



# Report on Intergenerational Poverty

*In conjunction with the members of the Salt Lake County Intergenerational Poverty Task Force*

*May 2019*

**Prepared by the Council District 3 Office**

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# Table of Contents

Table of Contents.....	1
Executive Summary .....	2
Background.....	4
Salt Lake County Data and Indicators .....	5
Work of the Task Force.....	9
Education and Coordination .....	9
Learning About the Problem.....	9
Focusing the Work.....	10
Policy, Community, and Individual Barriers .....	14
Survey Effort .....	14
Survey Response Summaries and Takeaways .....	15
Policy Barriers .....	15
Community Barriers.....	15
Individual/Family Barriers .....	15
Coordination with Salt Lake County System Navigator Pilot Program .....	15
Next Steps .....	17
Recommendations .....	18
Policy .....	18
Community .....	18
Individual/Family.....	19
Conclusion .....	20
Appendix 1 – Geography Data Tables .....	21
Appendix 2 – Survey Questions .....	24
Appendix 3 – Survey Response Data Table.....	25
Appendix 4 – Survey Responses in Full.....	26
Appendix 5 – System Navigator Vision .....	42
Appendix 6 – Salt Lake County Data.....	43
Acknowledgments.....	44

*Editing by Shykell Ledford*

# Executive Summary

As the heart of Utah's economy and population base, Salt Lake County offers a multitude of opportunities for our residents to work, recreate, raise families, and otherwise flourish. Despite this, county leaders are acutely aware that not all residents are able to equally access these opportunities.

In conjunction with the State of Utah's initiative to tackle intergenerational poverty (IGP), the Salt Lake County Council saw fit to bring together an informal task force of community leaders to address this entrenched, generational form of poverty in our own county.

For more than a year, the members of the task force have been working on addressing the issue in Salt Lake County. The task force worked with United Way's "211" hotline – which streamlines connecting patrons to social services – to get a better sense of resources available in the county, coordinated closely with local school district leaders, and discussed ways to focus on a subset of the nearly 30,000 residents that fall into the IGP cohort according to the state's definition.

The state provided data showing that the zip code, 84119, had the highest concentration of people in IGP. This data helped focus the task force's work, prompting a focus group with Department of Workforce Services' case workers that serve this area.

The case workers said that the majority of residents in the IGP cohort *want* to break the cycle of poverty and attain self-sufficiency for their families. However, too many youths in IGP don't believe they *can*. The case workers said that many in this group struggle with mental health challenges which, if addressed, could help them be much more work-ready. They said that work-readiness varies a lot depending on the individual and some people aren't ready to be "thrown into" a job.

In the case workers' eyes, it is common for recipients of public assistance to turn down jobs or raises for fear of losing benefits (commonly referred to as the, "welfare cliff effect," which is addressed later in this report), and that work participation requirements are too prescriptive. The case workers called for more flexibility on the state level to customize policies and be innovative. Better supports for transportation and mental health were also cited as important issues for residents stuck in the cycle of poverty.

The task force conducted a direct survey of a small group of anonymous public assistance recipients living in 84119, identified and contacted by Workforce Services. Their responses largely mirrored the examples cited by the case workers; citing many of the same issues as notable barriers.

Using this information, the task force formed the barriers into a framework of three different types: policy, community, and individual. Policy barriers include rules regarding assistance programs, community barriers include transportation infrastructure and affordable housing, and individual barriers include mental health challenges or insufficient educational

attainment. Framing the barriers in this way has been instructive when looking at policy recommendations and next steps.

One notable effort currently underway is the Salt Lake County System Navigator Pilot Program, which was approved and given \$200,000 in county funds by the County Council during the fall 2019 budget deliberations. This pilot program coincides well with the task force's focus on 84119, as well as with efforts to alter the system of social service delivery in a way that improves outcomes for clients. The work of this pilot program continues in close concert with members of the task force.

