“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 we are dedicated to helping people help themselves and each other.”
More than ever, Community Action is a necessary and valuable part of Utah’s communities. With the deepening recession, more families in Utah are in need of our services. Utah’s nine Community Action Agencies have played an integral role in curbing the effects of the current economic climate.

The focus of Community Action Agencies over the past year has not only been to move families towards self-sufficiency but to help prevent them from slipping farther into poverty. For many of the clients we served over the past year, this was their first time receiving any sort of government or community aid, most never thought they would need it.

The 2009 Annual Report highlights the work that our Community Action Agencies have done over the past year. Despite increased demand for services, our agencies have continued to serve their communities in new and innovative ways. It is our hope that through our assistance, families are able to move towards self-sufficiency and a better life.

Sincerely,

Donald Carpenter
President
What does it really mean to be “poor”? It is more than just a number. Some would imagine that poor people live in homeless shelters, panhandle on the street corners and wear worn clothing. But poverty could just as easily be a mother who is trying to go to school and raise her two children and has to rely on donations and second-hand stores for clothing and Food Stamps to feed her family. It could be a young couple that just lost their jobs and home and are now on a waiting list to qualify for affordable housing, and applying to get unemployment insurance. It could be a family who has put off taking their sick child to the doctor because they don’t have healthcare and can’t afford the cost of the visit. People live in poverty all over our state, in our cities, and sometimes even on our blocks. They may not even appear to be poor, but every day is a struggle as they try to find enough money to feed their families, pay their rent and utilities, and make ends meet.

Utah’s Community Action Agencies are working to address all types of poverty. Not by simply providing people with much needed services, but by also providing them with long-term solutions that lead to self-sufficiency. Community Action is a unique process that involves all parts of our communities. The following pages highlight the hard work and dedication of Utah’s Community Action Agencies. I hope that you find the information useful. By working together we can find solutions.

Poverty in Utah is real. It doesn’t have to be.

Sincerely,

Heather Tritten
Executive Director
When Bart first came into the local Community Action food pantry he was struggling with mental illness, not on medication and unable to function in a job. Bart was feeling helpless and hopeless. Through collaboration with community partners, Bart’s Support Services Case Manager was able to find the resources needed to get Bart’s mental health diagnosed properly and stabilized on the right medications. Bart has learned to progress in spite of his illness, he is currently enrolled in a trade school and is living a more productive life. Bart wanted a chance to do something with his life that would help him obtain gainful employment and independence from any social services or dependency on family members. What this young man has gained is more than just a chance at self-sufficiency but a different view about his disability. His mental illness is no longer a barrier because he found with understanding and the right treatment, he can function independently. Through Community Action and collaboration, Bart’s discouragement is no longer holding him back and now feels hopeful about the future.

Maryann was homeless, unemployed, and struggling with personal issues when she first met her Support Services Case Manager at the local Community Action Agency. Maryann’s search for employment was unproductive no matter how many requirements were placed on her by the courts and social agencies. She lacked confidence, pre-employment job seeking skills, and transportation. Community Action staff provided encouragement, helped her structure a plan and execute action steps toward self reliance. Maryann learned skills to improve her resume, and access reliable transportation through bus passes. Within three days, Maryann found gainful employment and has been successfully retaining her job. With employment income she is no longer homeless, and has safe and stable housing sharing an apartment with roommates.
CAP Utah Members

Bear River Association of Governments
Serving Box Elder, Rich and Cache Counties

Community Action Services and Food Bank
Serving Utah, Wasatch and Summit Counties

Family Connection Center
Serving Davis and Morgan Counties

Five County Association of Governments
Serving Beaver, Iron, Washington, Garfield and Kane Counties

Ogden-Weber Community Action Partnership
Serving Weber County

Salt Lake Community Action Program
Serving Salt Lake and Tooele Counties

Six County Association of Governments
Serving Juab, Millard, Sanpete, Sevier, Piute and Wayne Counties

Southeastern Utah Association of Governments
Serving Carbon, Emery, Grand and San Juan Counties

