



# Salt Lake Community Action Program 2012 Annual Report to the Community

# Welcome

Starting as a Head Start parent over 40 years ago, Catherine Caputo Hoskins has served in many capacities at Salt Lake CAP. The Board of Trustees appointed her as executive director in February 1993, and she currently serves on three national CAP boards. She is treasurer of the National Community Action Foundation, secretary of the Community Action Program Legal Services Inc., and a representative for the state of Utah for the Region VIII Community Action Association. She is also a Certified Community Action Professional and serves on many local boards.

Dear Friends of the Salt Lake Community Action Program,

Salt Lake Community Action Program has changed many lives over the past 47 years. Our Board continues to strengthen the foundation of the agency with its resources, networks and specialized expertise. The CAP tripartite board structure was implemented back in 1965. Having the public, private and low-income sector representation on Community Action Boards has helped us ensure diversity on the Board, thereby assisting staff to meet our goals and support the mission of Community Action, which is “To eliminate the paradox of poverty in our affluent society.”

This past year has been a very different and challenging year as the need for our services continues to increase. More middle and upper income families are finding themselves in the low-income socio-economic group due to the loss of a job, inability to find a job, losing their home due to the crash of the housing market and corrupt practices of some financial institutions and poor judgment of the consumers themselves. We find our limited resources being stretched to meet the need. In 2006, our food pantries provided 24,952 food orders to households, which served a total of 58,706 individuals. In 2011, we more than tripled our efforts to provide 75,393 food orders to households, which served a total of 285,804 individuals!

Though we’ve managed to step up to the proverbial plate, this has indeed been a difficult year for all non-profits. Many of our partners seek us out to assist them because they know that we are one of the last safety net programs that may be able to help when they cannot. We have the connection,

the relationship, and the trust of the populations they serve. We are a trusted and valued entity in the community that makes a difference in the lives of low- income people, thereby improving the local community and society as a whole.

As I sit back and look at the past 47 years of Community Action, I feel gratified for our many accomplishments, but I am also increasingly concerned about the demise of concern and the lack of adequate funding for programs that assist our low-income friends and neighbors.

Please know, Salt Lake Community Action is all about the people and community that we serve. We hope you will continue to support us and share what we do with your network, leaders, and families. From all of us at Salt Lake Community Action Program, we extend a sincere thank you to our Board Members, Community Partners, supporters, and funders for continuing to help us accomplish our purpose and impact the Salt Lake community.

With appreciation,

Catherine Caputo Hoskins,  
CCAP Executive Director



## Table of Contents

About  
4

Board  
Information  
5

Advocacy  
6

Head Start  
9

Neighborhood  
Food Pantries  
12

Employment  
Readiness  
Program  
18

Weatherization  
17

Housing  
15

HEAT  
16

5Park CAP  
19

Volunteers  
20

Funding &  
To Donate  
21

Organizational  
Chart  
22

Contact  
Information  
23

## About

**Our Mission:** To eliminate the paradox of poverty in our affluent society.

**Our Purpose:** To create programs that empower low-income people to enhance the quality of their lives by having them design and implement strategies that will create solutions to their problems.

Most poverty-related organizations focus on a specific area of need, such as job training, health care, housing, or economic development. Community Action Agencies reach out to low-income people in their communities, address multiple needs through a comprehensive approach, develop partnerships with other community organizations, involve low-income clients in the agency’s operations, and administer a wide range of coordinated programs designed to have a measurable impact on poverty.

Salt Lake Community Action Program (Salt Lake CAP) is a private, non-profit organization dedicated to assisting disadvantaged populations.

Salt Lake CAP provides a variety of services to meet the needs of low-income residents in Salt Lake and Tooele counties. Our purpose is to create programs that empower low-income people to enhance the quality of their lives. We provide employment assistance and Head Start/Early Head Start programs. We also act as public policy advocates. Our goal is to promptly stabilize a family in crisis and avoid the long-term consequences of costly dependency. We support a family’s progress to self-sufficiency.

Community Action Agencies were established throughout the country as a result of the Economic Opportunity Act of 1964 as a vehicle for undertaking locally relevant, anti-poverty initiatives. By combining resources – local, State, private and Federal, CAP enables people of all ages to secure the opportunities they need to become self-sufficient. CAP is governed by a Board of Directors composed of members from the public, private and low-income sectors

of the communities served in Region VIII. The eligibility for most programs is based on either federal or state income guidelines and varies from program to program. An application and/or intake form is required to determine eligibility.



“I had no clue what this organization did, let alone the impact it has on the community. As a result of being a Salt Lake CAP board member, I’m amazed at the time given, the kindness of people, and the wonderful achievements the organization completes.”

–Korie Simpson, Midvale City, Salt Lake CAP Board member for 3 years

## Board of Trustees

The Salt Lake Community Action Program is directed by a twenty-four member tripartite Board of Trustees.

This dynamic Board is structured to provide the Program with the broadest and most effective community representation possible. Eight members of the board are elected by low-income residents, eight are appointed by public officials, and eight represent the private sector, such as employers, service providers, and community advocacy groups. The Board provides a diverse yet essential combination of resources, perspectives, and backgrounds for finding and implementing solutions to a wide range of important problems in the community.

The Board of Directors has been providing strong support for low-income residents of Salt Lake and Tooele Counties since 1965. CAP is a broad-based group that assesses the needs of its low-income constituency, mobilizes substantial resources, and develops service delivery systems that most effectively address selected problems of the low-income population. The Board also serves as an advocate for low-income populations statewide, continually striving to foster better laws, regulations, attitudes, and social policies in Utah.

