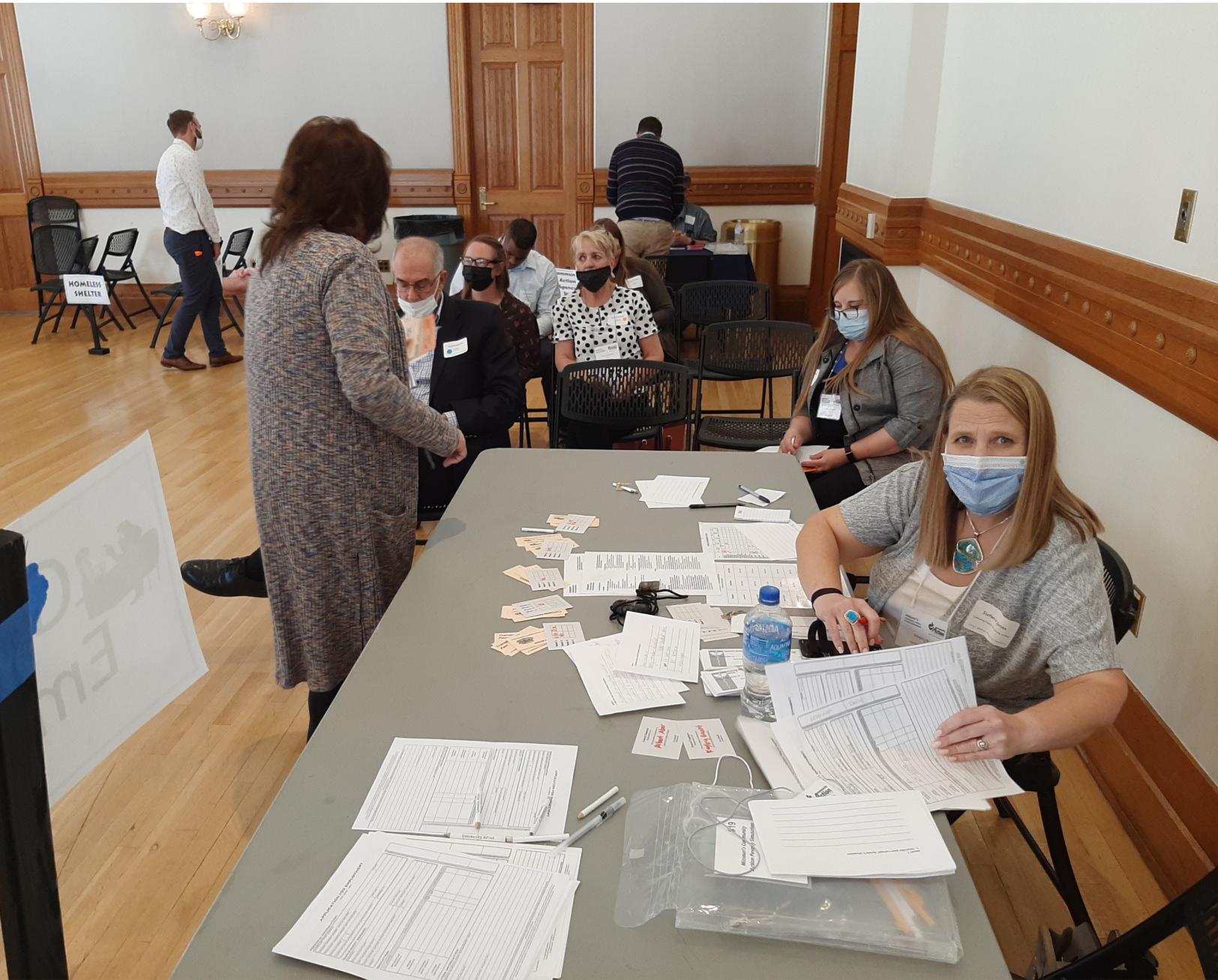


September 2022



COMMUNITY ACTION PARTNERSHIP OF UTAH

Statewide Pandemic Report

Building Opportunity for All





The Promise of Community Action

Community Action changes people's lives, embodies the spirit of hope, improves communities and makes America a better place to live. We care about the entire community, and are dedicated to helping people help themselves and each other.



The CAP Utah Network

Bear River Association of Governments

Serving Box Elder, Cache, and Rich
Counties
170 N. Main
Logan, Utah 84321
www.brag.utah.gov
Phone: 435-752-724

Community Action Services and Food Bank

Serving Summit, Utah, and Wasatch
Counties
815 S. Freedom Boulevard, Suite 100
Provo, Utah 84601
www.communityactionprovo.org
Phone: 801-373-8200

Five County Association of Governments

Serving Beaver, Iron, Washington, Garfield,
and Kane Counties
1070 West 1600 South, Bldg. B
St. George, Utah 84770
<https://fivecountycap.org>
Phone: 435-673-3548

Six County Association of Governments

Serving Juab, Millard, Sanpete, Sevier, Piute
& Wayne Counties
250 N. Main Street
Richfield, Utah 84701
www.sixcounty.com
Phone: 435-893-0700

Open Doors (aka Family Connection Center)

Serving Davis and Morgan Counties
1360 East 1450 South
Clearfield, Utah 84015
www.opendoorsutah.org
Phone: 801-773-0712

Ogden-Weber Community Action Partnership

Serving Weber County
3159 Grant Avenue
Ogden, Utah 84401
www.owcap.org
Phone: 801-399-9281

Southeastern Utah Assoc. of Local Governments

Serving Carbon, Emery, Grand, and San
Juan Counties
75 East 400 South
Price, Utah 84501
www.seualg.utah.gov
Phone: 435-637-5444

Uintah Basin Association of Governments

Serving Daggett, Duchesne, and Uintah
Counties
330 East 100 South
Roosevelt, Utah 84066
www.ubaog.org
Phone: 435-722-4518

Utah Community Action (aka Salt Lake Community Action Program)

Primarily Serving Salt Lake and Tooele Counties
Serving Davis, Weber, and Morgan Counties Through Weatherization –
Landlord-tenant mediation available statewide
www.utahca.org
Phone: (801) 359-2444



COMMUNITY ACTION HELPS MAINTAIN HOUSING WITH RENTAL ASSISTANCE

America's Community Action Agencies (CAAs) connect millions of children and families to greater opportunity, transforming their lives and making communities stronger. As the COVID-19 pandemic increased need across the nation for services, CAAs stepped up to help people overcome a host of new challenges.