Finally, the report discusses next steps and policy recommendations. In addition to the ongoing system navigator, the task force is working with Circles Salt Lake (a non-profit group dedicated to empowering people in poverty to break the cycle and achieve self-sufficiency) to establish a "Circles Cohort" in 84119, explore and advocate for best practices in affordable housing and reducing childhood trauma, as well as promoting a more robust "client feedback loop" to better integrate real time client feedback into service delivery.

The task force recommends the state thoroughly evaluate the concerns of public assistance recipients about the "welfare cliff effect" as well as any other perverse incentives that may disincentivize work. Given the prevalence with which this issue comes up, verifying the scope of the problem and then seeking solutions would be a huge and necessary step toward reducing intergenerational poverty.

In conjunction with this, the task force recommends exploring mental health treatment as an allowable activity to satisfy work participation requirements, continued county and state-led efforts to address the affordable housing crisis, improved transportation infrastructure in the county, and enhanced mental health resources. The task force also supports more aggressive public policies that help empower families to reduce the prevalence and frequency of childhood trauma in the home.

The findings of this task force, as well as the policy recommendations, are by no means exhaustive. They represent a snapshot into some of the important factors at play that help keep families in our community stuck in the cycle of poverty. Utah is the state best situated to solve intergenerational poverty, and Salt Lake County can be a leader on the local government level in this effort.

# Background

The State of Utah launched an effort to address intergenerational poverty with the legislature's passage of the 2012 Intergenerational Poverty Mitigation Act.<sup>1</sup> This law required the state to define, measure, and track IGP, as well as find solutions to help families break the cycle of poverty.

The best source for information on variables that correlate with IGP and population level data and indicators is the Utah Department of Workforce Services' "Annual Report on Intergenerational Poverty, Welfare Dependency, and the Use of Public Assistance."<sup>2</sup> This report, as well as the work of the state Intergenerational Welfare Reform Commission and the initiative generally, can all be viewed at the Department of Workforce Services (DWS) landing page for IGP.<sup>3</sup>

The state defines IGP as "poverty in which two or more successive generations of a family continue in the cycle of poverty, as measured through utilization of public assistance for at least 12 months as an adult and at least 12 months as a child."<sup>4</sup> The public assistance programs that Utah includes in its IGP definition are: Supplemental Nutrition Assistance Program (SNAP, or "food stamps"), child care subsidies, cash assistance, Medicaid and/or the Children's Health Insurance Program (CHIP).<sup>5</sup> This report uses the same definition of IGP and refers to the same four programs when using the term "public assistance."

Thirteen other counties in Utah have created county level commissions, committees, or the like to align county efforts laterally between their county agencies, and horizontally with state efforts. The state commission and DWS have urged counties to get directly involved to help drive solutions on the local level.

In 2017, the Salt Lake County Council created the Salt Lake County Intergenerational Poverty Task Force<sup>6</sup>, chaired by Council Member Aimee Winder Newton, District 3. This task force was launched to find areas where the county could improve coordination among its own agencies, with local service providers, and with the state, to help families in the county break the cycle of poverty. Participants on the task force include council members, Salt Lake County entities such as Health, Behavioral Services, Human Services, Regional Development, the Mayor's office, as well as the state Division of Child and Family Services, local school superintendents, a juvenile judge, an expert in child psychology, state Workforce Services, a representative from a local church that engages in welfare services, a city economic development expert, and a state legislator.

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<sup>1</sup> <https://le.utah.gov/~2012/bills/sbillenr/sb0037.htm>

<sup>2</sup> <https://jobs.utah.gov/edo/intergenerational/igp18.pdf>

<sup>3</sup> <https://jobs.utah.gov/edo/intergenerational/>

<sup>4</sup> "Overview" tab on <https://jobs.utah.gov/edo/intergenerational/about.html>

<sup>5</sup> <https://jobs.utah.gov/edo/intergenerational/whatisigp.pdf>

<sup>6</sup> [Minutes of October 10, 2017 Committee of the Whole meeting](#)

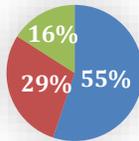
# Salt Lake County Data and Indicators

*\*Author’s note on data: the following data points are monthly averages for 2018, unless otherwise noted. The “heat map” referenced later in the report is using 2016 data, as explained in that section. Data was provided by the Utah Department of Workforce Services.<sup>7</sup>*

In 2018, Salt Lake County had **135,799 individuals receiving public assistance** from any of these four programs: financial assistance, child-care, Supplemental Nutrition Assistance (SNAP or food stamps), Medical. Of those, 59,095 were adults and 76,704 were children.