Uintah Basin Association of Governments
Serving Daggett, Uintah and Duchesne Counties

Utahns Against Hunger
Serving the State of Utah
CAP Utah Staff

Casey Christoffersen
Asset Development Coordinator
casey@caputah.org

Melissa Jensen
Asset Development Director
mjensen@caputah.org

Paul Leggett
Associate Director
paul@caputah.org

Melissa Smith
Work Supports Policy Analyst
melissa@caputah.org

Shawn Teigen
Housing Policy Analyst
shawn@caputah.org

Jessica Tregeagle
Housing Policy Advocate
jessie@caputah.org

Heather Tritten
Executive Director
heather@caputah.org
Community Action

Community Action Agencies (CAAs) were started in 1964 by the federal government with one goal in mind - to eradicate poverty in America. Today there are over a thousand Community Action Agencies nationwide, some are part of local governments, while others are private non-profit organizations. Although each is unique, they all continue to work toward that initial goal set over 40 years ago. Because each community is unique, the approach each Community Action Agency takes is to fight poverty is also unique.

Here in Utah, there are nine Community Action Agencies, each with its own programs and services, but all with this same goal. All are members of the statewide Community Action Partnership of Utah (CAP Utah). On the following pages, you will find a description and report of each of these agencies and what they do to change the lives and improve the circumstances of the people in their own community.

Community Services Block Grant

The Community Services Block Grant (CSBG) is the core of Community Action. CSBG is a federal funding stream that provides the base funding Community Action Agencies use to improve conditions and deliver direct services to people struggling to achieve self-sufficiency. Utah’s nine Community Action Agencies are each governed by a local board of directors made up of public and private sector community leaders and low-income individuals. Using CSBG as their core funding, CAAs leverage other public and private resources to weave a network of support for families and communities.

CAP Utah is the network of these public and private CAAs and (one statewide anti-poverty organization) that work together to address poverty in Utah through locally designed and community-based programs. This report is a snapshot of community needs that CSBG and CAAs respond to with programs that focus on outcomes that alleviate the suffering of many low-income families in Utah.
Poverty in Utah

• 10.3% of Utahns live below the poverty level as compared to a national poverty rate of 13.3%
• 25,4385 Utahns lived in poverty in 2007
• Utah’s poverty rate has increased 11.4% this decade, more than the average in the country
• 11.3% of children in Utah live in poverty this equates to 91,064 children
• 27.2% of female-headed households with children live in poverty
• Nine of Utah’s 29 counties have poverty rates above the national rate
• Utah’s unemployment rate increased 57.6% over the past year.
• Three of Utah’s counties: Daggett, Sanpete and San Juan, are ranked in the top 100 poorest counties in the country
• In 2008, 67% of uninsured Utahns were part of a working family
• 29.7% of Native Americans in Utah live in poverty
• More poverty data can be found in the 2009 Annual Report on Poverty in Utah available at www.caputah.org

Community Action in 2009

• Served 199,758 individuals
• Served 68,254 families
• Provided food assistance for 163,153 clients
• 2,924 received transportation assistance
• Received 371,399 hours of service with 225,519 hours from low-income individuals
• Enrolled 19,091 households in telephone lifeline and/or energy discounts
• Provided 24,964 families with rental/mortgage assistance
• 749 households received legal assistance
• 98 households were protected from violence
• 72,471 were referred to partner agencies for additional services
• Enabled 26,902 seniors to remain in their home
• 371 individuals who were unemployed obtained a job and 61 received their GED
• Provided 1,317 families with rental assistance
The American Recovery & Reinvestment Act of 2009 (ARRA), or “the Stimulus Package”, provided Community Action Agencies nationwide with $1 billion to create jobs and fight the effects of poverty in local communities. Utah’s Community Action Agencies received approximately $5 million to contribute to this effort. These funds have allowed Utah’s CAAs to build new innovative programs that will create jobs, strengthen communities and stabilize families.