“I am extremely passionate about being able to help out my neighbors and community by being on the Salt Lake Community Action Board.”

–Sarrah McGillis, new CAP Board member

“As a CAP Board member, I am proud of the Board’s ability to keep many of the programs open and running despite the financial uncertainty in government budgets. However, most of the credit belongs to the incredible, dedicated and passionate staff of Salt Lake CAP.”

–Stephanie White, UBS Bank USA, Salt Lake CAP Board member for four years



## Advocacy

Salt Lake CAP utilizes advocacy as a strong tool to create change for social policy and to create and establish funding mechanisms that will increase the standard of living and resources for households living in poverty.

Advocates serve as a voice on behalf of low-income populations to ensure their concerns are heard at all levels of government: local, state, and federal. The advocacy program addresses issues relating to a variety of low-income needs: housing, healthcare, child care, quality early childhood education, utilities, and taxation. To build broader support and voice to our issues, SLCAP staff serve on a variety of advisory councils, coordinating councils and coalitions advocating for low-income populations.

### The Great Recession's Impact on Critical Services for Low-Income Utahns

As our nation experiences one of the longest and hardest economic downturns in the last 75 years, demands for assistance and social services are at their pinnacle. With our nation's high unemployment rate exceeding 9% in 2012, many middle-income families have found themselves falling into poverty and in need of assistance. Nationally, programs that work in these countercyclical economic cycles, such as food stamps, Medicaid, and utility assistance programs are experiencing an unprecedented demand.

This recession impacted federal, state, and local revenues, which forced reduction of government services, with many of the cuts targeted to programs that serve those on the low end of the economic ladder.

The American Recovery and Reinvestment Act of 2009 (ARRA) helped Utah supplement critical funding by contributing one-time monies to the State's budget from 2009 to 2011. State Fiscal Year 2012 (SFY) was a turning point as we entered the legislative session with confidence that

the economic recovery was beginning to take hold in Utah with more stable economic activity. The challenge was that federal stimulus (ARRA) funds and other one time funding were no longer available for SFY2012. SLCAP worked with legislators to protect critical programs and funding levels in healthcare, housing, and public education that serve low-income households.

The timing of this recession with the nation's deficit exceeding \$14 trillion has triggered national debate on federal spending. Salt Lake CAP, and the 1,060 community action agencies in our national network, were stunned with President Barack Obama's call to reduce funding for community action agencies in his 2011 State of the Union address. The US House budget proposals, debt ceiling discussion coupled with the desire for deficit reduction, target many of the federal resources that assist low-income populations. Salt Lake CAP would be greatly impacted by the proposed reductions in the Community Services Block Grant, Weatherization, and LIHEAP/HEAT.



## Advocacy

"As a Board member, I became aware in the 1970's of a closure of the only free medical clinic in the country, operated by the Sisters of the Holy Cross. I worked with CAP (Cathy C. Hoskins and Jim Russell) to get Federal funding for the first clinic at Northwest Community Center. We then expanded to cover the whole Salt Lake Valley. This is typical of the successes that CAP has caused to happen for many years."  
-Donna Olsen, Salt Lake CAP Board Secretary, Salt Lake CAP Board member for over 30 years.

### Outcomes of the Fiscal Year

#### Public Education

- Optional Extended Day Kindergarten (OED) was funded with one time monies at the same level of \$7.5 Million.
- Adult Education was funded at nearly the same level of the previous year.

#### Health Care

*Medicaid Services*- maintenance of oral health benefits to pregnant women and maintenance of interpreter services in medical settings.

*CHIP*- full funding for the CHIP Program

#### Housing

*Housing budgets*- Olene Walker Housing Loan Fund and Pamela Atkinson Homeless Trust Fund were funded at same level.

*Good Landlord Program*- SLCAP provided education and outreach to various organizations, city councils, legislators, and League of Cities and Towns regarding the various programs in different municipalities. SLCAP and the Utah Housing Coalition created a detailed Fact Sheet about the various programs in Utah and provided recommendations on best practices.

- SLCAP helped improve the proposed ordinances in Salt Lake City and Taylorsville. As a result of these efforts, landlords are no longer required to deny housing based on criminal history.
- Developed a new partnership with the University of Utah, College of Social Work on the Good Landlord

Program.

- Helped organize tenant/management meetings at Eagles Landing Apartments which led to tenants organizing a Neighborhood Watch group.



## Advocacy

Salt Lake CAP advocacy fosters community and individual empowerment to bring about institutional change and to assist in the development of new and innovative programs to assist the poor and end the cycle of poverty.

### Utilities

*Electricity-* SLCAP filed testimony, along with AARP and the Office of Consumer Services, in a Rocky Mountain Power (RMP) General Rate Case to keep RMP from raising its monthly customer charge from \$3.75 to \$10.00. It was settled at a monthly charge of \$4.00. SLCAP also worked with RMP to increase the HELP Surcharge to fund increased participation in the HELP program. Without the increase, subsequently approved by the Public Service Commission, it would have been necessary to decrease the benefits to low-income customers.

*Telecommunications Services-* SLCAP testified in Virgin Mobile's petition to provide wireless Lifeline service to ensure it met the needs of the low-income population. SLCAP participated in a proceeding at the PSC to determine short and long term solutions to issues around eligibility and certification of low-income Lifeline participants, particularly for the new wireless services recently approved by the PSC.