## Adults

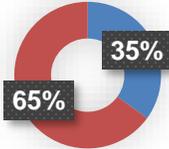


- No Children
- Single with Children
- Married with Children

**Most of the adults did not have children (32,691), 16,908 were single parents, and 9,709 were married with children.**

Of the 59,095 adults, about 33% were working (19,377), while the remainder (39,718) registered no income. **Of those employed, 6,733 were working full time, while 12,644 worked less than full time.** 5,999 were elderly and 14,069 were disabled.

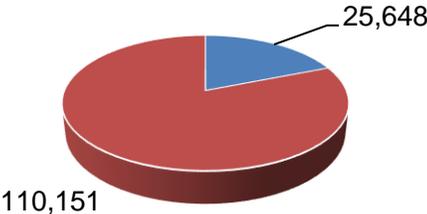
## Working Adults



- Full-Time
- Less Than Full-Time

Of the 135,799 total recipients of public assistance in Salt Lake County, **25,648 were in the state-defined IGP cohort.**

## Salt Lake County Recipients of Public Assistance



- State-defined IGP Cohort
- Not IGP

More county-specific data is available in the data table in the appendices, as well as the data graphics below.

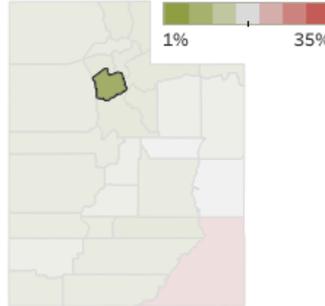
<sup>7</sup> See Appendix 6 for data table.

# INTERGENERATIONAL POVERTY IN

Select County:  
Salt Lake

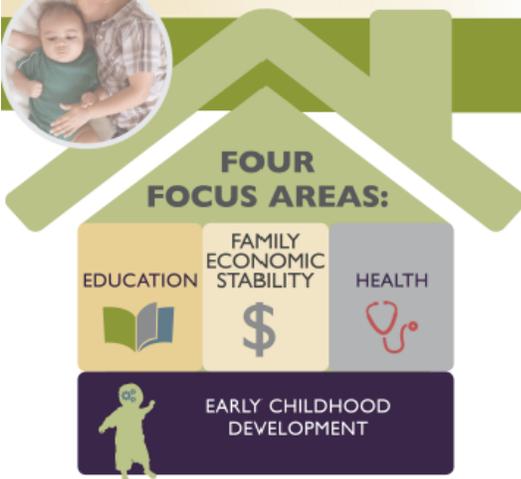
## Salt Lake County

**THOUSANDS OF UTAH FAMILIES** are living in intergenerational poverty -- a situation of poverty and public assistance use that continues from one generation to the next. As a part of the Intergenerational Welfare Reform Commission, Workforce Services is working with multiple state..