How are ARRA dollars being utilized by Utah’s Community Action Agencies?
As recipients of CSBG and ARRA funding, Utah’s Community Action Agencies are utilizing stimulus dollars to address the increasing poverty in their local communities. The $5 million has been divided between the agencies to help fund new and innovative programs. These programs focus on the following:

- Economic growth and job creation
- Job training, skills development and educational opportunities
- Improving financial literacy
- Increased services for families in crisis
- Additional Services for the disabled and elderly
- Moving low-income families towards self-sufficiency
- Increasing community involvement by low-income families

ARRA and Weatherization
In addition to increased CSBG funds, many of Utah’s Community Action Agencies received additional stimulus dollars for their weatherization programs. Utah received approximately $38 million for weatherization under ARRA. Salt Lake Community Action was one of the largest recipients of this funding, receiving $10.9 million. Not only has this funding helped to minimize utility costs by increasing the energy efficiency of the homes of many low-income families but it has also created over 50 new staff positions.
Mission: The Bear River Association of Governments (BRAG) is a voluntary organization of governments to facilitate intergovernmental cooperation and to insure the orderly and harmonious coordination of federal, state and local programs for the solution of mutual problems of the region.

<table>
<thead>
<tr>
<th>Services Provided:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rental Assistance</td>
</tr>
<tr>
<td>Housing rehabilitation</td>
</tr>
<tr>
<td>Home Choice</td>
</tr>
<tr>
<td>Alternatives Program</td>
</tr>
<tr>
<td>Health Insurance Information</td>
</tr>
<tr>
<td>Long-Term Care Ombudsman</td>
</tr>
<tr>
<td>Senior Companions</td>
</tr>
<tr>
<td>Emergency Assistance</td>
</tr>
<tr>
<td>Community &amp; Economic Development</td>
</tr>
<tr>
<td>Furnace Replacement or Repair</td>
</tr>
<tr>
<td>Weatherization</td>
</tr>
<tr>
<td>Tremonton Crown Home</td>
</tr>
<tr>
<td>Caregiver support Program</td>
</tr>
<tr>
<td>Information &amp; Referral</td>
</tr>
<tr>
<td>Medicaid Aging Waiver Program</td>
</tr>
<tr>
<td>Senior Centers</td>
</tr>
<tr>
<td>Heating Utility Assistance</td>
</tr>
<tr>
<td>Volunteer Income Tax Assistance</td>
</tr>
</tbody>
</table>

Poverty Rate for Service Area: 11.52%
CSBG Allocation: $249,211  CSBG ARRA Allocation: $367,470

In 2009 BRAG:
• Served 1,833 people and 837 families at its office
• Created 56 safe and affordable housing units in the community
• Assisted 104 seniors in remaining in their home
• Provided 80,811 clients with emergency food equaling a total of 45,358 pounds of food
• Received 65,500 volunteer hours to help the agency fulfill its mission
• Assisted 1,089 people with emergency vendor payments and 761 families with rental/mortgage assistance
• Provided 11 households with protection against violence
• Provided information and referrals to 5,069 households
• Prevented 3,185 households from having their energy services interrupted and helped 286 to restore their energy services.

Client Statistics:
• Over the past year, 42% of clients at BRAG reported that they had lost their job;
• 12% reported that they had lost their housing
• Approximately 17.2% of individuals benefiting from assistance were under the age of 5
• 8.9% of clients have a disability
Mission: Community Action Services and Food Bank is dedicated to fostering self-reliance in individuals, families and communities. We do this by providing a variety of programs and solutions designed to address local poverty needs and issues.