### Manufactured Mobile Home Project

SLCAP seeks to protect manufactured housing, the largest segment of affordable, non-subsidized homeownership. SLCAP strives to solve the problems that residents often face through community organizing, education, advocacy, and public policy work. The Mobile Home Parks Project helped form two new homeowners associations (HOAs). Crescentwood Village (Sandy City) and South Willow in Provo both formed HOA's, establishing 11 associations in Utah.

### Collective Impact Funding Awarded from United Way of Salt Lake

SLCAP's 'young leaders' submitted a proposal in response to a United Way of Salt Lake's RFP for a "prosperity center." This innovative project, named Five Park Community Action Center, is designed to promote self-sufficiency and greater economic security in five contiguous mobile home parks in West Valley City. With this collective impact project, our goal is to reduce large disparities in household income, education levels, health, and unassimilated immigrants between the residents of these communities and the overall rate in West Valley City. This project is funded for the next three years, with SLCAP staff providing the leadership to oversee multiple community partners working to improve the quality of life and opportunities for more than 1,000 households living in these mobile home parks.



## Head Start

The **Mission** of Head Start is to provide health, education, and self-sufficiency to young children and families facing adversity.

Our **Vision** is that we will carry out our mission so successfully that we will impact and/or eliminate the cycle of poverty for our families.

Salt Lake CAP Head Start is a comprehensive early childhood development program serving low-income children from age three to five and their families. Head Start is a Federal program that is operated by local non-profit organizations such as Salt Lake Community Action Program. Since the summer of 1965, Salt Lake CAP Head Start has grown from our small but stable origins of serving just 34 children in two classrooms. Today Salt Lake CAP Head Start is the foremost supplier of quality early childhood services in Salt Lake and Tooele counties, serving over 2,300 children in over 80 classrooms each year. Salt Lake CAP Head Start serves communities ranging as far south as Riverton to Wendover, a small community straddling the Utah/Nevada state line. Within the served counties, there are seven school districts, including Granite, Canyons, Murray, Jordan, Salt Lake, Tooele, and Elko. Though Salt Lake CAP Head Start is able to serve so many at-risk children in the community, there is still more demand than we are able to meet. At any given time, there are over 1,500 children waiting to get into the program.

### Early Childhood Education and School Readiness

Salt Lake CAP Head Start takes a holistic approach to preparing children and families for success in school. Educational services for preschool age children are designed for strong academic preparation and achievement for kindergarten. Head Start's educational program is designed to meet the individual needs of each child, and his/her ethnic and cultural characteristics. Every child receives a variety of learning experiences to foster intellectual, social, physical and emotional development.

Salt Lake CAP Head Start hires qualified teaching staff, with approximately 82% of classroom teachers holding a baccalaureate degree or higher in Early Childhood Education or a related field. The goal is to have 100% of classroom teachers with baccalaureate degrees or higher by 2013. In addition, Salt Lake CAP Head Start has a low teacher to student ratio, so teachers are able to give more quality one-on-one teaching time to each student. Increased teacher-student attention provides children with more language learning opportunities, such as strengthening vocabulary.

To track progress, each child is assessed three times a year. The results of the formal assessments are shared during family conferences and home visits. Getting the whole family involved and invested in their child's education is essential to continued success. In addition, children who enroll in the Salt Lake District are tracked academically with a Student Identification Number to enable Head Start to monitor incoming kindergarten assessment scores of former Head Start children.



# Head Start

Head Start families are encouraged to spend time volunteering in the classroom, help with classroom projects, and even help develop curriculum.

## Parent Engagement and Self-Sufficiency

Parents are the primary educators of their children. Active parents are found to experience an increase in their self-confidence, coping abilities, and overall well-being. Salt Lake CAP Head Start makes an effort to ensure that parents learn and participate in their child's education. Head Start families are encouraged to spend time volunteering in the classroom, assist with classroom projects, and even help develop curriculum.

Along with involving parents in their child's education, Salt Lake CAP Head Start also provides opportunities for parents to learn and grow themselves. Elected family members take part in our Policy Council, a board that partners with staff members in decision-making responsibilities for the program. Salt Lake CAP Head Start offers a variety of classes to parents through collaborative partnerships in the community. Families also participate in large community-based activities that take place twice throughout the school year. These popular parent engagement events involve many partnering agencies who come together and offer information and education to parents in a fun, fair-like setting.

In addition to the formalized partnerships and events, Salt Lake CAP Head Start offers parents one-on-one mentoring, job-finding skills, and volunteering opportunities that equip parents with the skills to help their families succeed. Being involved in their child's educational progress helps Head Start parents feel empowered and leads them on the path to self-sufficiency.



## Health

Salt Lake CAP Head Start believes that a child who is in good health will be able to focus and more eager to learn. Every Head Start child is involved in a comprehensive health program, which includes immunizations, medical, dental, mental health, and nutritional services. At Salt Lake CAP Head Start, each child is screened to determine his or her overall physical health needs. If a health issue is identified, Head Start staff can help families establish long-term health care solutions. Head Start emphasizes the importance of the early identification, prevention and intervention of health problems.

Many children who live in poverty face malnourishment, hunger, or can be overweight and/or obese. Childhood obesity now tops the list as Salt Lake CAP Head Start's number one health condition. Children enrolled in Salt Lake CAP Head Start receive two-thirds of their daily nutritional

# Head Start

"I have learned what the face of poverty actually looks like in Utah. I was surprised at how many people, children and families are affected by poverty. The numbers of those living in poverty and the extent of the poverty astound me."  
 - Stephanie White, UBS Bank USA, Salt Lake CAP Board member for four years

needs at school. Salt Lake CAP Head Start prepares over 2,400 nutritious, ethnically diverse and child-friendly meals each day through a state-of-the-art food service program.