Here, we highlight how CAAs have helped families and individuals access rental assistance during the pandemic—offering stability when it was most needed. These stories are not unique; rather, they epitomize the massive undertaking of most CAAs to respond to escalating—and changing—needs in their local communities.

THE IMPACT OF COVID-19 ON HOUSING

During the first few weeks of the pandemic, unemployment in the United States had the largest month-over-month increase in the history of its data collection, which started in 1948. From March to April 2020, unemployment skyrocketed 10.3%, topping out at 14.7% nationally. For people of color and women, the rates were higher.¹

While the economy has started to recover and unemployment has decreased, the impact of those first few weeks will continue to be felt. Low-wage jobs account for a disproportionate number of positions lost to the pandemic.² That means households who fill low-wage jobs are facing mounting bills with fewer resources.

This has impacted families' and individuals' abilities to pay rent nationwide. In May 2021, the Center on Budget and Policy Priorities reported 15% of renters were not caught up on their payments. The report also found people of color and households with children were more likely to be struggling to catch up on rent.²

While a national moratorium on evictions has helped prevent many from experiencing housing loss during the pandemic, the money owed must be paid in full after it ends.³ Renters may face eviction if they are unable to pay after the moratorium is over.



COMMUNITY ACTION AGENCIES (CAAs) HELP FAMILIES FIND AND KEEP HOUSING

Even before the pandemic, Community Action knew the importance of access to safe, affordable housing. More than 300 CAAs nationwide provide programs to help families rent, buy or maintain their homes each year.

As COVID-19 disrupted finances for households, demand for services from CAAs grew quickly. Agencies across the country expanded their existing programs—or added new programs—to help families stay safe at home.

THE STATEWIDE RESPONSE

In March 2020, the Community Action Network in Utah responded to housing concerns of low-income renters impacted by COVID's shock to livelihoods, health, and well-being. As a statewide network, rental programs administered roughly 3 million dollars a year. By the end of 2020, or nine months later, **Community Action Agencies in Utah distributed over \$20,000,000** in rental assistance.

In 2021, CAP agencies were instrumental in launching Utah's Emergency Rental Assistance Program (ERA) and assisted the state in distributing approximately **\$59,169,434** while the Utah Department of Workforce Services set up its program.

THE ROAD AHEAD

As communities continue to recover from the impact of COVID-19, National Community Action Partnership (NCAP)* and CAAs will continue to offer critical support through innovative programs and resources. Many of these initiatives can be replicated in other communities. To learn more, visit

<https://communityactionpartnership.com>.

References

- <https://www.bls.gov/opub/ted/2020/unemployment-rate-rises-to-record-high-14-point-7-percent-in-april-2020.htm#:~:text=The%20unemployment%20rate%20in%20April,to%202023.1%20million%20in%20April>
- <https://www.cbpp.org/research/poverty-and-inequality/tracking-the-covid-19-recessions-effects-on-food-housing-and>
- https://www.ncsha.org/wp-content/uploads/Analysis-of-Current-and-Expected-Rental-Shortfall-and-Potential-Evictions-in-the-US_Stout_FINAL.pdf

*The National Community Action Partnership (NCAP) is the hub that links the nation's 1,000+ Community Action Agencies to each other—and to leaders looking for solutions. America's Community Action Agencies embody our nation's spirit of hope, change people's lives and improve communities. When national, state and local leaders tap into these agencies' experience, they can promote workable solutions that connect more families to opportunity—and make America a better place to live for everyone.

This publication was created by the National Association of Community Action Agencies—Community Action Partnership, in the performance of the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Community Services Grant Number, 90ET0469-01-01. Any opinion, findings, and conclusions, or recommendations expressed in this material are those of the author(s) and do not necessarily reflect the views of the U.S. Department of Health and Human Services, Administration for Children and Families.



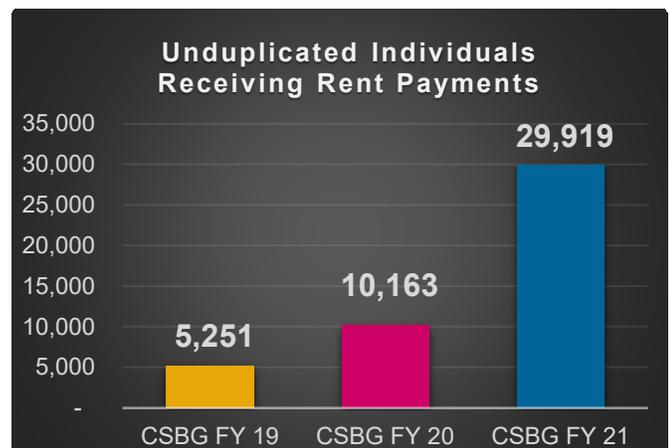
[Community Action Services and Food Bank] served an elderly woman living with an adult son with stage 4 cancer. [their] income was drastically depleted. With COVID looming, it would have been detrimental if they were exposed to the virus. So the pandemic assistance not only saved their housing but may very well saved their lives.