<table>
<thead>
<tr>
<th>Services Provided:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Food Bank</strong></td>
<td><strong>Family Development &amp; Support Services</strong></td>
</tr>
<tr>
<td>Financial Assistance</td>
<td>Employment/Education Referrals</td>
</tr>
<tr>
<td>Utility Assistance Program (HEAT)</td>
<td>Housing Crisis Assistance</td>
</tr>
<tr>
<td>Community Garden</td>
<td>Home Buyer Education</td>
</tr>
<tr>
<td>Mortgage Counseling</td>
<td>Predatory Lending Education</td>
</tr>
<tr>
<td>Services to Elderly &amp; Disadvantaged</td>
<td>Trips for Kids Youth Mentor Program</td>
</tr>
<tr>
<td>Community Planning</td>
<td>Community Awareness/Advocacy</td>
</tr>
<tr>
<td>Volunteer Income Tax Assistance</td>
<td>Commercial Kitchen for Business Start Up</td>
</tr>
</tbody>
</table>

**Poverty Rate for Service Area:** 10.7%

**CSBG Allocation:** $704,109  **CSBG ARRA Allocation:** $1,038,232

**In 2009 Community Action Services and Food Bank:**
- Served 34,883 people and approximately 12,500 families
- 281 clients learned how to maintain a budget
- Assisted 32 clients in setting up an individual development account
- Received 37,500 hours of service from volunteers
- Approximately 191 clients were able to purchase their homes with assistance
- Enabled 1,065 senior client to remain in their home
- 550 senior clients were able to have their health and safety needs addressed through referrals to health services
- Over 31,227 families received food assistance
- Provided 31,227 food boxes equaling 2,725,002 pounds of food

**Client Statistics:**
- 4.7% of the clients have a disability
- Families of two or less comprised 51% of clients
- 17.8% of clients were 2 or 4 year college graduates
- Approximately 14.6% of individuals served were under the age of 5
- 20.2% of families served were single parent households
- 25.1% of families are two parent households
Mission: Family Connection Center’s purpose is to protect children, strengthen and shelter families and individuals, foster self-sufficiency, and facilitate a caring community.

<table>
<thead>
<tr>
<th>Services Provided:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Assistance</td>
</tr>
<tr>
<td>Parent Education</td>
</tr>
<tr>
<td>Transitional Housing</td>
</tr>
<tr>
<td>Food Bank</td>
</tr>
</tbody>
</table>

Poverty Rate for Service Area: 6.3%

In 2009 Family Connection Center:
• Served 8,627 individuals and 3,104 families
• 95 clients attended budget management classes
• 23 healthcare facilities/services were created or saved from reduction or elimination
• 11,535 hours of service were donated by low-income volunteers
• Assisted 500 individuals with disabilities in remaining in their homes
• 2,660 clients received food assistance

Client Statistics:
• 15.4% of clients were under the age of 5
• Approximately 59% of families served live at less than 50% of the federal poverty level
• 9.7% of clients have a disability
• 8.5% of families served own their home and 80% rent
• 8.7% of clients are homeless
Mission: Plan, prepare and partner to assist individual, families and community groups in becoming more self-sufficient.

<table>
<thead>
<tr>
<th>Services Provided:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Food and Shelter</td>
</tr>
<tr>
<td>Young Parent’s Program</td>
</tr>
<tr>
<td>Human Services Planning</td>
</tr>
<tr>
<td>Support Services Case Management</td>
</tr>
<tr>
<td>Senior Programs</td>
</tr>
<tr>
<td>Health and Wellness</td>
</tr>
<tr>
<td>Volunteer Income Tax Assistance</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Literacy and ESL Training</td>
</tr>
<tr>
<td>Transportation Support</td>
</tr>
<tr>
<td>Regional Human Services Directory</td>
</tr>
<tr>
<td>HEAT Program - AOG</td>
</tr>
<tr>
<td>Weatherization - AOG</td>
</tr>
<tr>
<td>Youth Social/Academic Development</td>
</tr>
</tbody>
</table>

Poverty Rate for Service Area: 11.5%
CSBG Allocation: $286,194   CSBG ARRA Allocation: $422,002

In 2009 Five County:
- Served 21,367 individuals and 13,043 families
- Assisted 112 clients in finding employment
- Helped 335 clients achieve competency in math, reading and writing skills
- Obtained safe and affordable housing for 139 clients
- Received 51,000 hours of service from community volunteers
- Provided 12,378 individuals with food assistance
- Distributed 24,359 food boxes

Client Statistics:
- 12.1% of individuals served were over the age of 55
- 64.8% of families served had less than 2 members
- 6.3% of clients had a disability
- 18.3% of clients were homeless
- 52.2% of families live at 50% or less of the federal poverty level
Mission: OWCAP inspires those in poverty to become self-sufficient through innovative services and collaborative efforts.

