. With limited sheltering services in our service area—but more especially in Utah County—more people appear to be finding other options, including living with friends or relatives for short periods of time (“couch surfing”). In our interviews with clients, some reporting periods of living out of cars for days or even weeks at a time. As reported in the Data Analysis section, “The [domestic violence] shelter provides only 30 days. People want \$1,500 for two-bedroom apartment; I work full-time and have two children—it's almost impossible to get into housing,” one client reported. She simply doesn’t have the time to look for—or the resources to qualify for—housing.

Income/Use of Income. The living wage required in each of our three counties increased significantly since our last assessment. Utah County has increased by \$11.49 (40%), Wasatch by \$11.88 (39%), and Summit by \$13.05 (42%). It is anticipated that with current annual inflation at 40-year highs, the required living wage will once again increase—even with increasing unemployment.

Our community leaders, including faith-based leaders and nonprofit leaders (who have direct experienced with our client population), ranked “insufficient income” number four in the list of 15 issues affecting persons with low incomes. This is behind home purchase costs, rentals costs, and mental health needs. They also

rated education and income management high on the list. However, our clients and non-client individuals living with low incomes rank budgeting and training/education needs lower. Our conclusion is that many individuals living with low incomes do not recognize the benefits of learning how to budget their resources and increase their capacity to earn more.

Nutrition. In our client survey, “getting food” was ranked higher than “finding a job,” “getting a job that pays more,” and “getting paid more for my current job” in terms of immediacy of need. In our non-client survey, 50.4 percent of respondents indicated that help “buying food” was a 4 or 5 on the scale of urgency and immediacy of need (“5” means “urgently need now”). Persons with low incomes do not know how to access nutritional food or need help affording nutritional food—and that need is current.

Health. In our survey of non-client persons living with low incomes, receiving dental care ranked as the third-most urgent need; 35.6 percent said it is an urgent need now, and another 16.9 percent ranked it 4 out of 5 on the scale of urgency. Nearly 40 percent of respondents gave “receiving health care” a 4 or 5 on our five-point scale of urgency. Only 24 percent indicated it is not needed at all right now.

Nearly 50 percent of community leaders surveyed indicated the cost of health care or health insurance is a significant gap in providing such care.

Depression rates continue to increase in our service area. Statewide, the rate has increased from 21.6 to 22.9; both Utah County (20.8 to 22.7) and Summit County (15.1 to 18.9) experienced increases, while Wasatch County's rate declined (16.6 to 13.8). It is unclear why Wasatch County's rate decreased so significantly. These indicators show there is some sort of gap in access to mental health services; this could be in terms of awareness, knowledge, or ability to pay on the part of those in need, or it could be a lack of access due to no or insufficient health insurance, lack of transportation, or lack of mental health service. Clearly, there is a gap in mental and emotional health services being provided to those who need them.

Linkages, Partnerships, and Resources

Housing

Direct Action. CASFB does not have the capacity or resources to engage in construction or maintenance of new affordable housing units, shelters, or emergency/transitional housing. However, we do receive financial resources that enable us to provide housing in other agencies’ projects. We will continue to

- Refer clients to the housing authorities for Housing Choice vouchers, PSH, public housing, and other housing assistance for eligible households. This helps clients access affordable housing resources.
- Provide Homebuyer Education classes; participants include persons receiving assistance from Habitat for Humanity, Self-Help Homes, and other agencies.
- Participate in various committees to advocate for the housing needs of our client population, including helping plan for sustainable growth that includes additional affordable housing. These include Utah Housing Planning Commission, Valley Visioning, and the Provo City Housing Committee.
- Work with tax credit projects to provide move-in costs and rent payments.
- Work with the Mountainland Continuum of Care to support HUD funding for homelessness assistance programs and services.

Linkages to Develop. To leverage our limited resources, we intend to establish, develop, or strengthen the following linkages.

- Strengthen our work with the Continuum of Care as a whole and specific entities in the Continuum, as well as state resources (Housing Trust Funds, etc.). We will seek funding for various housing projects which over time will result in increase in rental units that are affordable.
- Improve our linkages with Utah Housing Coalition and CAP Utah. This will help ensure that the current state law remains intact (i.e. landlords may not discriminate based upon income.)
- Increase and improve our linkages with the Department of Workforce Services to Increase our capacity to divert families from sheltering and utilizing other resources, such as host families, transitional housing, etc.

Income/Use of Income

Direct Action. CASFB will continue to engage in efforts to increase income and improve the use of income by our clients and others. We will

- Continue our work to provide emergency assistance in the forms of hygiene kits, clothing vouchers, furniture vouchers, etc.
- Continue our current efforts to improve financial literacy among all our clients.
- Continue to refer clients to other appropriate providers.
- Increase our work in basic credit counseling.
- Revisit the opportunity of having an on-site DWS employee for certain hours each week. The past partnership has had limited success; however, we will work with DWS to determine whether there is opportunity for improved, mutually beneficial opportunities in this regard.
- We will continue to refer clients to DWS and HEAT programs for emergency assistance.

Linkages to Develop. To leverage our limited resources, we intend to establish, develop, or strengthen the following linkages.

- United Way 2-1-1: increase numbers of referrals and stay current on services in the community that may benefit clients.
- Circles Big View Committee, DWS, and CAP Utah to advocate for solutions to the cliff effect.
- DWS, Utah Housing Coalition, and Voices for Utah Children to advocate for increase in minimum wage.
- CAP Utah, Crossroads Urban Center, and Voices for Utah Children to modify payday lending laws, policies, and regulations.
- Financial institutions (including credit unions) and Crossroads Urban Center: research possible low-cost solutions for emergency funds as alternatives to commercial payday lending companies.
- Employers of low-wage earners: provide financial literacy training and coaching as employee benefits.
- Circles Leaders: advocate for policy changes to reduce the cliff effect.

Nutrition

Direct Action. CASFB will continue to engage in efforts to improve nutrition and access to nutritious food for clients and others. We will

- Continue our food intake case management efforts.
- Continue our food bank and food pantry operations.
- Expand our community garden program.
- Continue our participation in workgroups and committees regarding nutrition and related matters.
- Strengthen our work with DWS and the SNAP program by providing clients information and help in applying for assistance.
- Continue to distribute Kids Nutrition Packs.
- Help provide senior centers and the Area Agency on Aging in providing prepared meals for seniors.
- Expand our efforts to provide guidance on menus, meal planning, and recipes through classes and printed materials in USU Extension and other agencies.
- Work with USDA in continued distribution of commodities to eligible households.
- Continue working with Utah Food Bank and our network of pantries to distribute food boxes.
- Continue referring eligible clients to Women, Infants, Children and help them apply for assistance.
- Strengthen our existing network of dozens of food pantries throughout our service area.
- Continue to access grants from the LDS Bishops' Storehouse to purchase food from them.

Linkages to Develop. We intend to work to develop or improve the following linkages.

- Towns of Kamas and Francis in order to establish a mobile pantry in area and possibly other nearby communities regularly.
- Tabitha's Way and others to provide better food pantry access in the Saratoga Springs/Eagle Mountain/West Lehi area.

Health

Direct Action. CASFB will continue to engage in efforts to improve health, including emotional and mental health, among clients and others. We will

- Continue to provide help to our clients through the Volunteer Care Clinic, which provides basic healthcare at no cost. It also provides some prescriptions at no cost or reduced prices.
- Work with Mountainland Family Health Center to help our clients receive primary care and assistance in completing Medicaid applications.
- Continue working with IHC, who provides grants to use to help clients with healthcare costs.
- Continue working with Community Health Connect, Intermountain Dixon Family Health Center, and other agencies to provide additional healthcare services, including mental health services, to those who qualify.