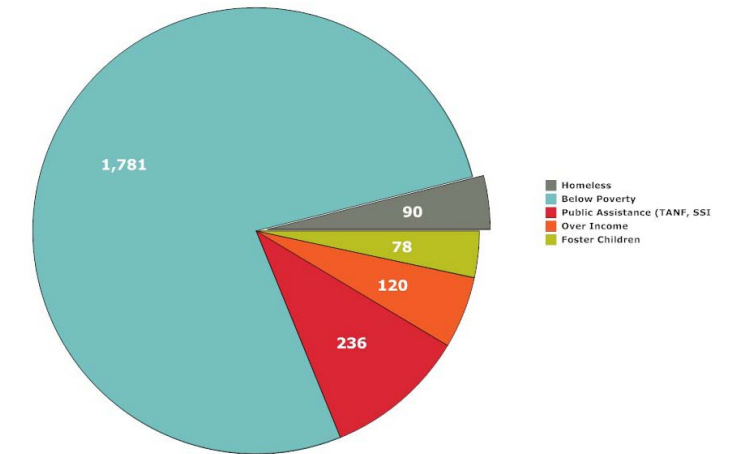
and his mom in order to maintain good hygiene habits at home.



## Success

One memorable example of how our intervention had an impact during last school year involved a two year old boy named Joellie who was enrolled in our Early Head Start program. Joellie had such extensive bottle rot that both his eating habits and physical development were profoundly affected. Joellie was a child to a single teenage mother with no dentist or medical insurance. Put simply, Joellie was in severe pain. By the time he came to us for dental screenings, his mouth and gums were already infected and his treatment needs were critical. We assisted Joellie's mother to find a dentist and in paying for the cost of Joellie's treatment, which because of the extensive damage, totaled over \$6,000. Since then, we have worked with the family to find a source of continuous dental care, and educated Joellie

Income Eligibility



## Neighborhood Food Centers

**Food Insecurity:** The limited or uncertain ability to acquire sufficient, safe, and nutritious foods.

Utah has one of the highest rates of food insecurity in the nation, with over 400,000 Utahns at risk of missing a meal each day. Salt Lake CAP works to address this most basic human need by offering emergency food assistance to families throughout Salt Lake and Tooele Counties.

SLCAP provides over 300 emergency food orders a day through Neighborhood Centers in Grantsville, Magna, Murray, Midvale, West Valley City, and Rose Park. The Utah Food Bank provides the majority of the food for our Neighborhood Centers. Community groups and local residents also help by organizing food drives or by donating food from their own cupboards and gardens.

The Neighborhood Centers are often the first contact many clients have with Salt Lake CAP. Each client requesting food meets with a Neighborhood Specialist who seeks to evaluate the other needs of each household member. Once these needs are identified, the client is referred to other programs and services that can help get the household on the path to greater self-sufficiency.

Many of the clients requesting emergency food are eligible for Food Stamps but either don't know that they are eligible or don't know how to apply. Our Food Stamps' advocate works with these clients inside our Neighborhood Centers to help them access this important program.

A network of committed individuals and organizations support the mission of the Neighborhood Centers. Volunteers offer an invaluable service by unloading delivery trucks and boxing food orders for clients.

### STATS

**2011  
Neighborhood  
Food Center  
Highlights**

### Families

**Served over  
75,000 food  
orders to over  
25,000 different  
families**

### Food

**Distributed over  
6 million pounds  
of food from the  
Utah Food Bank**

### Assistance

**Helped 350  
households to  
access a total  
of \$126,000 in  
monthly Food  
Stamp benefits**

## Neighborhood Food Centers

While our Neighborhood Centers strive to serve the greatest number of people possible, it's the personal contact between our staff and families that make this program so special.

### Success

Here are just a few memorable people whose lives have been impacted by our compassionate and committed staff:

**One of our clients** had been living in a tent when he came into our Grantsville pantry to stock up on some canned food. Our staff not only helped him with food, but referred the man to a list of local job postings. Through these weekly job postings, our client eventually found a job that not only provided desperately needed income, but also offered to pay for his housing while he was working. With his housing costs covered, the man said he would be able to save up some money to keep him afloat for awhile, should he ever find himself out of work again.

**A few days** before Christmas last year, a man went into our South County Pantry with his young boy for help with utilities and food. As he was visiting with one of the staff members, he broke down and began to sob uncontrollably. He explained that he had been out of work for over a year, his unemployment had ended, he was about to lose his house, and would be unable to provide a Christmas for his son. Another staff member overheard the man's conversation and was deeply moved. She left what she was doing and walked over to the man with a bicycle that had been brought that day by the Utah Food Bank. With tears still streaming down his face, the man thanked our staff saying, "This means my son will now have a good Christmas!" Both father and son left the pantry smiling and our staff went home with a happy reminder of why we do the work we do.



## Housing

The purpose of the homelessness prevention side of HPRP, “[is] to provide financial assistance and services to prevent individuals and families from becoming homeless. Funds under this program are intended to target individuals and families who would be homeless but for this assistance.”

Although HPRP funds were designated for a wide variety of eligible activities including moving expenses, mediation, credit counseling and utilities, SLCAP opted to use HPRP funds exclusively for rental and deposit assistance, as well as the corresponding case management and administrative costs.