- Community Action Services and Food Bank

Kyle developed some long-term health issues from Covid. His spouse is disabled and receives SSI. They live in an RV. The toilet in the RV had some problems and they were not able to pay to have it fixed. [Six County AOG] used its critical needs program to fix the toilet. Because SSI was the only income this family got behind on the rent for the lot space. The agency helped them catch up on rent so that they did not have to move to another place with CSBG Cares funding. We were also able to help them with their utilities using HEAT(LIHEAP).

Kyle was provided a referral to Vocational Rehabilitation to try and facilitate schooling for a job he can do with the long-term effects of COVID. He is working with his doctor towards a release date so that he can try to go back to work.

- Six County Association of Governments



Southeastern Utah Association of Local Governments (SEUALG)

Serving Carbon, Emery, Grand, and San Juan Counties

During the pandemic, Southeastern Utah Association of Local Governments had to increase creativity in order to continue providing need services in our communities. Food banks started doing case management over the phone and staff were continually following up with clients to see how we could better meet their needs during the pandemic. Staff and volunteers pre-made food boxes and loaded them directly into clients' vehicles to avoid lines and direct contact. The HEAT program had to find a way to increase outreach to vulnerable households by increasing mail in applications and phone appointments. Weekly Circles meetings were held virtually, and child programming projects were prepared and dropped off to families weekly. Daily and weekly, Program Managers and staff were brainstorming new ideas on how to provide the same level of service to our clients virtually. What we learned is that we were able to do this and also strengthened many programs and outcomes through increasing resources, partnerships, and securing and leveraging resources.

Getting Ahead While Getting Out

SEUALG started the Getting Ahead While Getting Out program during the middle of the pandemic. Carbon County has one of the highest rates of opioid addiction and recidivism rates in the state. Many incarcerated individuals return to the criminal justice system upon release because they have burned bridges with family members. Getting Ahead While Getting Out not only reduces recidivism, it provides the needed tools, resources, support, and guidance to help individuals set goals, create a community plan and it follows through with long term support – starting before they exit incarceration.

Southeastern Utah Association of Local Governments understood that to reduce recidivism in our community, we needed to create a strong partnership with the Carbon County Sheriff and become certified in Getting Ahead While Getting Out to provide these needed services.

Southeastern Utah Association of Local Governments is starting the third Getting Ahead While Getting Out cohort. There have been 24 participants and nine graduates from Getting Ahead While Getting Out. The success of Getting Ahead While Getting Out isn't only measured in the number of graduates. It's in each success story or step that an individual makes to improve their lives.



Keara, a Getting Ahead While Getting Out graduate, receives a high school diploma in May 2022

Build Back Better

Southeastern Utah Association of Local Governments partnered with The Utah Office of Energy Development on Phase 1 of The Build Back Better grant to strengthen economic cluster and economic diversification of our region that is over-reliant on a coal-based economy while promoting the valuable energy workforce skills that will help the United States securely build a de-carbonized economy. The Build Back Better grant provides governance and leadership for the coalition and convenes coalition members and foster accountability around equity, diversity, and inclusion.

The project creates opportunity through education and workforce development. It also benefits undeserved populations such as women, Latino, and Indigenous population. Additionally, the project serves areas of rural southeastern Utah that has been undeserved geographically because of distance from other educational institutions that provide aviation technician training.

SEUALG, in partnership with the U-REDI Coalition and Welcoming America, started an Inclusion and Equity Opportunity Advisory Council that will work to foster accountability around equity, diversity, and inclusion, and build communities where everyone feels they belong.

The project benefits the region in a number of ways:

Mid-Career, Incumbent, and Displaced Workers

- Provide transition services & workforce development training at local post-secondary education institutions, career navigation support, and wraparound services.
- Work with Talent Ready and local education institution to work on a European model for apprenticeships for existing & new business.

Socioeconomic Distress

- Partner with educational institutions including school districts, technical colleges, and universities as well as with small business development centers and the tech industry center
- Silicon Slopes in Lehi, Utah to assist citizens in moving out of poverty removing obstacles to participation in education, training, and job opportunities.
- The Rural Online initiative, for example, provides a laptop and funding to attend remote work certification courses.
- Work with local community organizations to provide aging services and senior centers; food banks and anti-poverty initiatives and programs; housing rehabilitation projects and weatherizing homes; and homelessness prevention.



Keara started the Getting Ahead While Getting Out Program in November 2021. Keara had been incarcerated for several months due to opioids and ended up losing everything she had. Keara's daughter was placed in kinship placement, and she had lost all hope.

Shortly after starting this program, there was a light that turned on as this was the first time that Keara felt positively connected to others, the first time that someone believed in her, the first time that someone offered solutions. Keara attended the weekly classes, completed her homework, and actively participated in building her assessment of the community. Keara was determined that she would rise above her past and focus on her future. Keara graduated from Getting Ahead While Getting Out in March 2022.

While incarcerated she was encouraged to continue her education and in May she graduated with her High School Diploma. Keara now has custody of her daughter and started attending classes at Utah State University Eastern. Keara is working three jobs, going to school, and continues to check in with SEUALG employees frequently. Keara is also an Ally for other individuals that are working to overcome obstacles and is dedicated to giving back to her community.

Keara has stated many times that she would not have achieved these goals if not for the support from SEUALG staff, Getting Ahead While Getting Out program, and the additional support she received upon release. Keara has a bright future ahead of her and we will continue to follow her and cheer her on the entire way.



Minorities & Women

- Build a talent pipeline for high-paying skilled-labor jobs, with outreach and mentorship opportunities for underrepresented populations. Provide career-learning activities through schools and community groups.
- Leverage public-private partnerships to implement and expand scholarship programs such as the Utah Energy Pathways Scholarship.
- The talent pipeline doesn't stop at employment, career navigation and entrepreneurial business services are also crucial to developing career potential and closing gaps in career advancement opportunities.