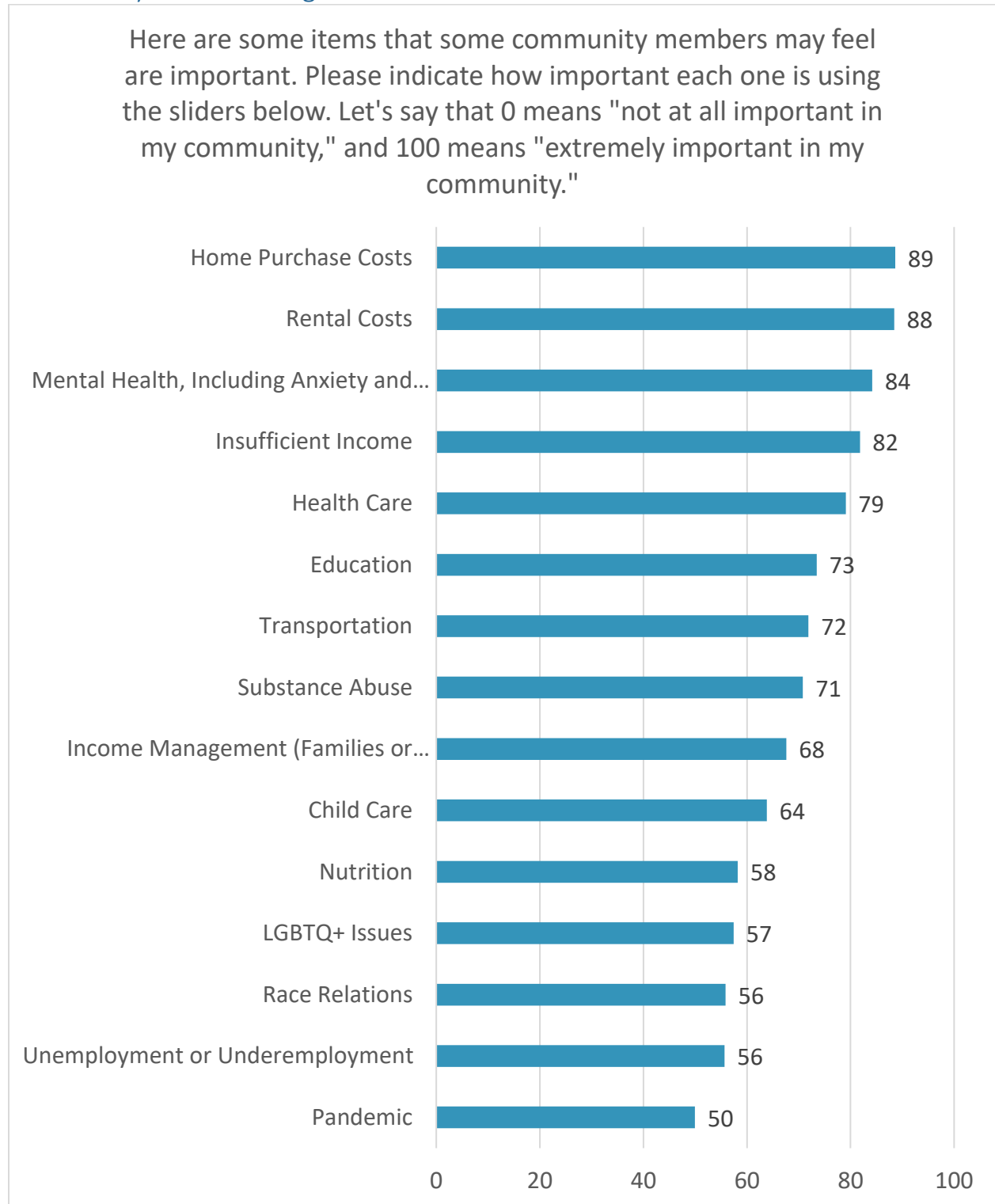
Linkages to Develop. We intend to work to develop or improve the following linkages.

- Become a host site for medical residents to come onsite and establish relationships with clients to direct them to the resources they needed to obtain needed health care services in an affordable way.
- Reestablish our partnership with Share-a-Smile, which provides free or discounted dental services.
- Partner with the University of Utah Mobile Wellness Bus to provide basic health care checks at the agency (blood pressure checks, etc.).
- In addition to increasing our internal capacity to work with Spanish-speaking clients, we will strengthen linkages and partnerships to better serve our Hispanic and Spanish-speaking clients.
- Look for partners to provide uninsured individuals with emergency prescriptions. We will turn to IHC first, and look to help from other potential partners.
- USDA: continued distribution of commodities to eligible households.
- Strengthen our relationship with Utah Food Bank and our network of pantries to distribute food boxes.
- Continue referring eligible clients to Women, Infants, Children and help them apply for assistance.
- Strengthen our existing network of dozens of food pantries throughout our service area.
- Continue to access grants from the LDS Bishops' Storehouse to purchase food from them.

Appendix 1: Community Leader, Client, and Non-Client Survey Results

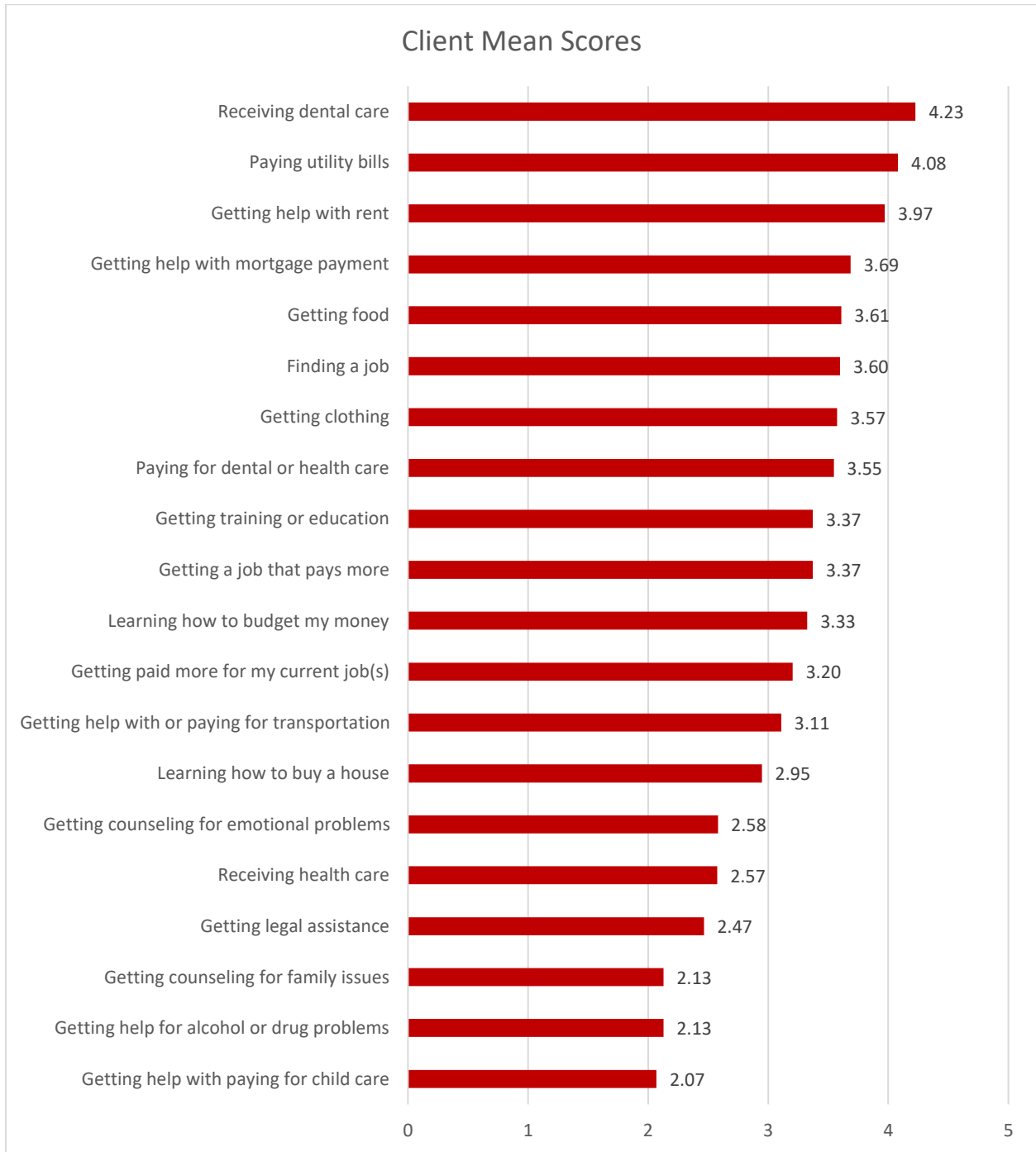
The following charts were utilized during our prioritization process.