<table>
<thead>
<tr>
<th>Services Provided:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Education Assistance</td>
</tr>
<tr>
<td>Employment Assistance</td>
</tr>
<tr>
<td>Community Information and Referral</td>
</tr>
<tr>
<td>Emergency Food Pantry</td>
</tr>
<tr>
<td>Early Childhood Development and Health Services</td>
</tr>
<tr>
<td>Program Design and Management Systems</td>
</tr>
<tr>
<td>Technical Education</td>
</tr>
</tbody>
</table>

Poverty Rate for Service Area: 10.5%
CSBG Allocation: $291,126  CSBG ARRA Allocation: $429,271

In 2009 OWCAP:
- Served 3,647 individuals and 1,272 families
- Received 41,359 hours of service from volunteers
- Assisted 31 senior clients in remaining in their home
- Assisted 360 individuals in obtaining medical care and ensured that 777 children received appropriate immunizations, medical and dental care
- Provided 3,490 people with food assistance

Client Statistics:
- 40.3% of individuals served were under the age of 12
- 7.2% of clients had a disability
- 10.1% of clients were homeless
- 35.4% of clients did not have health insurance
Mission: To eliminate the paradox of poverty in our affluent society.

<table>
<thead>
<tr>
<th>Services Provided:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Outreach Rental Program</td>
</tr>
<tr>
<td>Emergency Rental/Mortgage Assistance</td>
</tr>
<tr>
<td>HIV/AIDS Emergency Housing</td>
</tr>
<tr>
<td>Weatherizacion</td>
</tr>
<tr>
<td>Neighborhood Centers</td>
</tr>
<tr>
<td>Advocacy</td>
</tr>
<tr>
<td>After School Programs</td>
</tr>
</tbody>
</table>

Poverty Rate for Service Area: 9.9%
CSBG Allocation: $1,117,399   CSBG ARRA Allocation: $1,647,640

In 2009 SLCAP:
- Served 116,787 individuals and 31,451 families
- Assisted 160 people in finding employment
- Helped 17,102 clients enroll in telephone lifeline and/or other energy discounts
- Created accessible and affordable childcare for 2,264 families
- Provided 25,281 clients with food assistance
- Enabled 2,075 infants and children to receive immunizations, medical and dental care
- Weatherized 415 houses
- Provided HEAT / LIHEAP assistance to 17,586 families

Client Statistics:
- 33.9% of clients were age 12 or under
- 36.6% of individuals served did not have health insurance
- 7.8% of families were homeless
- 64.8% of families are single parent households
Poverty Rate for Service Area: 13.18%
CSBG Allocation: $148,430  CSBG ARRA Allocation: $218,865

In 2009 SCAOG:
• Served 2,081 individuals and 753 families
• Assisted 421 senior clients in remaining in their own home
• 11,984 senior clients received a nutritious daily meal
• 618 families received food assistance
• 7,020 families received HEAT energy assistance

Client Statistics:
• 12.5% of clients were under the age of 5
• 51.7% of families have 2 or less members
• 1.4% of clients own their home
Mission: To move low-income individuals and families out of poverty through strengthening human service programs with the support of the whole community.