HPRP assistance was a blessing for many people in a time of extraordinary need, however, the reality is that these funds only account for a portion of the overall resources needed for long-term stability. In addition to the HPRP financial assistance listed above, SLCAP was able to leverage \$314,016.00 more from CSBG ARRA funding, along with an average contribution of \$207.00 per financial assistance payment from client and community partners. The most important partners within the network are the clients themselves. By providing comprehensive case management through the community network, HPRP clients were able to address the barriers that preclude them from gaining and maintaining long-term housing stability. Clients are not only required to make financial investments into their housing stability, but also fundamental behavioral changes which impact the very barriers that put them at high-risk.

As our community moves into the post-ARRA era, in an effort to better target resources through evidence-based research, and ensure continued assistance for those most in need, SLCAP has partnered with the State of Utah in conducting a study on the causes of homeless. Currently 161 households have participated in the study over a 3 ½ month period. By the end of October 2011, we will have inducted approximately 300 families and individuals into

the study. Though it is early in the study, we are hopeful that the information derived will result in even greater organizational effectiveness.

HPRP assistance has been a blessing to the community, and although there is speculation and debate surrounding appropriate funding levels in the post-ARRA era, SLCAP would strongly encourage state and local governments to continue to support the housing effort as it is part of a network of community partners addressing a larger service need. SLCAP both refers and accepts clients from partner agencies, and without this crucial service many of the community members we call family or friends would become homeless.



## Housing

It has been SLCAP’s pleasure to guide clients from a life of poverty and hopelessness into a world of empowerment and self-worth. There have been some amazing outcomes.

### Success

Henry was fast approaching the end of his outpatient treatment for substance abuse and was living with a family member.

Upon assessment, it was determined that he was being asked to leave by his family member because of fear of a lease violation. Additionally, Henry had just started employment, was in the final stages of substance abuse treatment, and was working towards reunification with his children. In order for reunification, he needed to have a stable environment. Finally, Henry was finishing up legal requirements for substance abuse charges. He was also just a few months from ending the probationary period of his parole.

SLCAP was able to step in and help Henry avoid homelessness, job loss, the possibility of relapse, and the likelihood of a probation violation. Additionally, after a few months of assistance, DCFS allowed Henry to be reunited with his children, and Henry graduated from treatment. Henry is now living with his children and has maintained sobriety to this day.

Frequency Distribution TOP 10 BARRIERS	
Loss of Income	10.6 %
Credit Problems	9.5%
Single-Parent	8.3%
Disability	8.1%
Domestic Violence	4.8%
Medical Debt	4.4%
Criminal Record	4.4%
Prior Conviction	4.0%
<High School ED	3.9%
Young Parent	2.4%

Demographics - Who did we serve?	
Adults	932
Children	1,340
Singles	215
Families	503
Average # of Barriers by client	5
Average Household Size	3

HPRP 3 Year Goals			HPRP Outcomes: October 2009-June 2011		
Source	Amount	Households To be Served	Source	Expense	Households Served
SLC	\$820,000	300	SLC	\$528,451.10	451
SL CO	\$492,810.50	279	SL CO	\$311,828.38	245
STATE	\$134,362	22	STATE	\$22,919.08	22
<b>Total</b>	<b>\$1,447,172.50</b>	<b>601</b>	<b>Total</b>	<b>\$863,198.56</b>	<b>718</b>



## HEAT

The purpose of the HEAT program is to assist eligible households with the high cost of home energy. It is federally funded through the Department of Community and Culture.

The purpose of the HEAT program is to assist eligible households with the high cost of home energy. It is federally funded through the Department of Community and Culture.

HEAT serves households who are at or below 150% of poverty. The benefit amount is determined by three main factors: family size, income, and energy burden – the percent of income spent on energy bills. In addition, at risk groups including children under the age of six, the elderly, and households with a disabled person in the home, are given an additional \$35.

While the HEAT application is being taken, Rocky Mountain Power customers are signed up for HELP (Home Electric Lifeline Program). HELP provides an \$11 a month discount on their electric bills. Questar customers also receive a one time credit of \$52 from its Energy Assistance Fund. Customers with telephone land lines can apply for UTAP (Utah Telephone Assistance Program). UTAP provides a monthly discount of \$13.50 on their primary land line only.

The HEAT program also has crisis money available to avoid utility disconnections for people with a crisis beyond their control. This money is primarily utilized in the summer. The HEAT program starts November 1 and closes the end of April, or depending on funding. The average payment is \$320. Last year, the HEAT program served 46,970 households state-wide. Of that, Salt Lake and Tooele County served 19,059 households from November 1, 2010 to May 4, 2011.



## Weatherization

Completed homes save an average of \$300 per year in home energy costs.

The benefits of the program extend beyond the savings to the customer. Negative impacts on the environment are reduced, natural resources are conserved, and carbon dioxide emissions are reduced.

Salt Lake CAP provides weatherization services in Salt Lake and Tooele Counties. The purpose of the program is to make improvements to homes that make the home more energy efficient. Improvements consist of insulating walls, floors, perimeters, and attics. Furnace work includes replacing existing low-efficiency furnaces or cleaning and tuning higher-efficiency furnaces. Air sealing includes weatherstripping doors, adding door sweeps, and caulking areas where conditioned air can leave the home. In addition, broken windows are repaired, or if the situation warrants, replaced. Ill-fitting doors that cannot be repaired are sometimes replaced. Compact fluorescent lights are installed and refrigerators can be replaced if our testing show the replacement to be cost-effective.