Community Leader Rating of Issues



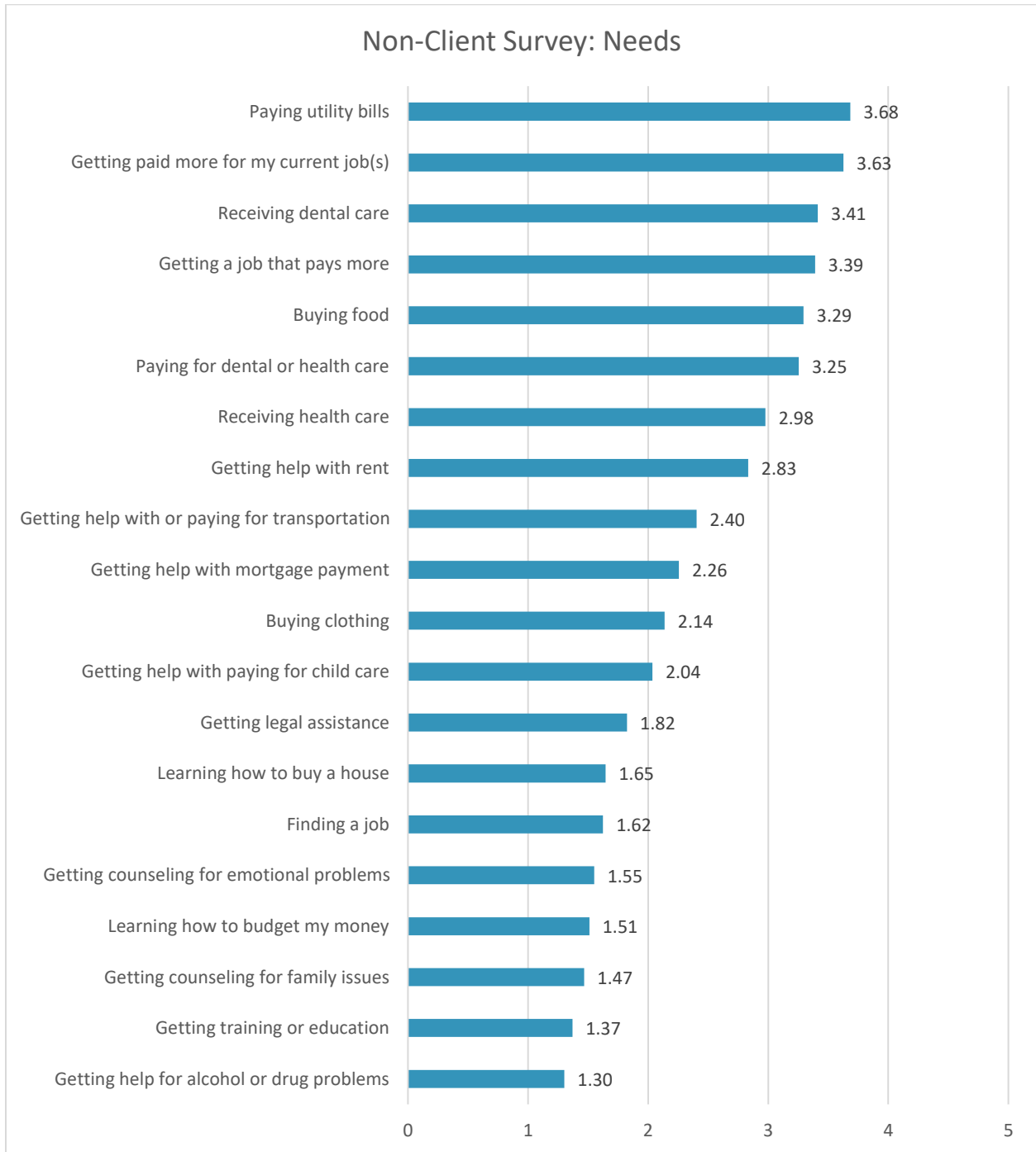
Client Rating of Issues

This chart provides mean scores to the question, “How urgently do you need help with each of the following?” The scale is 1 = “not needed at all,” and 5 = “urgently needed now.” Seeing the mean scores helps us rank needs among those who are living with low incomes and are clients of CASFB.



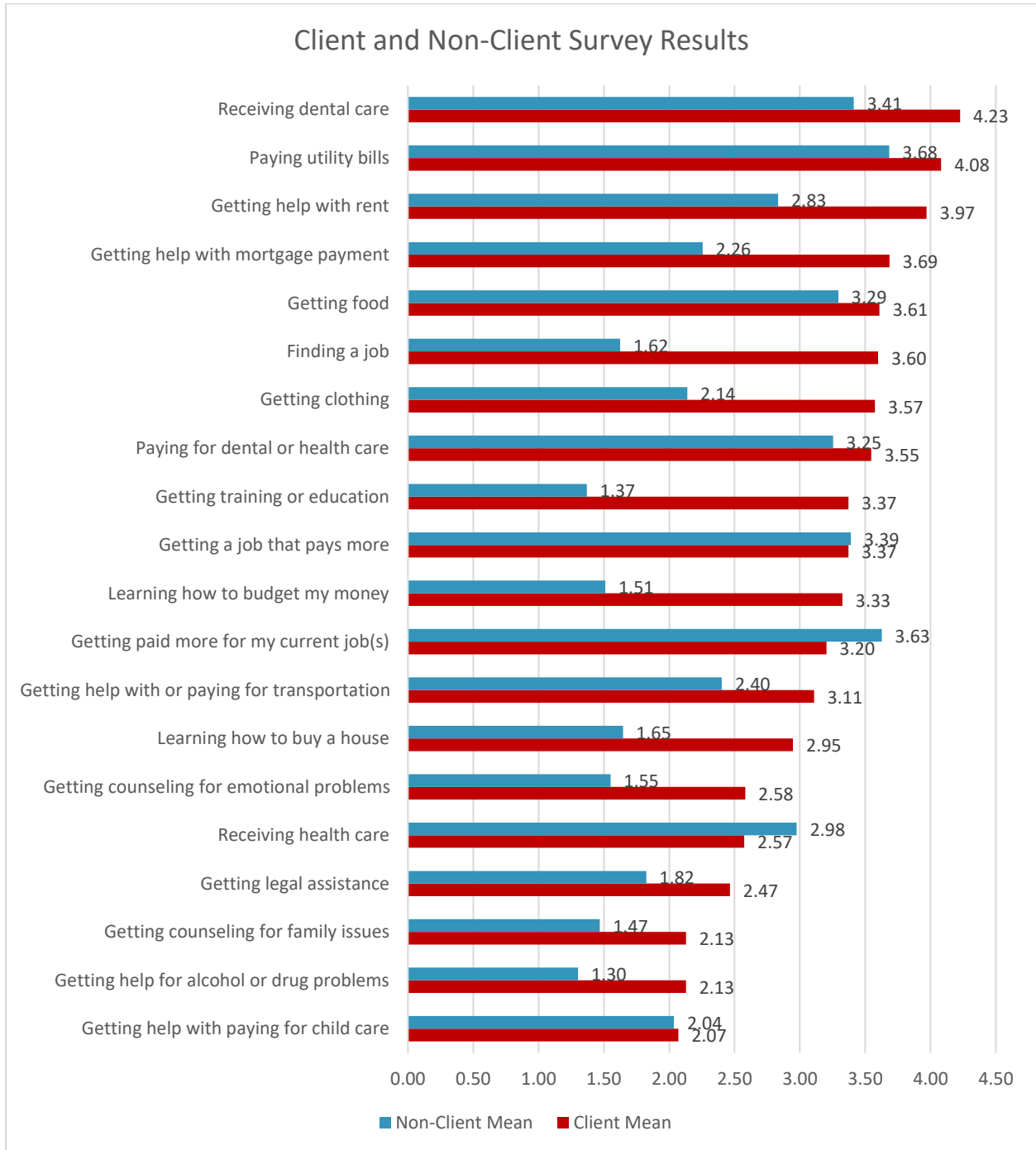
Non-Client Rating of Issues

This chart provides mean scores to the question, “How urgently do you need help with each of the following?” The scale is 1 = “not needed at all,” and 5 = “urgently needed now.” Seeing the mean scores helps us rank needs among those who are living with low incomes and are not clients of CASFB.