Wages

- Attract diverse high-wage industries locally and provide remote-work support facilities and services to access increased opportunities outside the geographical area.
- Support skills training and credentialing to build a multi-skilled workforce that can adapt to economic changes by moving across industries.

Utility Assistance

Southeastern Utah Association of Local Governments administers the HEAT (LIHEAP) program for the region.

During the pandemic, Southeastern Utah Association of Local Governments had an increase in HEAT clients seeking services. From the pandemic many clients lost their jobs, had a reduction in work hours, or missed work hours from COVID -19.

During the pandemic utility companies were not issuing shut off notices and many individuals and households **utility bills were \$700-\$1,500 and upwards of \$4,000.**

SEUALG had a 241% increase in individuals and households seeking HEAT crisis in FY22.

Outcomes

- 12 households obtained crisis utility assistance to avoid a utility shut-off
- 47 households obtained cooling assistance to avoid a utility shut-off

Technology for Employment

Even before the pandemic, there were not enough primary (good paying) jobs - the pandemic made things even tougher. Through partnerships with Utah State University Extension's - Rural Online Initiative (ROI) the agency increased opportunities for remote employment, freelance work, and e-commerce.

Case managers identified situations where customers lacked the necessary equipment to obtain Remote Work. Funding from CSBG CARES Act and Carbon County Commissioners provided equipment for 24 individuals who are now working remotely at higher wages than typically seen in the region.

Business and Technical Assistance Center

During the pandemic the Business and Technical Assistance Center (BTAC) went through a complete renovation. The renovation included innovative space for programs and mentoring, remote workspace that was a modern workspace with fiber broadband throughout the region. The dynamic coworking space is the perfect setting for a growing business. The BTAC necessitates collaboration, where the common areas and conference rooms in our coworking space are the perfect places to brainstorm and buckle down. The BTAC also renovated the commercial kitchen which will allow an opportunity to grow homegrown business to utilize a food truck or lease or buy building space in the community.

Outcome

- 1 individual started a business in the Commercial Kitchen and is now looking for space on Main Street.



As part of Welcoming Week 2022, Southeastern Utah Association of Local Governments and other community partners opened the Bookcliff Mural - one of the largest murals west of the Mississippi River – in Price, Utah. The mural celebrates the contributions of immigrants to Carbon County's history.

Open Doors

Serving Davis and Morgan
Counties

Open Doors offers housing, food, crisis nursery/family support, and Circles (social capital-building) programs. Covid offered unique challenges in Davis County, where there is no community homeless shelter, and with one of the state's most overpriced housing markets. Open Doors embraced housing needs in Davis County – going from 59 unduplicated housing clients prior to the pandemic to serving over 3,000 unduplicated clients at the peak of the pandemic – through rent assistance, mortgage assistance, motel vouchers, and homeless street outreach services.



Tammy lost her boyfriend of 19 years while she was in the ICU fighting Covid. She watched his services from her hospital bed on her phone. She almost died from the virus but somehow managed to pull through. Her boyfriend was the sole caregiver, providing the only income for the household. Everything she had was in her boyfriend's name. Because of this, she lost everything the day he died. She made an agreement with the landlord to be able to stay for 1 month while she looked for another place to live. She applied for assistance so she could pay her current landlord for the month while looking for other options. She was approved.

October 1st the landlord let her know she had to move. He had given her all of September to find a place but with the housing market being the way it is, she was unable to find a place in time. She stayed in her car for weeks, on oxygen and in a wheelchair among other long lasting side effects from covid. Her mom finally was able to get her a motel stay for a few weeks but that is all she could afford.

Tammy showed up at Open Doors in a panic because it was so hard for her to be on oxygen living in a vehicle and she had no other resources to keep her in her motel while she waited for her application to be approved. We ended up funding her a room for 9 days since she finally had a place to go using our hotel/motel assistance program. Open Doors worked diligently with her new landlord to collect everything she needed so the deposit and rent could be sent out. Once the application was approved, the landlord allowed Tammy to move in because he knew the funds were coming. Open Doors was able to take care of her deposit and 3 months of rent to give her time to recover and find employment again. She did end up finding a roommate to help her with half of the rent moving forward.

Five County Association of Governments (FCAOG)

Serving Beaver, Garfield, Iron, Kane, and Washington Counties

Five County AOG's Community Action Department (Five County CAP) works closely with two Local Homeless Councils in their area. Aside from operating Rapid Rehousing programs, the Department also partners closely with emergency shelters.

Procuring Cleaning Supplies

The pandemic created supply chain issues which made it initially difficult for community shelters (SwitchPoint Community Resource Center and Iron County Care and Share), domestic violence shelters (Dove Center and Canyon Creek Services), and youth shelters (Youth Futures) to have adequate cleaning supplies. Initially, there were no pandemic funds available.

In March 2020, Five County CAP worked with the state CSBG Office with the Utah Department of Workforce Services to use unallocated CSBG Discretionary funds to secure cleaning supplies to distribute to shelters – in anticipation of supply chain issues and weeks before the CARES Act was passed. This initial \$10,000 investment filled gaps until additional resources became available to community partners.

As the pandemic continued, Five County CAP provided an additional \$22,000 of goods to partners to fill in additional gaps that arose for clients – including clothing, food gift cards, tents, sleeping bags, hygiene items, and other items that were needed by shelters operating in pandemic conditions.