Southeastern Utah AOG
Serving Carbon, Emery, Grand and San Juan Counties

75 East 400 South
P.O. Box 1106
Price, UT 84501
435.637.5444
www.seulg.dst.ut.us

Poverty Rate for Service Area: 14.8%
CSBG Allocation: $165,382    CSBG ARRA Allocation: $243,860

In 2009 Southeastern Utah AOG:
• Served 5,584 individuals and 3,287 clients
• Enrolled 2,615 families in telephone lifeline and/or energy discounts
• Received 5,800 volunteer hours
• Provided 1,626 individuals with food
• Assisted 2,793 families with emergency vendor payments

Client Statistics:
• 57% of clients were female
• 16.2% of individuals served were under the age of 12
• 6.0% of clients were Native American
• 16.5% of clients had a disability
• 56% of clients did not have health insurance

Services Provided:

<table>
<thead>
<tr>
<th>Housing Rehabilitation</th>
<th>Human Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weatherization</td>
<td>Food Banks</td>
</tr>
<tr>
<td>Emergency Assistance</td>
<td>Home Heating Bill Assistance Program</td>
</tr>
<tr>
<td>Area Agency on Aging Program</td>
<td>Volunteer Income Tax Assistance</td>
</tr>
</tbody>
</table>

Southeastern Utah AOG
Serving Carbon, Emery, Grand and San Juan Counties

75 East 400 South
P.O. Box 1106
Price, UT 84501
435.637.5444
www.seulg.dst.ut.us
Mission: The Uintah Basin Food Pantries will provide needed food for those who would otherwise go without. To eliminate hunger in Daggett, Duchesne and Uintah Counties.

Poverty Rate for Service Area: 13.7%
CSBG Allocation: $112,064  CSBG ARRA Allocation: $165,241

In 2009 Uintah Basin:
• Served 4,946 individuals and 2,007 families
• Preserved 105 safe and affordable housing units
• Received 87,095 volunteer hours
• Provided 5,012 clients with food assistance
• Assisted 1,126 families with emergency vendor payments

Client Statistics:
• 37.9% were under age 18
• 21.4% of families were single mother households
• 12.3% were homeless
• 64.4% of families live at or below 50% of the federal poverty level
Mission: CAP Utah’s mission is to advocate, support and train Utah’s CSBG funded agencies, utilizing our collective strength to eradicate poverty.

<table>
<thead>
<tr>
<th>Services Provided:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training and Technical Assistance for Community Action Agencies</td>
</tr>
<tr>
<td>Public Policy Research and Analysis</td>
</tr>
<tr>
<td>Work Supports Advocacy</td>
</tr>
</tbody>
</table>

Poverty Rate for Service Area: 10.3%
CSBG Allocation: $137,926

In 2009 CAP Utah:
- Provided training to nine Community Action Agencies in ROMA, fiscal accountability and governance and database administration
- Lead the Statewide Earn It. Keep It. Save It. Coalition resulting in seven local coalitions providing free tax preparation services;
- Organized free tax preparation for 14,605 working Utahns resulting in $5.6 million in total tax credits through the Earn It. Keep It. Save It. Coalition
- Published the 2009 Annual Report on Poverty in Utah
- Collaborated with local advocates to protect and increase funding for low-income programs
**Mission:** Utahns Against Hunger is creating the will to end hunger in Utah.

<table>
<thead>
<tr>
<th>Information and referral services for low-income households and organizations statewide</th>
<th>Public policy advocacy as it relates to federal nutrition programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual advocacy for households encountering access barriers to the food stamp program</td>
<td>Food Stamp Participation Project: Increasing online access to the Food Stamp Program by placing computers in emergency food pantries and senior centers</td>
</tr>
<tr>
<td>Outreach and expansion of federal nutrition programs</td>
<td></td>
</tr>
</tbody>
</table>

**Poverty Rate for Service Area:** 10.3%

**In 2009 Utahns Against Hunger:**
- Distributed 34,000 Summer Food Program flier to DWS office, WIC clinic, food pantries, libraries and other community partners statewide
- Distributed 1,500 door hangers in neighborhoods with low-performing Summer Food sites
- Worked with the State Child Nutrition Office to distribute 126 Summer Food Program fliers.
- Developed an online food stamp prescreening tool available on agency web-site
- Updated, and distributed 15 regional “Need Food Help?” brochures to more than 100 community partners state-wide
- Established partnerships with 14 community organizations and providing them with computers and in some cases online access to encourage enrollment in the food stamp program
Poverty in Utah is Real. It Doesn’t Have to Be.