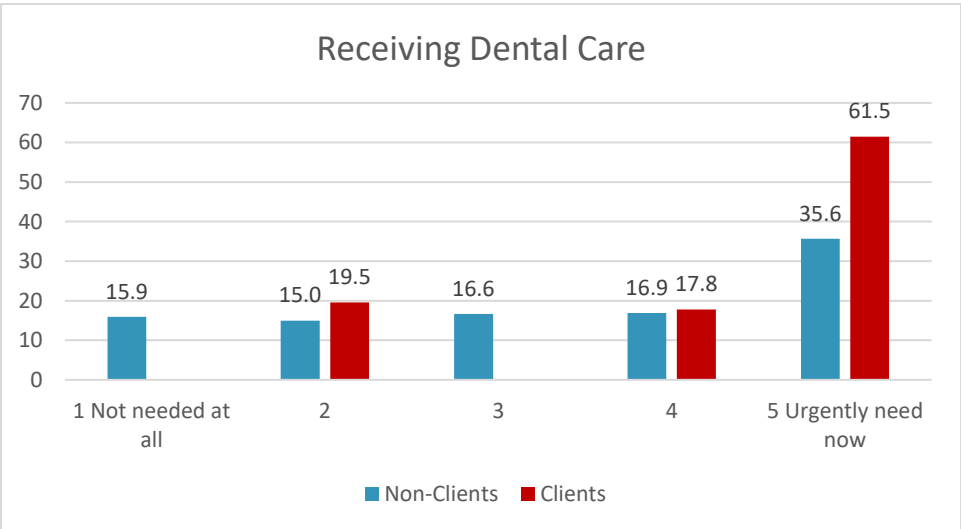
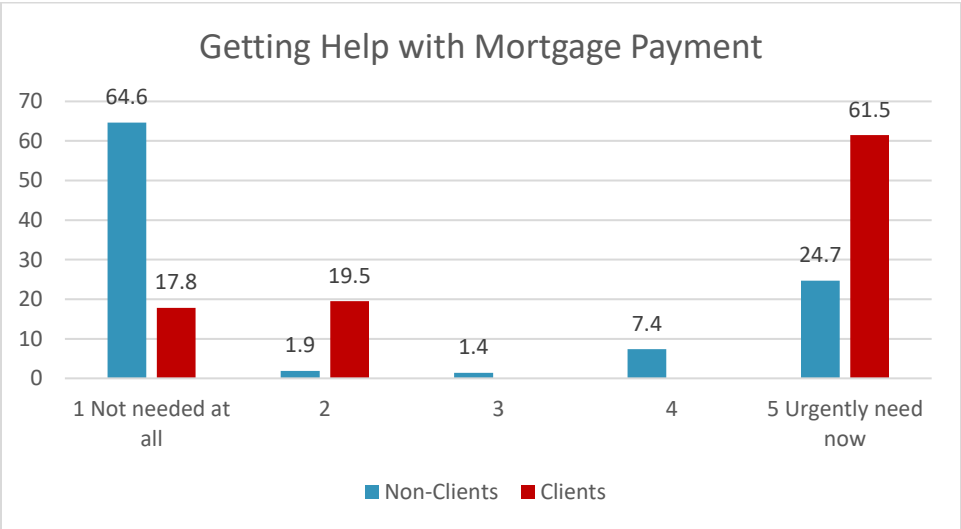
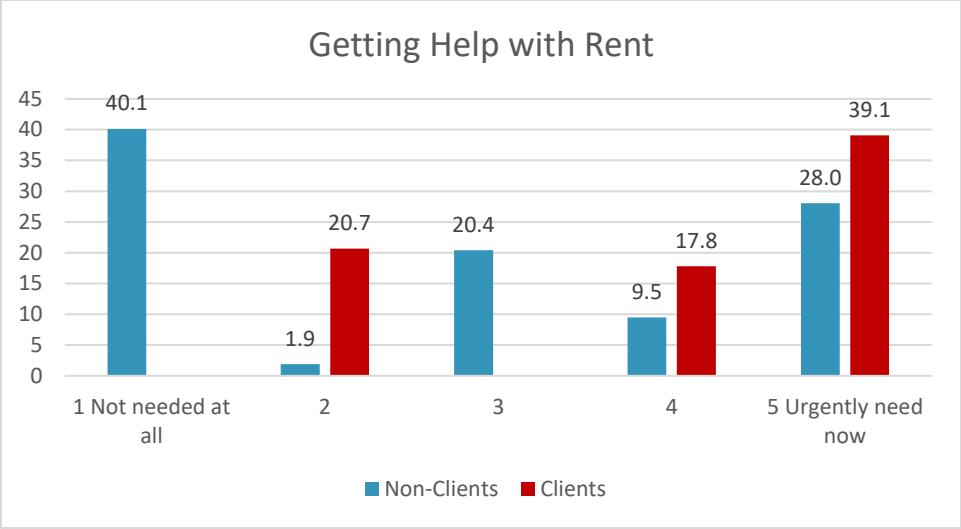
Combined Client and Non-Client Rating of Issues

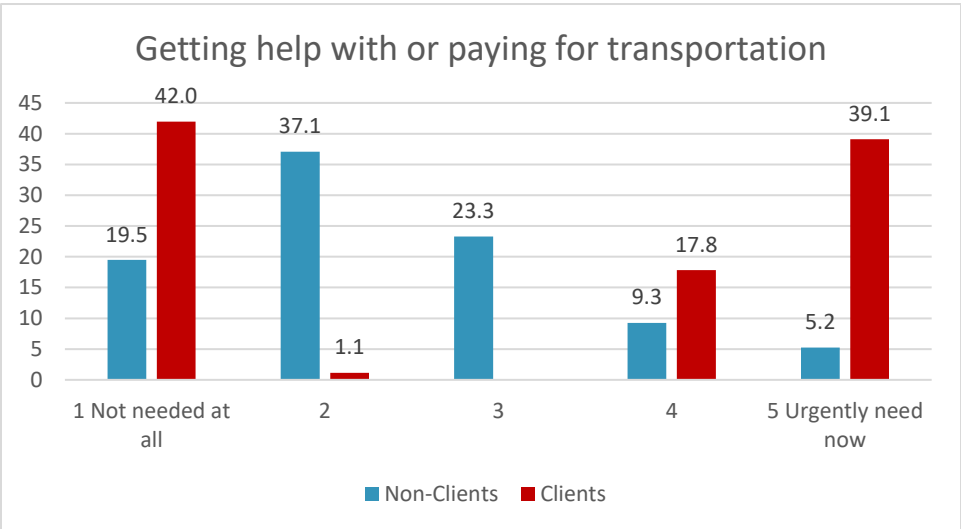
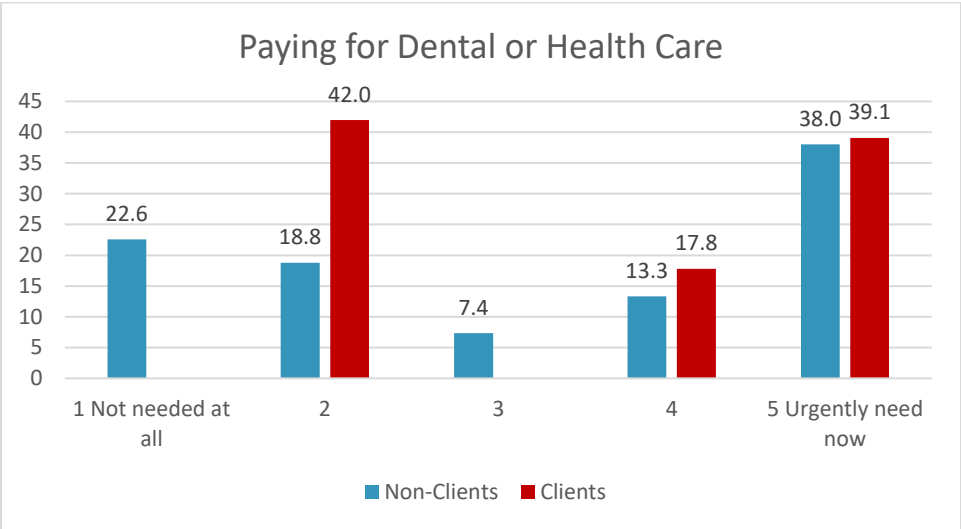
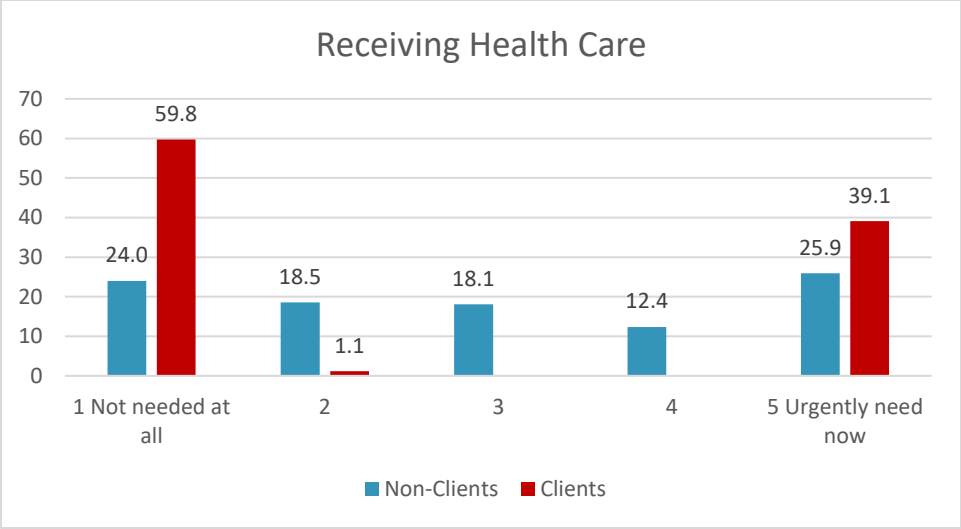
This chart and the ones that follow provide mean scores to the question, “How urgently do you need help with each of the following?” The scale is 1 = “not needed at all,” and 5 = “urgently needed now.” Seeing the individual scores for each item helps us understand the degree of urgency for each.