Five County Association of Governments – Community Action Department Staff distribute cleaning supplies to the Dove Center

Expanding Housing Services

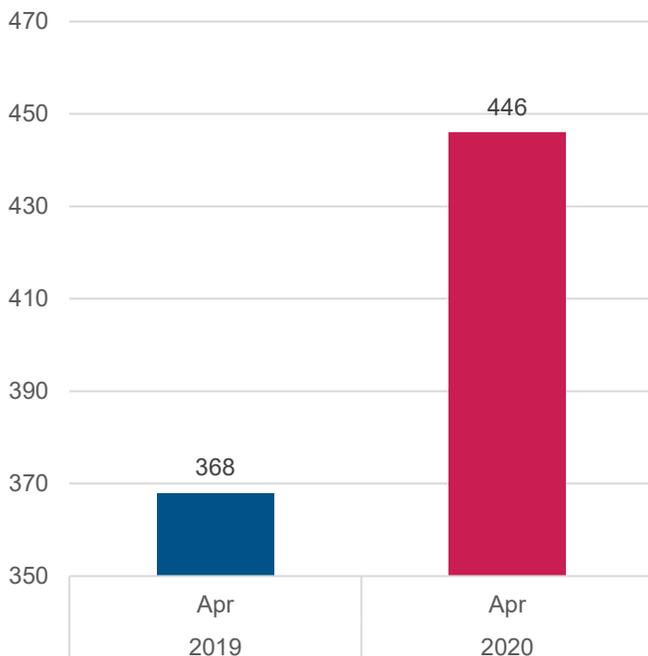
- Due to covid-restrictions, Iron County Care and Share in Cedar City found itself over capacity during the pandemic. Five County CAP worked with partners to provide hotel stays.
- Five County CAP expanded its rapid rehousing services to help families experiencing homelessness.
- Five County CAP used CSBG-CARES to purchase household items – including cleaning supplies – for rapid rehousing clients moving into new units during the pandemic. They developed relationships with local vendors to deliver items – making sure services were received with safety in mind.

Free Tax Preparation / Tax Credit Outreach

While many VITA sites saw a drastic decrease in returns, Five County CAP and its partners (including two Universities) saw an increase saw year over year growth in returns – adapting to logistics that were less than ideal. Many traditional volunteers were unavailable due to health concerns. This was especially important for low-income families (including young families studying at Southern Utah University and Dixie State University) in accessing the expanded Child Tax Credit. **Meeting**

Increased Demand for Food

Five County CAP's area includes Zion National Park, Bryce Canyon National Park, and many areas that rely on tourism. When the pandemic first hit, the pandemic impacted the lives of those who counted on summer-season tourism for their livelihoods – especially in April 2020.



[Five County CAP] recently housed 7 households with Emergency Solutions Grant-Covid Funding (ESG-CV) that [obtained] affordable housing. Out of those 7, 6 of those households are back to work (from Covid-related disruptions).

[Five County CAP] provided emergency [shelter] through a hotel voucher to a single dad with 2 kids for approximately almost a month as he [waited] to move into an affordable unit. They were housed and dad got a good job. His hotel stay was paid for by Emergency Rental Assistance (ERA) with case management supported by CSBG-CARES funds. He and his family are doing well!

The Child Tax Credit

\$3,000 to \$3,600 per child
for nearly all working families

Automatic monthly payments
for nearly all working families

CHILD TAX CREDIT . GOV



Five County Association of Governments – Community Action Department Staff deliveries of supplies – via Amazon delivery



Utah Community Action (UCA)

Serving Salt Lake and Tooele Counties

Weatherization in Salt Lake, Tooele, Davis, Weber, and Morgan Counties

Utah Community Action is the largest Community Action Agency in Utah and one of the largest Head Start programs in the country. Their primary service area has approximately 40% of Utah's population. It is also the most ethnically diverse service area. UCA began to serve clients experiencing Covid-related hardships months before other areas in the state. Their clientele, being much more diverse, also experienced Covid-related impacts at a higher rate than other areas.

On top of the pandemic, Salt Lake County experiences one of Utah's largest earthquakes in recent decades in March 2020.

Housing

- Before the CARES Act was even passed, UCA had anticipated housing needs. They had partnered with United Way of Salt Lake, the Utah Housing Coalition, Salt Lake County, and many cities in the county to increase rent assistance for those experiencing hardships.
- When pandemic resources were made available by state and federal officials, UCA had built its capacity to execute new rental assistance programs. They were key partners with the State of Utah and other CAAs in the state in helping the statewide network meet housing challenges statewide.
- UCA expanded its landlord tenant mediation statewide, support case managers through the Utah network.

Trauma-Informed Care

- UCA had identified the needs of staff and customers as it relates to trauma and has been actively working toward becoming a trauma-informed agency.
- Using CSBG-Discretionary dollars, UCA has worked with Trauma Informed Care within the agency, Salt Lake County, and throughout the state network.

Nutrition

- UCA utilized its nutrition programs to increase access to summer meals and senior meals in the community.



Actualizaciones de COVID-19

FAMILIAS DE HEAD START: Comidas gratis para niños de 0-18 años

Lunes - Viernes | 11:00 AM - 1:00 PM

Los niños y niñas de 0-18 años podrán recibir desayuno, comida y colación para llevar, la cual será recogida en la acera en las siguientes ubicaciones. Por el momento modificaciones por alergias no serán posibles. Si es posible, los niños deberán estar presentes al recibir sus comidas.

JAMES R. RUSSELL (JRR): 1240 N American Beauty Dr., SLC	CATHERINE C. HOSKINS (CCH): 6447 W 4100 S, West Valley City
PALMER COURT: 999 S Main St., SLC	MAGNA: 8275 W 3500 S, Magna
SOUTH SALT LAKE (SSL): 2825 S 200 E, SLC	TOOELE: 222 N Coleman St., Tooele
KEARNS: 5361 S 4220 W, Kearns	GRANTSVILLE: 7 S. Park St., Grantsville
COPPERVIEW (CCC): 8446 S Harrison St., Midvale	WENDOVER: 1007 Skyhawk, Wendover



Alimentos incluyen: Comida, una colación y desayuno para el siguiente día.