### Stats

In the last 12 months SLCAP has weatherized 717 homes. Improvements made to these homes include:

- 460 high-efficiency furnaces were installed
- 299 attics, 129 walls and 253 basements and crawl spaces were insulated
- 13,006 compact florescent lights were installed
- 319 inefficient refrigerators were replaced
- 942 smoke detectors were installed
- 968 CO detectors were installed
- As a result, in the past year low-income people saved \$240,000 in home energy costs

To be eligible for the Weatherization program the applicants' total household income must be at or below 150% of the federal poverty level. Persons who qualify for the Utah HEAT

program are automatically eligible. Weatherization can be performed on any home including apartments, mobile homes, multiplexes, and private homes. Both homeowners and renters are eligible. Travel trailers, converted buses, and motor homes would generally be ineligible.

There is no cost to the qualified applicant. Landlords are required to share in the cost of furnace, door, and window replacements.

All improvements made must be determined to be cost effective by NEAT, which is a computerized energy audit performed on each home. All work is completed by SLCAP staff members.



## Employment Readiness Program

The Salt Lake CAP Employment Readiness Program offers individualized, one-on-one help finding a job for those who are unemployed or under-employed.

The employment specialist works with each client to assess job skills, collect and organize work history, develop a strong resume and cover letter, practice interviewing skills, and set up an email account if necessary. Clients learn how to effectively job search on and off-line, network, and cold call. Computers with Internet access are available to clients for job searches.

### Top 5 Barriers to Employment:

1. Limited Computer Skills
2. Internet access
3. Work history
4. Unstable housing
5. Transportation

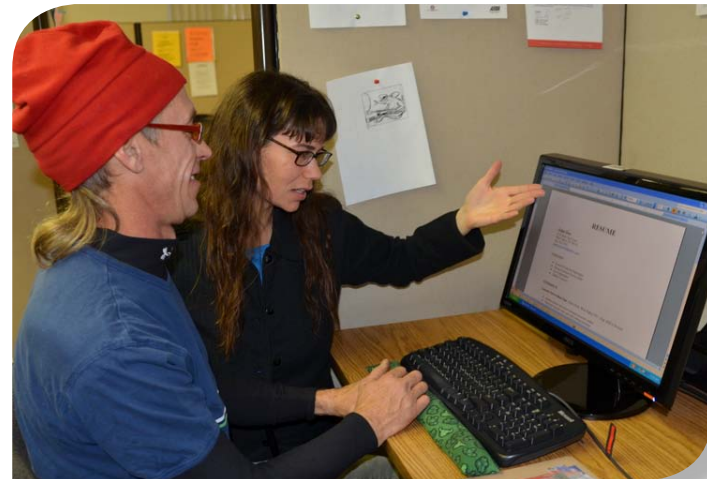
### 2011 Grant Year Outcomes:

- 19 new clients per month
- 18% of clients find work on monthly average
- \$10.86 average hourly wage of client

### Success

Ester was referred to SLCAP's employment program from Head Start. She was getting interviews for CNA jobs, but she wanted to work in a customer service or office environment. She was also determined to improve her English language skills. She discussed her goals with the employment counselor and together they examined her work history. They restructured her resume to emphasize the skills and experience related to the jobs she wanted. The employment counselor also gave her a referral to Ingles

Para Latinos, a program which provides ESL at a minimal cost, for all skill levels. Within a month, Ester called back to update the employment counselor of her progress. She had signed up for the ESL program and was actively participating in the classes and group discussions. "I love it!" she told the counselor. She also reported that, "The resume works great!" She had been called for several interviews and had been offered a job as a customer service agent. Ester felt this was a great opportunity to apply the English she was learning. She also recognized that as her language skills continue to improve, other doors will open.



## 5Park CAP

Salt Lake Community Action Program (SLCAP), United Way of Salt Lake and other partnering community organizations are working together to develop the Five Parks Community Action Center (5PCAC). Five Parks Community Action Center will serve five manufactured-home communities along 1200 West, between 3300 South and 3900 South in West Valley City.

SLCAP, United Way of Salt Lake, and other partnering community organizations are working together to develop the Five Parks Community Action Center (5PCAC), which will serve five manufactured-home communities along 1200 West, between 3300 South and 3900 South in West Valley City. More than 1,000 mobile-home households located in the Byde-A-Wyle Haciendas, Silo Farms, Sunrise Meadows, Riverside Manufactured Home Community, and Meadowbrook Village parks will be served by the Center. The top five needs or issues for these residents include food, jobs, housing, dental, and health. Services will include employment readiness programs, financial management classes, and a resource specialist to help residents find the resources they need.

The Center is slated to be up and running in a mobile home office at the Sunrise Meadows Mobile Home Park by the spring of 2012. The home was generously donated by the park owner. It will be the first center in Utah's second largest city, West Valley City. The city's businesses, schools, and organizations reflect its diverse population—ethnic minorities make up 46% of the population.

Manufactured housing is the largest source of affordable, unsubsidized housing for low-income Utah residents. The need for resources and services in these communities is great. Approximately 17% live in poverty and 21% report poor health conditions.

The Center has several goals to help people gain the income and financial tools to thrive in their community. It will

ensure households are financially stable and have sufficient income and resources to support their families, as well as to save for college and retirement. Classes such as tutoring for students and civic engagement for residents will also be offered at the Center.

### Stats

Census Tract Demographics:

- 23% foreign born (20% WVC)
- 34% speak language other than English (31% WVC)
- 30% Latinos (29.4% WVC)
- 17.6% live in poverty (10% in WVC)
- 73.5% of 25 and over have at least high school diploma (80.3% WVC)
- 11.4% of 25 and over have four year degree (12.4% WVC) (28.7% Utah)
- Median income \$42,298 (\$51,322 WVC)
- 21% report poor health



Donated mobile home before renovation.

# Volunteers

Salt Lake CAP's community volunteer program is unique and multifaceted.