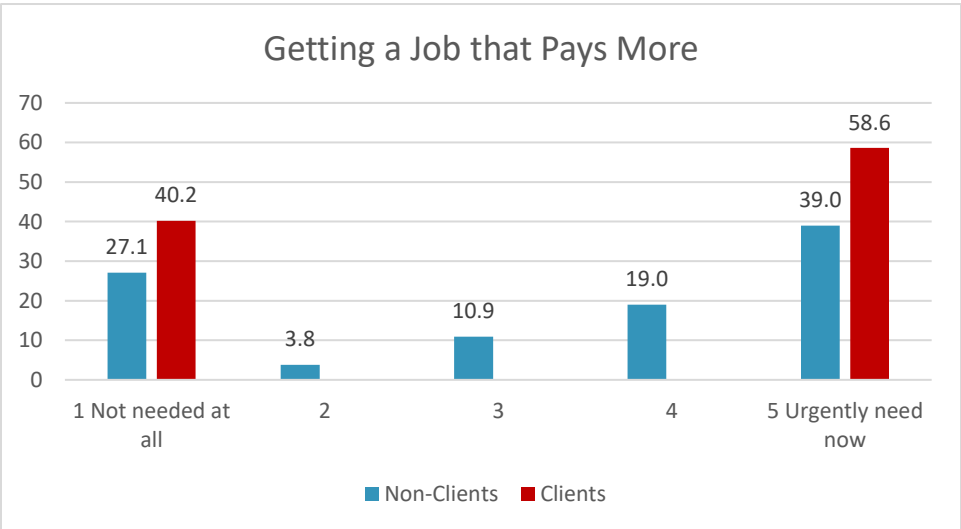
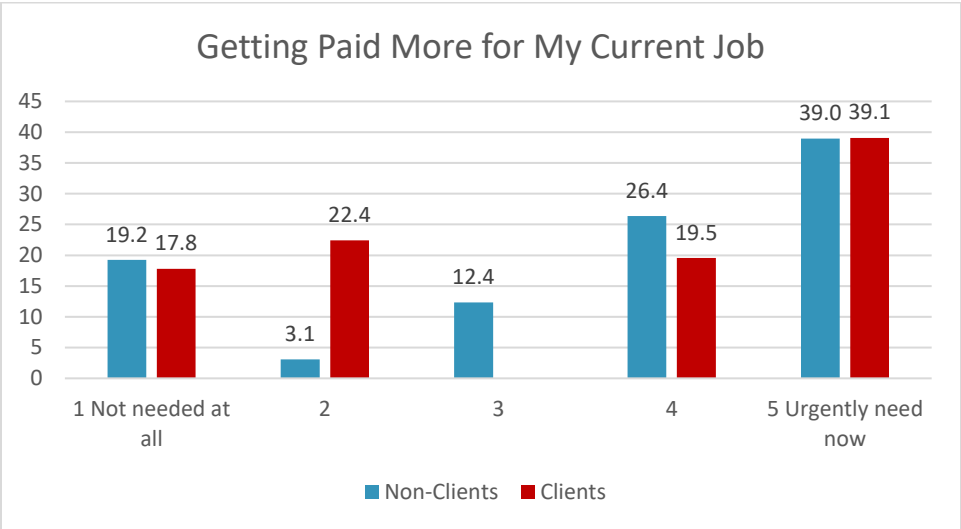
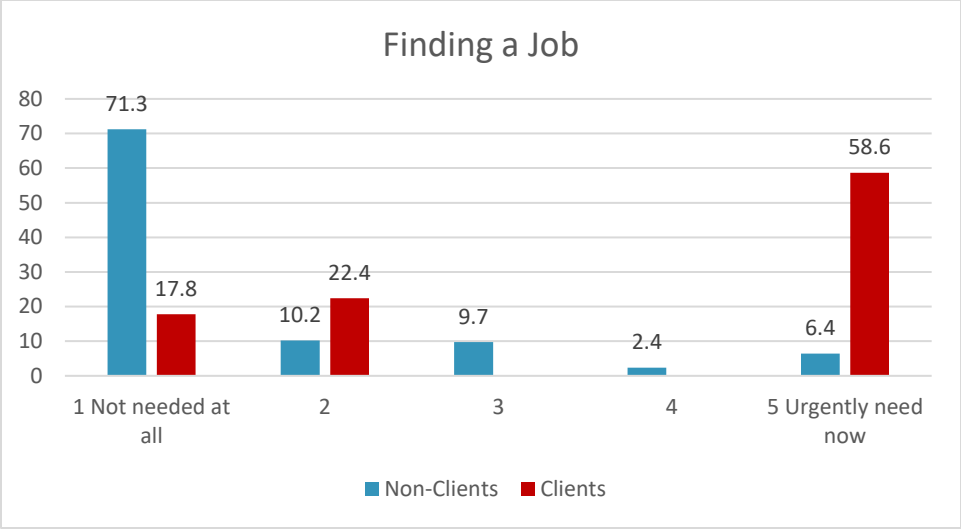


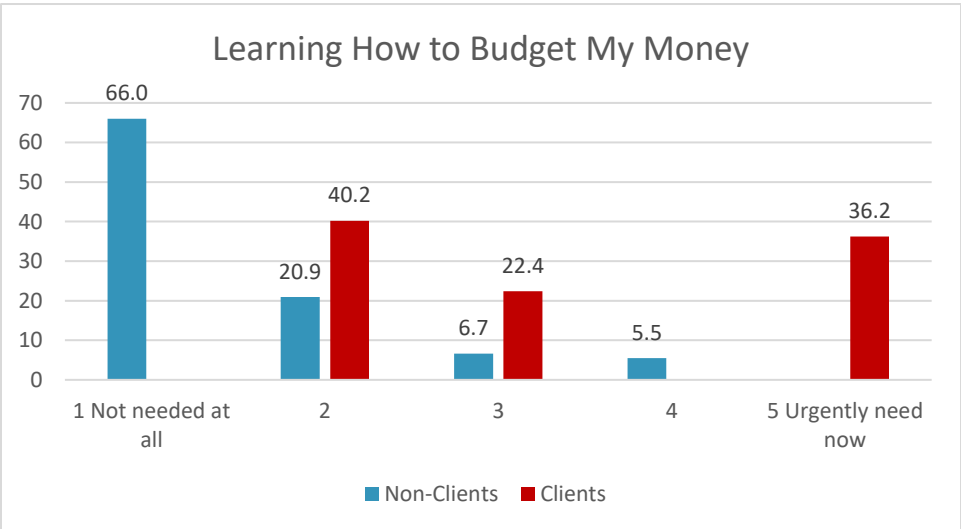
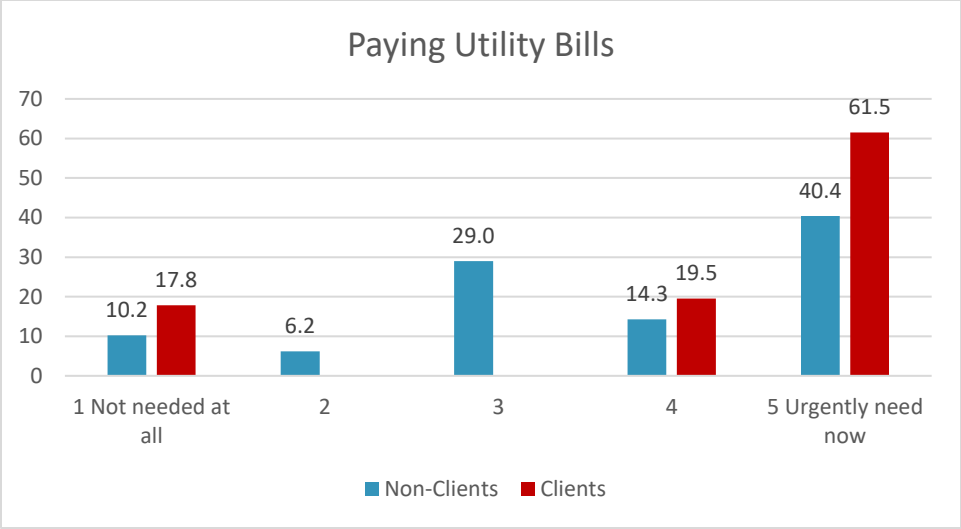
The following charts indicate responses to the question, “How urgently do you need help with each of the following?” The scale is 1 = “not needed at all,” and 5 = “urgently needed now.”