Para información actualizada, visite: www.utahca.org/advisories

UCA's preserved and expanded meals for Head Start families with children 0-18

I first met with the client and their family in March of 2022. The client had been offered a job at Healthcare+ and was supposed to begin training in February, however the training was postponed because several of the trainers tested positive for COVID. Due to this the client was unable to pay for her rent because she did not have any income. During the same month, the client's husband lost his job in early February working at Papito Moe's.

A family friend had communicated to the client that they may qualify for rental assistance through Utah Community Action, so they reluctantly applied. The client struggled to ask for help, but they knew that if they not request any assistance they would be homeless. The family has previously lost their home in 2019 and spent eight months bouncing between hotels and homeless shelters. Because of their poor credit history, the household has long struggled to find viable rental options, but now that they have found a place to call home, that they didn't want to lose it.

The client lives in a two-bedroom apartment with their two sons—seven and two years of age. They also had a third child on the way in May. However, their third child was born pre-maturely in April and the mother had to spend three weeks in intensive care unit with the new-born child.

Assured that their newborn would be fine, and aware that time would not just stand still during their struggles, they continued to make progress toward becoming self-sufficient. The mother was able to complete her training and start work. The husband found a new job at Grid City Beer Works, where he is still employed. The couple applied and qualified for several programs with UCA, which included the HEAT Program that paid off several months of outstanding electricity bills. The clients were also connected to the WIC program, which helped the family receive additional food assistance and ensured their newborn was healthy. UCA also assisted the family in qualifying for SNAP, the Supplemental Nutrition Assistance Program, which helped the family offset their cost of food. Finally, the family was also able to access several



resources provided by the AAA Fair Credit Foundation in order to improve their credit score and learn to sustain their financial well-being.

Over the course of the household's enrollment in the Utah Community Action rental assistance program, they received four months of payment, totaling \$4,000. This assistance allowed them the opportunity to remain housed during a trying period of unemployment, uncertainty, and a very challenging welcome to a new member of their family. Both clients were employed when we checked in with them 60 days after they exited our program. Their three children are enjoying their last few days of summer vacation.

Community action programs not able to solve every problem a client brings to the table but are here to provide room for our clients to breathe. Whether we pay a few months of rent, grab the electricity bill, or take care of the kids for the afternoon, we are allowing space for our clients to take a second to breathe and realize that this period of crisis will eventually end. Relief will not come without work, but luckily, Utah Community Action is here to lighten the load.



Utah Community Action Assistance Provided

Department	2019	2020	2021
Housing	\$785,908 in emergency rental provided	\$7,126,787 in emergency rental assistance provided	\$32,865,947 in emergency rental provided
	1,885 households stabilized	7,551 households stabilized	13,782 households stabilized
	\$212,763 in deposit assistance provided	\$180,465 in deposit assistance provided	\$214,899 in deposit assistance provided
	733 households housed	596 households housed	484 households housed
Mediation	233 mediations provided	343 mediations provided	393 mediations provided
	196 households retained housing	306 households retained housing	367 households retained housing
HEAT	27,972 households assisted	37,413 households assisted	31,725 households assisted

Community Action Services and Food Bank (CASFB)

Serving Utah, Summit, and Wasatch Counties

Community Action Service and Food is Utah's 2nd largest food bank and offers essential emergency services in Utah county, such as hotel vouchers. Like Davis County, Utah county is a large county without a community shelter.

CASFB also supports Circles Utah County – a getting ahead program aimed to build social capital and move individuals out of the circle of poverty. As the pandemic hit and in-person classes were not possible, they transitioned to Zoom supports quickly to preserve the relationships between Circles leaders and their Allies. Many Circles Leaders lost jobs or experienced housing insecurity during the pandemic. Circles was essential for keeping individuals and families from setbacks that could keep them in poverty.



Community Action Services and Food Bank is Utah's 2nd Largest Food Bank and partners with food pantries in Utah, Summit, and Wasatch Counties. In this photo they are touring their warehouse with Rep. Curtis and his staff.

A single mom with 3 children was being evicted from her home as her child support stopped. The father lost his job due to COVID (his employer did not pay into UI), so he did not have UI to pay child support. He was also at risk of being evicted. So pandemic assistance saved both homes.

Key Highlights

- RAP/HAP 7/2020 - 3/31/2021: CASFB paid out \$1,581,388.00 to serve 1203 Households, of which 727 are unduplicated households.
- ERA 3/31/2021 - 12/21/2021: CASFB processed applications of 2,862 households, of which 1,558 received assistance totaling \$7,375,196. 90% of the assistance was for Homeless Prevention. So the pandemic resources prevented evictions and kept renters in their homes.

Practice Transformation

- CASFB tripled the number of case managers and allowed staff overtime to meet rental assistance demands.
- CASFB established a dedicated pandemic rental assistance line and hired two part-time staff to operate it
- CASFB worked with community partners, including Intermountain Healthcare to establish a protocol to house individuals who tested positive for COVID. They provided two weeks worth of housing while individuals recovered from COVID.
- CASFB extended after-hour emergency shelter services between midnight and 8am. To accomplish this, they strengthened their partnership with the Provo Police Department. The department would care for homeless individuals during extended hours and invoice CASFB for services.
- CASFB offered virtual Circles classes to help stabilize families.
- CASFB strengthened their partnership with the Utah Diaper Bank to increase the number of diapers delivered to clients.