Contact us if you are interested in an individual or group volunteer project.

Our volunteers come to us as generous individuals, medical students, university and high school service learning students, corporate giving volunteers, government incentive volunteers (I.E. Foster Grandparents), and many more. The activities and services they provide range from assisting teachers in a Head Start classroom, helping to sort and stack at our food pantries, assisting administrative staff, and even performing facility and building maintenance. The assistance of volunteers is critical to our organization, and without them we would not have the financial resources to accomplish what they are able to provide.

In 2011, we have been fortunate to have many volunteer groups in all areas of the program. Head Start partnered with Goldman Sachs on three different volunteer days. They received help from many community organizations for the annual fundraising gala, Bloom. Head Start also partnered with Crescent View Middle School to host over 200 students who spent hours enriching the lives of the children.

Our neighborhood food pantries depend on the donations from the community to keep the shelves full for the families in need. The food pantries also have regular volunteers who assist clients and help keep the pantries orderly.

We are continually impressed with the caliber and commitment of the volunteers we have the opportunity to work beside at CAP. We welcome any volunteer groups who are interested in helping us in our pursuit to eliminate poverty.



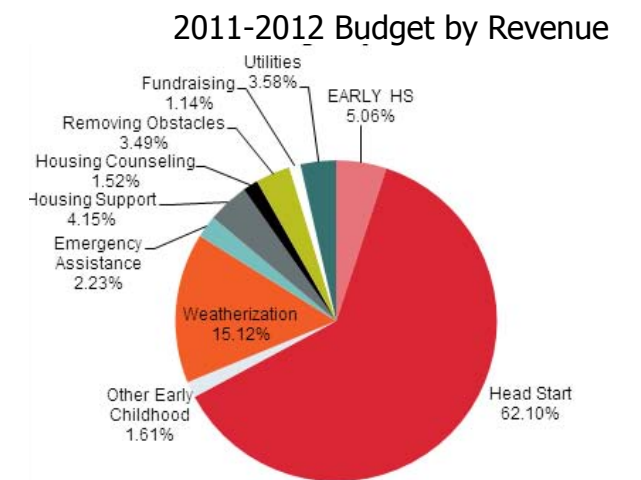
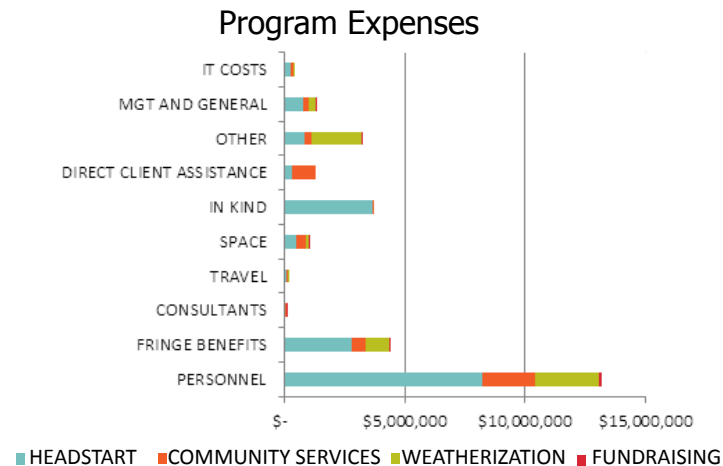
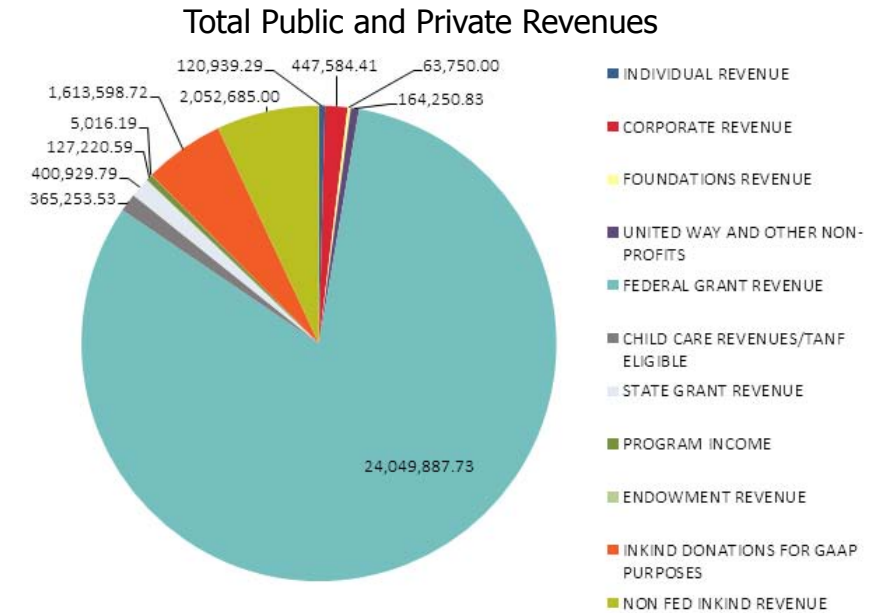
Goldman Sachs and Crescent View Middle School volunteers lend a helping hand to Head Start.