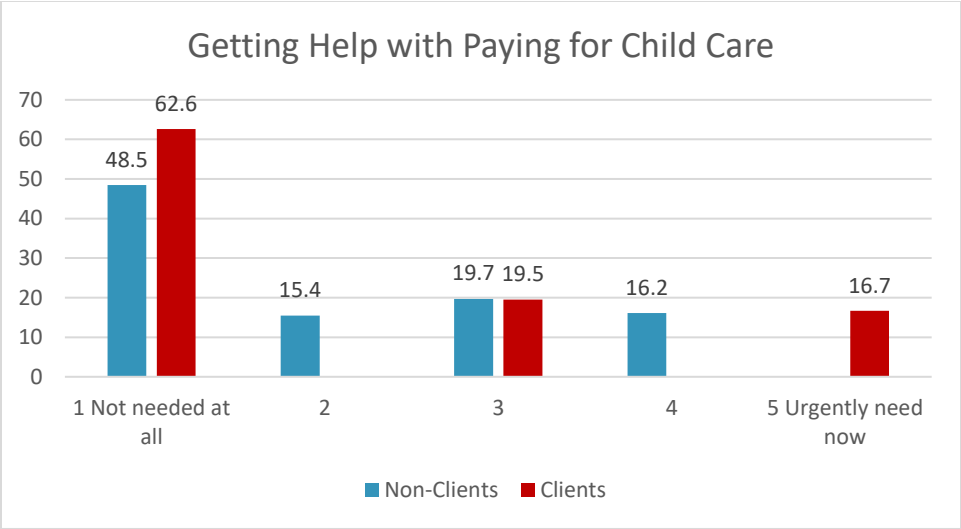
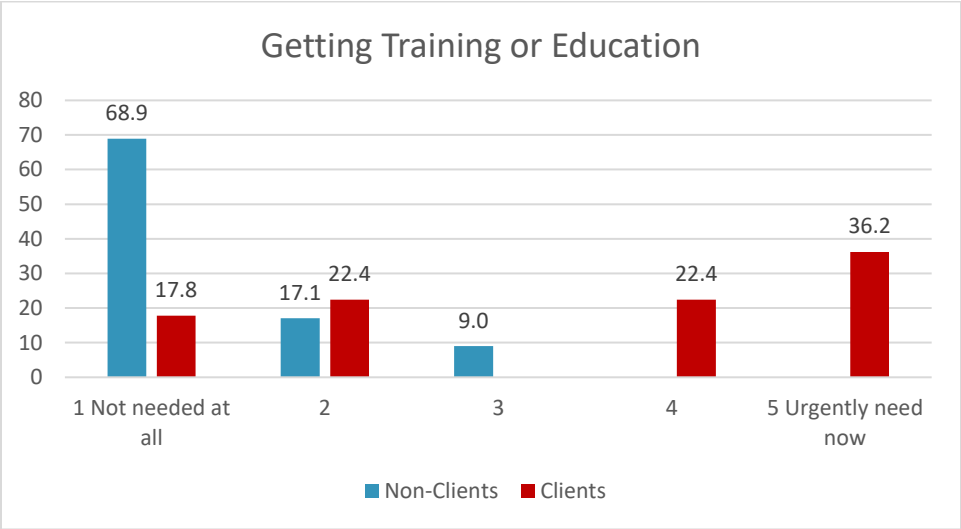
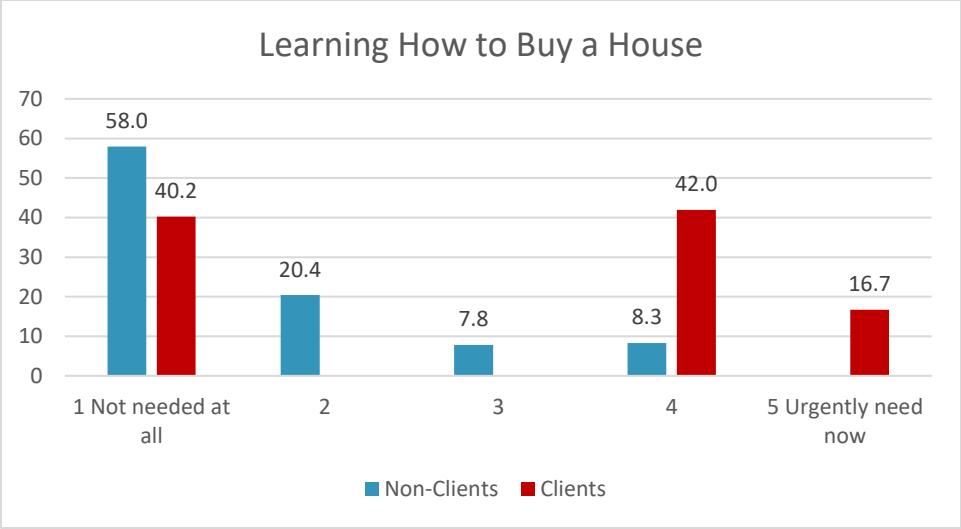


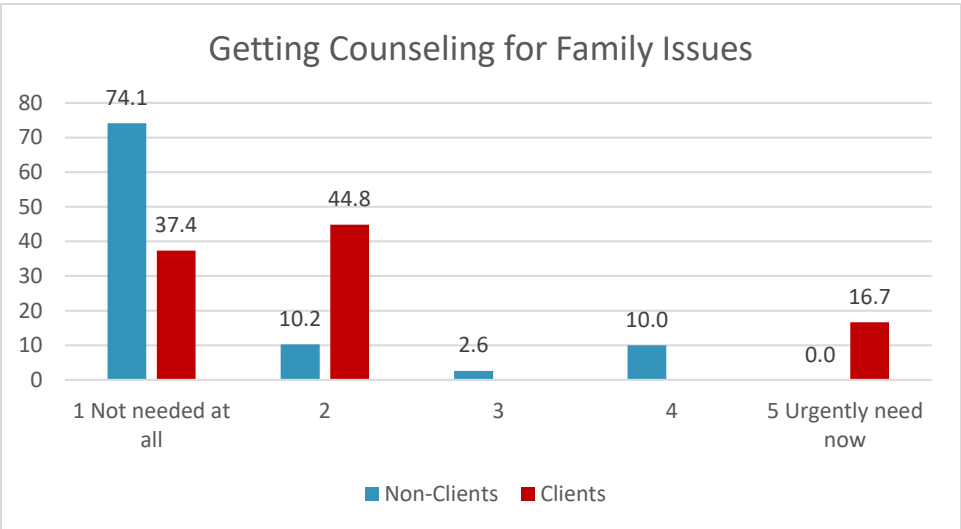
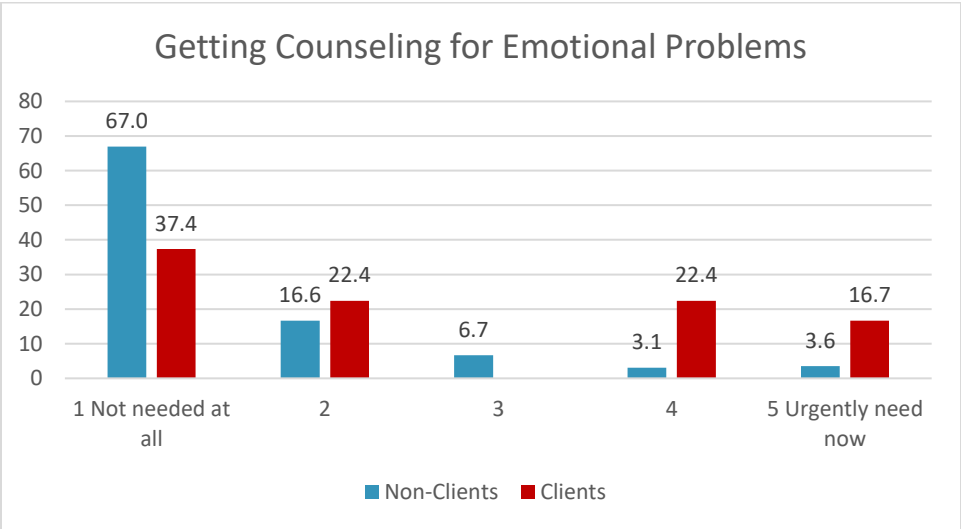
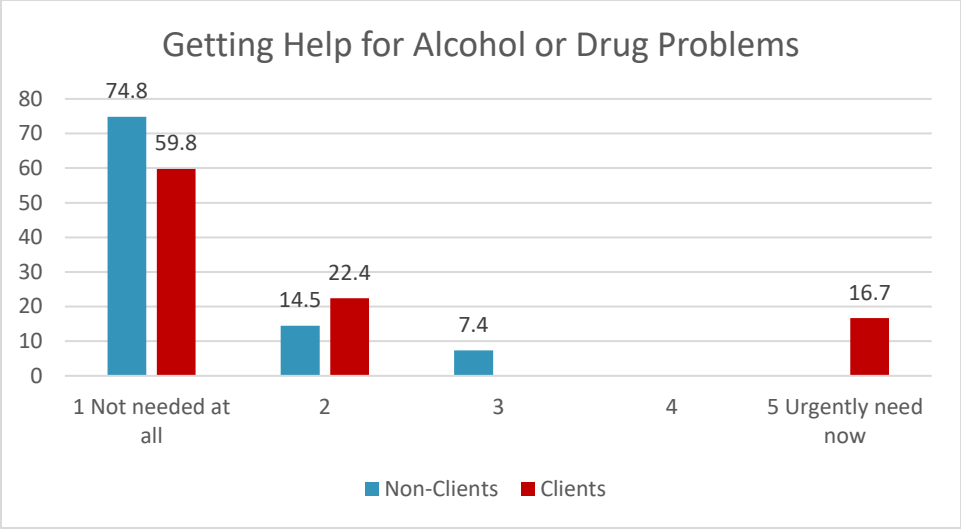