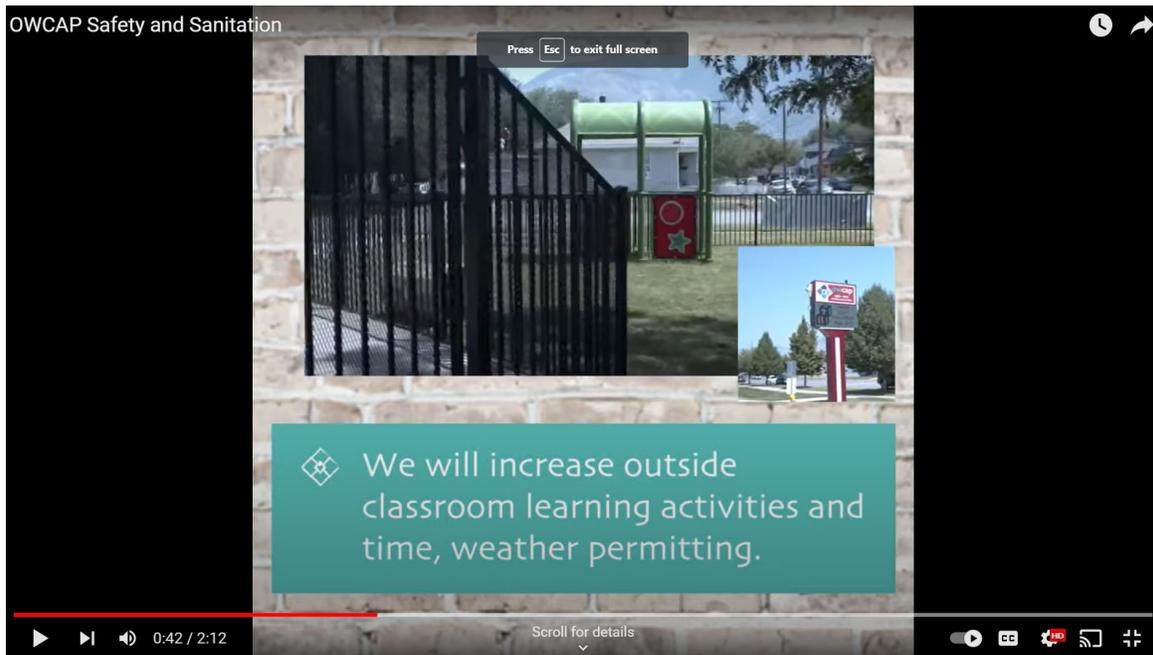


Ogden-Weber Community Action

Serving Weber County

Ogden-Weber Community Action operates Head Start and Community Supports Programs in Weber County. Ogden-Weber identified mental health needs of Head Start and Circles Families early in the pandemic. Their response to mental health needs was identified as a promising Covid-response early into the pandemic and featured in the National Community Action Partnership's [Covid Response Reports](#).

Physical Safety for Head Start



- OWCAP produced YouTube videos to help Head Start families know and understand safety protocols that were needed to keep Head Start Centers open in 2021.
- OWCAP worked closely with Head Start Regulations, the Local Health Department, and the State Office of Childcare to ensure that health requirements were met. They strategically used pandemic recovery funds for cleaning and renovations that would prepare the agency for future health emergencies
- Before Centers opened, OWCAP kept contact with Head Start families through Virtual visits and dropped off resource packets.

Meeting Mental Health Needs

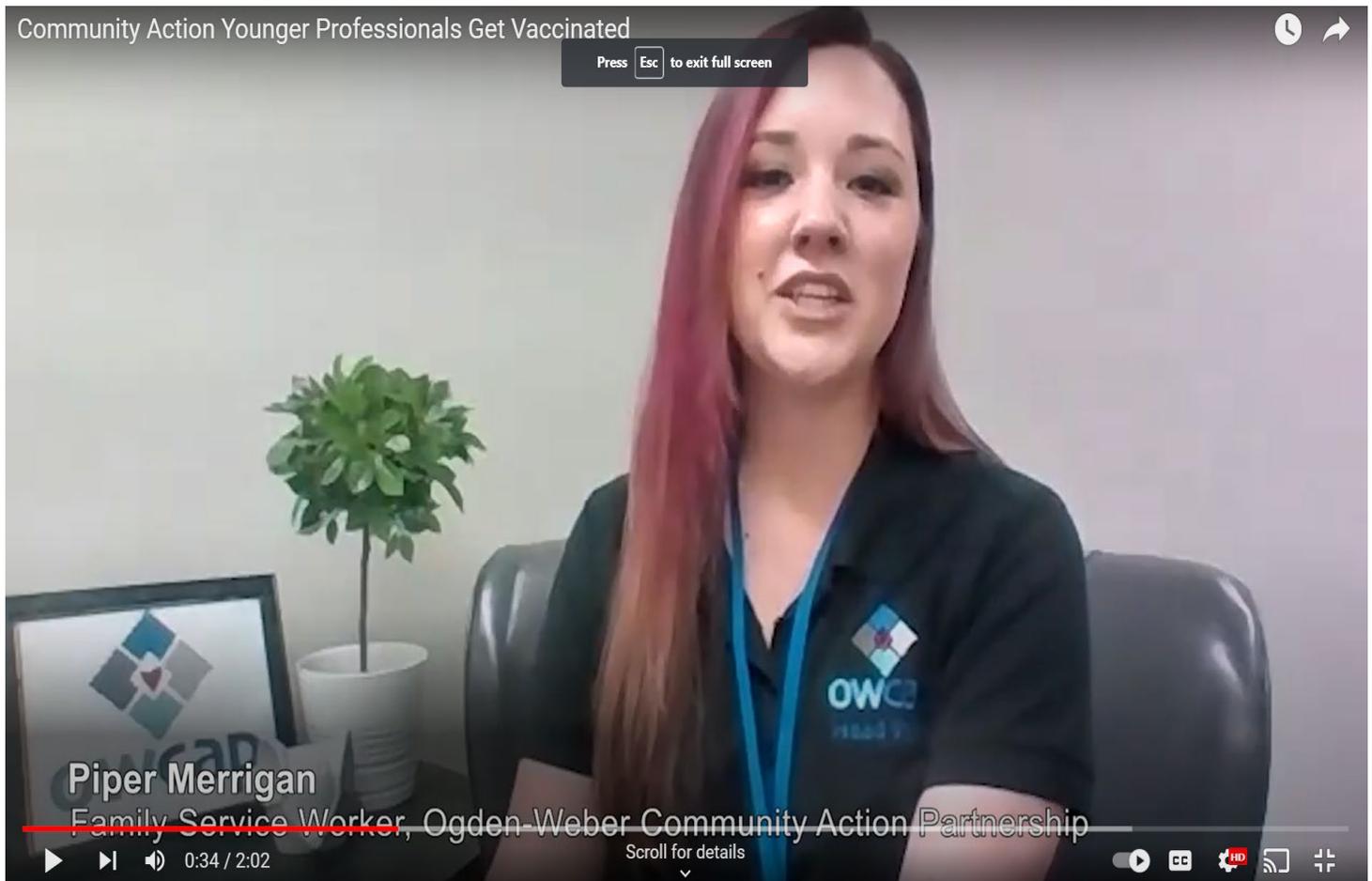
- In Utah, Ogden-Weber Community Action Partnership (OWCAP) transitioned both their Circles USA program and mental health services to online. Circles USA allows families to improve their lives by increasing their social capital through acquiring job skills and connections to others. At OWCAP, the Circles USA staff not only made the program completely virtual, but they also began providing weekly pandemic resources, such as a “safety minute” where the OWCAP Safety Coordinator updates families on recent guidance. The agency also began conducting and recording weekly Facebook Live sessions to address mental health issues. The sessions have been extremely well-attended and some of the recordings have more than 350 views.