# Funding

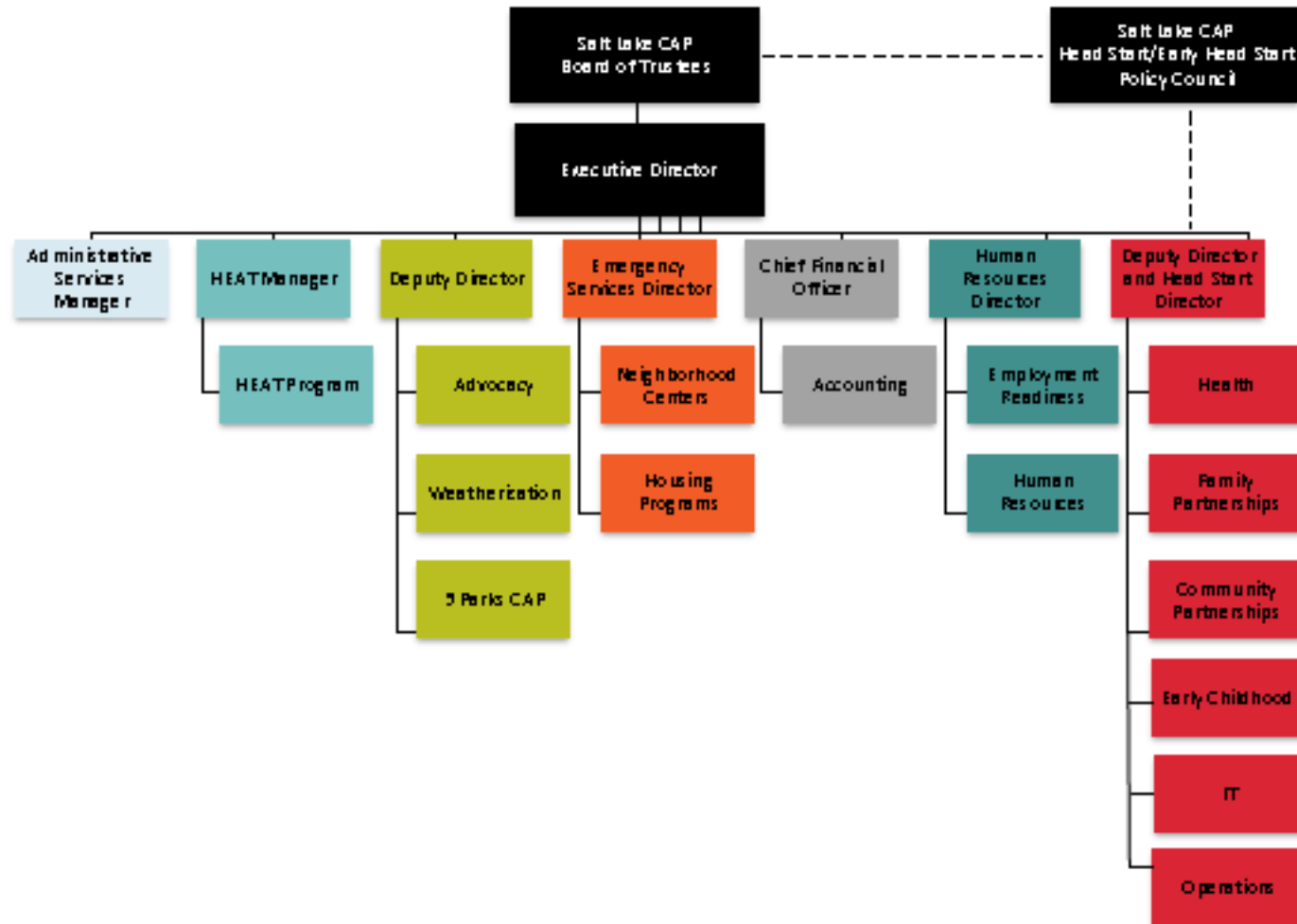
"I am proud of the way CAP manages the Federal funding it receives. In addition to being on the CAP Board, I am also a tax payer who works very hard for my living. I appreciate the integrity, professionalism, and efficiency of the funding and services provided to the community under auspices of Salt Lake CAP."  
 –Jessica Lesley Hale, League of Women Voters, Salt Lake CAP Board member for 10 years

The percentages reflected are yearly averages.



# Organizational Chart

"I have learned that Salt Lake CAP takes their responsibilities very seriously and shows this by bringing together persons from all aspects of community living (legal, financial, low-income, child care, social work, and leaders) in order to make decisions."  
 –Sarra McGillis, new CAP Board member



# Contact Us

## Support

Regardless of our situation, we all are affected by poverty, and as a community we can do something about it. We MUST do something about it. Please support Salt Lake Community Action Program by making a monetary or food donation at our Administrative Offices. You can make a secure donation online to the Head Start program via the website. Please, make a donation to impact a life today.

Executive Director	(801) 359-2444
Deputy Director	(801) 359-2444
Deputy Director/Head Start Director	(801) 977-1122
Head Start	(801) 977-1122
Housing	(801) 359-2444
HEAT	(801) 521-6107
Human Resources	(801) 359-2444
Weatherization	(801) 359-2444
All Other CAP Programs	(801) 359-2444



Salt Lake Community Action Program  
 764 South 200 West  
 Salt Lake City, Utah 84101  
 Ph: 801-359-2444  
 Fx: 801-355-1798

[www.slcap.org](http://www.slcap.org)  
[www.saltlakeheadstart.org](http://www.saltlakeheadstart.org)  
 Like us on Facebook



764 South 200 West  
Salt Lake City, Utah  
Phone: (801) 359-2444  
Fax: (801) 3550-1789  
[www.slcap.org](http://www.slcap.org)  
[www.saltlakeheadstart.org](http://www.saltlakeheadstart.org)

A United Way Partner Agency:



**United Way of Salt Lake**

Designed by Westminster  
Communication Students



**WESTMINSTER**  
SALT LAKE CITY • UTAH