Appendix 2: Poverty by Age, Sex, and Other Measures

The following data is from the U.S. Census Bureau. It is Table S1703 of the American Community Survey, 5-year averages for 2016-2020. Only Utah County numbers are available.

Label	Utah County					
	Less than 50 percent of the poverty level		Less than 100 percent of the poverty level		Less than 125 percent of the poverty level	
	Percent	Number	Percent	Number	Percent	Number
Population for whom poverty status is determined	4.7%	28,506	10.0%	60,650	13.6%	82,484
SEX		-		-		-
Male	4.3%	13,177	9.2%	28,194	12.7%	38,919
Female	5.2%	15,603	10.9%	32,706	14.6%	43,807
AGE		-		-		-
Under 18 years	3.7%	7,585	8.5%	17,426	12.6%	25,832
Related children of householder under 18 years	3.4%	6,952	8.3%	16,970	12.4%	25,353
18 to 64 years	5.7%	20,197	11.5%	40,747	14.8%	52,440
65 years and over	2.3%	1,085	5.6%	2,641	8.4%	3,962
RACE AND HISPANIC OR LATINO ORIGIN		-		-		-
One race	4.7%	27,253	10.0%	57,986	13.5%	78,281
White	4.3%	23,515	9.4%	51,404	12.7%	69,450
Black or African American	18.4%	658	24.3%	868	28.7%	1,026
American Indian and Alaska Native	8.0%	264	20.1%	664	25.8%	852
Asian	14.4%	1,220	23.2%	1,965	29.2%	2,473
Native Hawaiian and Other Pacific Islander	7.1%	360	20.5%	1,040	24.0%	1,218
Some other race	6.9%	869	18.4%	2,317	25.4%	3,198
Two or more races	6.0%	1,599	10.5%	2,798	15.8%	4,210
Hispanic or Latino origin (of any race)	5.4%	3,915	14.9%	10,803	21.1%	15,299
White alone, not Hispanic or Latino	4.3%	21,372	8.9%	44,235	11.9%	59,145

	Utah County					
	Less than 50 percent of the poverty level		Less than 100 percent of the poverty level		Less than 125 percent of the poverty level	
LIVING ARRANGEMENT		-		-		-
In family households	2.9%	15,899	7.1%	38,925	10.5%	57,565
In married-couple family	2.0%	9,573	5.3%	25,369	8.2%	39,250
In Female householder, no spouse present households	10.3%	4,870	22.8%	10,780	29.8%	14,090
In other living arrangements	22.0%	12,819	37.3%	21,734	42.9%	24,997
EDUCATIONAL ATTAINMENT		-		-		-
Population 25 years and over	3.0%	9,219	6.6%	20,282	9.3%	28,579
Less than high school graduate	5.4%	795	15.4%	2,267	21.6%	3,180
High school graduate (includes equivalency)	4.6%	2,354	9.7%	4,964	13.0%	6,653
Some college or associate's degree	3.2%	3,658	6.6%	7,546	9.5%	10,861
Bachelor's degree or higher	1.9%	2,414	4.4%	5,591	6.2%	7,879
NATIVITY AND CITIZENSHIP STATUS		-		-		-
Native	4.5%	25,299	9.6%	53,970	13.0%	73,085
Foreign born	7.3%	3,235	16.0%	7,090	21.7%	9,616
Naturalized citizen	4.1%	753	11.8%	2,168	14.7%	2,701
DISABILITY STATUS		-		-		-
With any disability	6.2%	3,061	14.2%	7,011	18.5%	9,135
No disability	4.6%	25,597	9.7%	53,976	13.2%	73,452
WORK STATUS		-		-		-
Population 16 to 64 years	5.5%	20,655	11.3%	42,438	14.6%	54,831
Worked full-time, year-round	0.6%	1,019	2.7%	4,588	4.6%	7,816
Worked less than full-time, year-round	8.8%	11,914	18.5%	25,047	23.3%	31,545
Did not work	11.3%	7,939	17.9%	12,576	22.0%	15,457

Community Action Plan 2022

Organization's Mission

Community Action Services and Food Bank is dedicated to fostering self-reliance in individuals, family and the community.

Vision Statement

We envision vibrant, sustainable communities throughout Utah, Wasatch and Summit Counties where each resident has: Safe and affordable housing; Adequate economic opportunities; and People in their life they can count on.

Prioritized Issues

Following a thorough analysis of our data—and relying on the input of persons living with low incomes in particular, as well as professionals in the field—we set our priorities as the following:

- Food and basic needs
- Housing
- Income/sufficient income/adequate pay
- Health--both mental and physical

Using ROMA and National Performance Indicators, we evaluated our current agency capacity and set the following goals. In many ways, these goals are similar to our past efforts—this is because each of these issue areas have only become more intensive and more pronounced since our last CNA. Housing, in particular, has become even more critical; this is exacerbated by inflationary effects without compensatory wage increases. In fact, many of those living with low incomes have reported things are actually worse than only a year or two ago, even though their income has remained the same or even increased.

Following the final review by our leadership team, the CNA was presented to our board of directors for final review, input, and approval.

Goals (ROMA 2022)

National Goal #	Goal Type	Goal	National Performance Indicators	Identified Issues	Current Services and Activities Addressing Needs
1	Individuals and Families Goal	Individuals and families with low incomes are stable and achieve economic security	FNPI3a FNPI3b FNPI7a FNPI 5z.1 (food security)	Low Income Households are unable to meet basic needs short or long term.	Deposit Assistance, Utility Assistance, Financial Literacy, Case Management, VITA, Employment Supports, Educational Referrals, Community Gardens
2	Individuals and Family Goal; Community Goal	Low income households are able to maintain safe and affordable housing	FNPI 4b FNPI4c FNPI 4d FNPI 3f CNPI 4a	Low income households are unable to maintain safe and affordable housing.	Deposit/Rental Assistance, Landlord Outreach, Rapid Rehousing, Emergency Sheltering, Transitional Sheltering,
3	Individuals and Family Goal	Low income households increase their employment and other income	FNPI 1b FNPI 1c FNPI 3d FNPI 3h	Low income households do not have enough income.	Employment supports, DWS onsite, Rapid Rehousing, Circles Initiative, Commercial Kitchen
4	Individuals and Family Goal	Individuals and families have access to the resources to live the healthiest lives possible	FNPI 5a FNPI 5b FNPI 5c FNPI 5d	Low income households do not have adequate access to physical and mental health resources.	Referrals to Community Health Connect, Wasatch Mental Health, Intermountain facilities, Family Support and Treatment Center, Utah County Health Department, and Mountainland Community Health Center.