Meeting Housing Needs

- OWCAP did not offer rental assistance prior to the pandemic. As housing needs were identified, OWCAP leveraged the experience of other CAAs in Utah to assist well over 3,000 customers with rental assistance
- OWCAP hired a Housing Services Specialist to help with renter mediation and provide renter education.

Covid Immunization Outreach

- OWCAP staff worked with the National Community Action Partnership to participate in video explaining why they chose to get vaccinated.



The Community Action Younger Professionals Get Vaccinated Video can be viewed at:
[\(605\) Community Action Younger Professionals Get Vaccinated - YouTube](#)



Six County Association of Governments

Serving Millard, Piute, Sanpete, Savier, Juab, and Wayne Counties

"[Six County AOG] staff are amazing! They have not shut down our offices at all during the pandemic. They are all very tired but work hard every single day to try and take care of the clients we serve. As you know it becomes daunting when you hear story after story of desperation. Although we may vent to each other, and very much feel compassion fatigue, never for one moment do they let that stop them from assisting another person!"



Kelsey and Ryan are a family with 2 children. Ryan lost his job due to COVID when Kelsey was 8 months pregnant. Then Ryan was put in jail. Kelsey was not able to work because she was a high-risk pregnancy. This family was about ready to have their only car repossessed, they were behind on rent and utilities when they came in to see us. We were able to use CSBG Cares and make their past due car payment. CSBG was able to catch them up on their rent, and our agency assisted them in applying for the ERA program. We completed a HEAT application to get their power, gas, and water paid. Baby number 3 was born. Ryan got out of jail and was able to find work. About 1 month after the initial assistance a tree branch fell on their car breaking the windshield. We were able to assist them with CSBG to have their window fixed. This family is now working hard to get back on their feet.



Mary, is under 50, is in a wheelchair and is partially blind. She also has some major mental health issues. She lost her SSI income about 2 years ago and has had no income. She has been trying for two years to get her SSI back, but because she has no phone and no internet she depends on others to help her, and due to her mental issues this has proved very difficult. Also due to Covid the SS offices were closed to the public and are way behind. We have been able to help Mary with 3 rent programs totaling 29 months of rent so that she did not lose her housing. Through referrals to churches, and the food bank she has been able to have food. Each year we have completed a HEAT application, which has taken care of her utilities. As of today she still has not had her SSI reinstated. 4 months ago the social security office told her that it would take 6 months for a determination to be made on her case.



Yes,

WE'RE OPEN!



Community Action
is here to help



About the Community Action Partnership of Utah

WHO WE ARE

Community Action Partnership of Utah (CAP Utah) is the statewide association for Utah's nine Community Action Agencies. The Community Action network envisions an end to poverty in Utah. Our member agencies work toward this vision every day by providing services to low-income families and individuals across the state.

MISSION

CAP Utah leads, strengthens, and supports the Community Action network by working with community stakeholders to advocate for vulnerable populations, build thriving communities, and end poverty.

VISION

We envision a state where residents are self-sufficient and communities are thriving

LEARN MORE

Visit <https://caputah.org/>

Acknowledgments

This report would not have been possible without the leadership of National Community Action Partnership's CSBG CARES Training and Technical Assistance Team. CAP Utah utilized templates from the NCAP.

We would like to thank Utah Department of Workforce Services (DWS's) - Housing and Community Services Division for the data that came from agency 2020, 2021, 2022 Community Services Block Grant Annual Report.

We would also recognize the staff at Community Action Agencies who shared their stories, data, and innovative practices.





The Vision of Community Action Partnership

A nation that creates opportunities for all people to thrive, builds strong, resilient communities, and ensures a more equitable society.

The Mission of Community Action Partnership

To ensure the causes and conditions of poverty are effectively addressed and to strengthen, promote, represent, and serve the Community Action Network.

The Values of Community Action Partnership

We believe all people should be treated with dignity and respect and recognize that structural race, gender, and other inequities remain barriers that must be addressed.

We believe that this nation has the capacity and moral obligation to ensure that no one is forced to endure the hardships of poverty.

We believe that with hope, adequate resources, and opportunities, everyone can reach their fullest potential, and we are committed to achieving that vision.

We pledge ourselves to creating an environment that pursues innovation and excellence through multi-sector partnership and collaboration.



<https://caputah.org/>

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