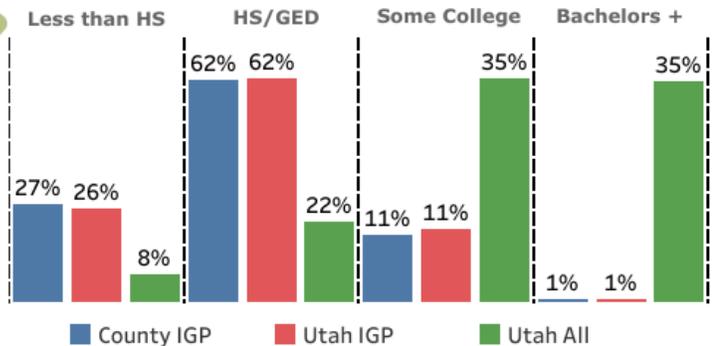


**7%** of kids are living in intergenerational poverty. Another **23%** are at-risk of remaining in poverty as adult..

**3.1%** of adults are experiencing intergenerational poverty.



### EDUCATIONAL ATTAINMENT



### JUVENILE JUSTICE SYSTEM

#### IGP Youth with Court Outcomes

Adjudication	6.1%
Delinquency Referral	15.5%
Habitual Truancy Referral	0.9%
Juvenile Court Diversion	8.3%
Juvenile Probation	1.6%

#### IGP Youth with Juvenile Justice System Outcomes

Detention Alternatives Youth	1.4%
Locked Detention Youth	3.5%
Youth Services Group Home Youth	5.5%

Source: Dept. of Workforce Services, Dept. of Human Services, Utah State Board of Education

Intergenerational Welfare Reform Commission



Graphic from the Department of Workforce Services County Snapshots<sup>8</sup>

<sup>8</sup> <https://jobs.utah.gov/edo/intergenerational/data/county.html>

# FAMILY-ECONOMIC STABILITY IN

Select County:  
Salt Lake

## Salt Lake County



AVERAGE ANNUAL WAGES, 2017

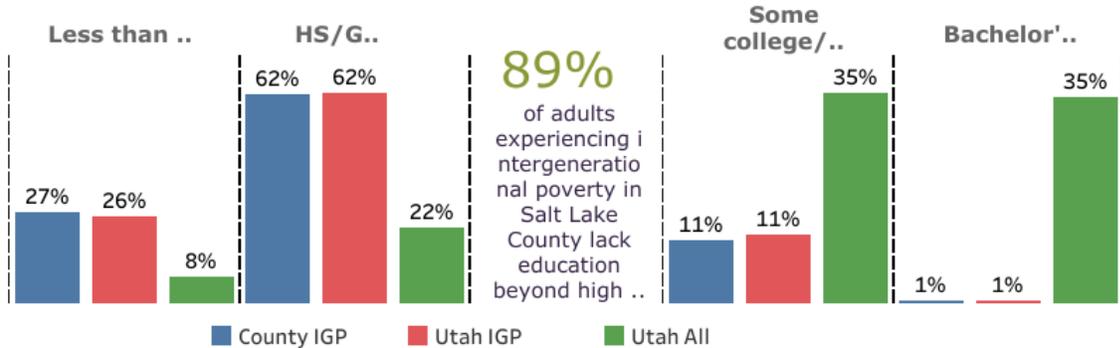
\$40,492 Statewi.. \$13,022 Statewide.. \$13,151 Salt Lake-..

### EMPLOYMENT AMONG IGP ADULTS

Employed sometimes	8,985
Not employed	5,791
Employed All 4 Quarters	4,745



EDUCATIONAL ATTAINME..

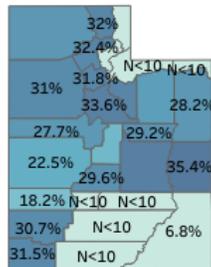


### HOUSING

Share of IGP food stamp households with ..

Affordability of Ho..

**31.8%** of 2017 food stamp households experiencing intergenerational poverty in Salt Lake County were paying more than ..



### Fair Market Rents Salt Lake County

Efficiency	\$642
One-Bedroom	\$795
Two-Bedroom	\$990
Three-Bedroom	\$1,425
Four-Bedroom	\$1,633

### Individuals Receiving Housing Services in 2017

From IGP Cohort

**923**

From At-Risk Cohort

**1306**

Source: Dept. of Workforce Services, U.S. Dept. of Housing and Urban Development

Intergenerational Welfare Reform Commission



Graphic from the Department of Workforce Services County Snapshots<sup>9</sup>

<sup>9</sup> Ibid.