Goal #1					
Priority Issue	Goal	Output	Outcome	Measure	Linkage or Partnership
Nutrition- Low income households are not able to meet basic needs long-term	<i>Short Term:</i> Low income households are not able to meet basic needs short-term	<i>Short Term (1-Year)</i> <ul style="list-style-type: none"> • 8,200 individuals will receive case management/food intake. • 2,500 individuals will receive information and referral. • 20 individuals will receive thrift store vouchers. • 8,200 individuals will receive emergency food services from pantries. 	<i>Short Term</i> <p>FNPI 3a</p> <ul style="list-style-type: none"> • 2,000 individuals will have the capacity to meet basic needs for 90 days <p>FNPI 3b</p> <ul style="list-style-type: none"> • 900 individuals will have the capacity to meet basic needs for 180 days <p>FNPI 7a</p> <ul style="list-style-type: none"> • 200 individuals will have achieved one or more outcomes <p>FNPI 5z.1 (Food Security)</p> <ul style="list-style-type: none"> • 8,200 individuals will increase food security. 	Baseline Matrix and client outcome data tracking sheets / CAP60 HMIS databases	Utah Food Bank, Mail Carriers, Church of Jesus Christ of Latter-day Saints, USDA Food Commodities, State of Utah, Private Donations, Community Food Drives, 211 Utah, Senior Centers, Schools, Faith-based groups, other non-profits
	<i>Long Term:</i> Low Income households are not able to meet basic needs long-term (Self Sufficiency)	<i>Long Term (3 years)</i> <ul style="list-style-type: none"> • 24,600 duplicated individuals will receive case management. • 7,500 duplicated individuals will receive information and referral. • 60 individuals will receive thrift store vouchers. • 24,600 individuals will receive emergency over three years. 	<i>Long Term</i> <p>FNPI 3a</p> <ul style="list-style-type: none"> • 6,000 individuals will have the capacity to meet basic needs for 90 days. <p>FNPI 3b</p> <ul style="list-style-type: none"> • 2,700 individuals will have the capacity to meet basic needs for 180 days. <p>FNPI 7a</p> <ul style="list-style-type: none"> • 600 individuals will have achieved one or more outcomes. <p>FNPI 5z.1 (Food Security)</p> <ul style="list-style-type: none"> • 24,600 individuals will increase food security. 	SAME	SAME

Goal #2					
Priority Issue	Goal	Output	Outcome	Measure	Linkage or Partnership
Low income households are unable to maintain safe and affordable housing	Short Term Low income households are unable to maintain safe and affordable housing.	Short Term (1 year) <ul style="list-style-type: none"> • 230 individuals will receive rent payments. • 50 individuals will receive security deposits. • 48 individuals will receive tenant rights education. • 56 individuals will receive utility payments. • 10 individuals will receive utility deposits. • 15 individuals will receive move in boxes. 	Short Term FNPI 4b <ul style="list-style-type: none"> • 230 individuals will obtain safe and affordable housing. FNPI 4c <ul style="list-style-type: none"> • 200 individuals maintain safe and affordable housing for 90 days. FNPI 4d <ul style="list-style-type: none"> • 150 individuals maintain safe and affordable housing for 180 days. FNPI 3f <ul style="list-style-type: none"> • 55 individuals will purchase a home. CNPI 4a <ul style="list-style-type: none"> • 15 new housing units will be available for the homeless 	CAP60 HMIS database	Mountainland Continuum of Care, Church of Jesus Christ of Latter-day Saints, Provo City Housing Authority, Municipalities, Housing Authority of Utah County, Self-Help Homes, Habitat for Humanity of Utah County, Wasatch Behavioral Health, Utah Housing Coalition
	Long Term Low income households are unable to maintain safe and affordable housing.	Long Term (3 years) <ul style="list-style-type: none"> • 690 individuals will receive rent payments • 150 people will receive security deposits • 144 people will receive tenant rights education • 168 people will receive utility payments • 30 people will receive utility deposits • 45 people will receive move-in boxes. • 1,200 people will receive emergency shelter services. • 15 chronically homeless people will obtain permanent housing 	Long Term FNPI 4b <ul style="list-style-type: none"> • 690 individuals will obtain safe and affordable housing. FNPI 4c <ul style="list-style-type: none"> • 600 individuals maintain safe and affordable housing for 90 days. FNPI 4d <ul style="list-style-type: none"> • 450 individuals maintain safe and affordable housing for 180 days. FNPI 3f <ul style="list-style-type: none"> • 165 individuals will purchase a home. CNPI 4a <ul style="list-style-type: none"> • 35 new housing units will be available for the homeless 	CAP60 HMIS database	Same

Goal #3					
Priority Issue	Goal	Output	Outcome	Measure	Linkage or Partnership
Low income households do not have enough income	<i>Short Term</i> Low income households do not have enough income	Short Term (1 year) <ul style="list-style-type: none"> • 1,000 individuals will have their tax return prepared through VITA • 332 individuals will receive transportation services • 170 individuals will receive birth certificate/ID assistance for employment support • 110 will increase their savings 	<i>Short Term</i> FNPI 1b <ul style="list-style-type: none"> • 200 unemployed adults will obtain employment to gain skills or income. FNPI 1c <ul style="list-style-type: none"> • 150 adults will maintain employment for 90 days. FNPI 3d <ul style="list-style-type: none"> • 110 individuals will increase their savings. FNPI 3h <ul style="list-style-type: none"> • 50 individuals will report improved financial well-being because of their interaction with Community Action. 	CAP60-HMIS Data-bases Client inter-views	Utah Valley University, MATC, BYU, Church of Jesus Christ of Latter-day Saints, Utah Transit Authority, AAA Fair Credit, DWS, Wasatch Behavioral Health (employment support), Orem City, Circles USA
	<i>Long Term</i> Low income households do not have enough income	<i>Long Term (3 years)</i> <ul style="list-style-type: none"> • 510 individuals will receive birth certificate / ID for employment • 996 will receive transportation services • 1,000 individuals will have their tax return prepared through VITA • 330 individuals will increase their savings 	<i>Long Term</i> FNPI 1b <ul style="list-style-type: none"> • 600 unemployed adults will obtain employment to gain skills or income. FNPI 1c <ul style="list-style-type: none"> • 450 adults will maintain employment for 90 days. FNPI 3d <ul style="list-style-type: none"> • 330 individuals will increase their savings. FNPI 3h <ul style="list-style-type: none"> • 150 individuals will report improved financial well-being because of their interaction with Community Action. 	CAP60-HMIS databases Client interviews	Same

Goal #4					
Priority Issue	Goal	Output	Outcome	Measure	Linkage or Partnership
Low income households do not have adequate access to physical and mental health resources	<i>Short Term</i> Low income households do not have adequate access to physical and mental health resources	Short Term (1 year) <ul style="list-style-type: none"> • 100 individuals will participate in the community garden program. • 15 individuals will participate in USU Extension nutrition outreach • 20 individuals will receive referrals for physical health needs • 50 individuals will receive referrals or see the on-site LCSW. • 75 individuals will participate in the Circles Initiative 	<i>Short Term</i> FNPI 5a <ul style="list-style-type: none"> • 100 individuals will demonstrate increased nutrition skills. FNPI 5b <ul style="list-style-type: none"> • 75 individuals will demonstrate improved physical health and well-being. FNPI 5c <ul style="list-style-type: none"> • 50 individuals will demonstrate improved mental and behavioral health and well-being. FNPI 5d <ul style="list-style-type: none"> • 200 individuals will improve skills related to the adult role of parents/caregivers. 	CAP60 Client interviews	Intermountain Healthcare, Community Health Connect, Mountainland Community Health Center, Wasatch Behavioral Health, Family Support and Treatment Center, Department of Workforce Services, Utah County Health Department, USU Extension Service, Private Volunteers
	<i>Long Term</i> Low income households do not have adequate access to physical and mental health resources	<i>Long Term (3 years)</i> <ul style="list-style-type: none"> • 300 individuals will participate in the community garden program. • 45 individuals will participate in USU Extension nutrition outreach • 60 individuals will receive referrals for physical health needs • 150 individuals will receive referrals or see the on-site LCSW. • 250 individuals will participate in the Circles Initiative 	<i>Long Term</i> FNPI 5a <ul style="list-style-type: none"> • 300 individuals will demonstrate increased nutrition skills. FNPI 5b <ul style="list-style-type: none"> • 225 individuals will demonstrate improved physical health and well-being. FNPI 5c <ul style="list-style-type: none"> • 150 individuals will demonstrate improved mental and behavioral health and well-being. FNPI 5d <ul style="list-style-type: none"> • 600 individuals will improve skills related to the adult role of parents/caregivers. 	CAP60 Client interviews	Same