# HEALTH INDICATORS IN

## Salt Lake County

Select County:  
Salt Lake

### Covered IGP

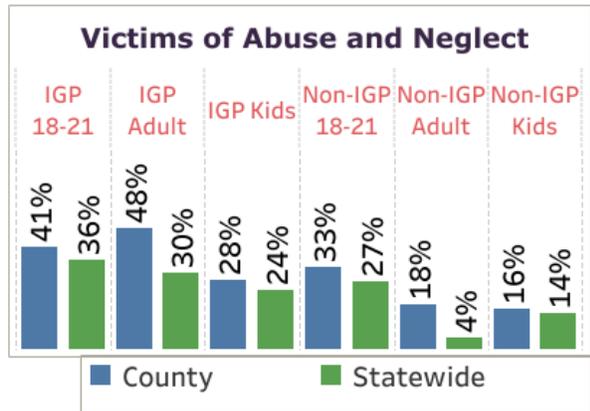
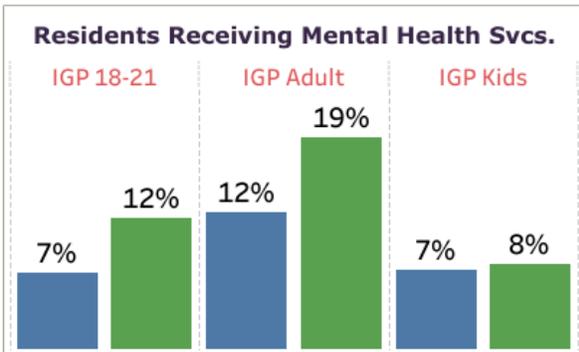
% of covered adults that are IGP	19.5%
% of covered children that are IGP	19.7%

### Salt Lake County Adult Health

% of IGP adults who received behavioral health care	20.9%	13.3%
% of IGP pregnant women receiving prenatal care	76.6%	58%

### Salt Lake County Childrens Health

% of IGP children who had a dental visit	IGP	40.4%	At-Risk	47.1%
% of IGP children who received behavioral health care		8.5%		7.2%
% of IGP children who saw a physician		69.9%		68.5%
% of IGP children who saw a physician in the first year of life		86.6%		87.3%



### Salt Lake County Health Issues

Health Access		Mental Health Issues			Healthy Living/Physical Health Issues				
Percentage of Persons with No Personal Doctor (7)	Percentage of Persons with No Insurance Coverage (6)	Percentage of Persons with Poor Mental Health in 7 or More of Past 30 Days (7)	Percentage of Persons Ever Told Have a Depressive Disorder (7)	Suicide Rate per 100,000 Population (8)	Percentage of Adults who currently smoke cigarettes (7)	Percentage of Adults Who Are Obese (7)	Percentage of Adults Reporting Fair or Poor Health (7)	Percentage of Adults Not Getting Recommend Aerobic Physical Activity (9)	Binge Drinking (7)
27.2	10.2	16.3	21.9	22.4	10.2	25.2	13.2	45.6	14.9
Statewide									
26.2	9.3	15.8	21.0	21.2	9.1	26.0	12.6	44.4	11.5

\*Use caution in interpreting; estimate has coefficient of variation >30% and is deemed unreliable by Utah Department of Health standards.

\*\*The estimate has been suppressed because the relative standard error is >50% or can't be determined...

Source: Dept. of Workforce Services, Utah Dept. of Health, Dept. of Substance Abuse & Mental Health

Intergenerational Welfare Reform Commission



Graphic from the Department of Workforce Services County Snapshots<sup>10</sup>

<sup>10</sup> Ibid.

# Work of the Task Force

## Education and Coordination

Since the creation of the task force, its members have focused on the following goals: educate all members of the task force on IGP and how their organization or expertise can play a role in addressing it; improve coordination among all county agencies, school districts, and state agencies; improve understanding of the barriers Salt Lake County residents in IGP face; and draft policy recommendations.

## Learning About the Problem

Members of the task force were naturally already well-versed in many of the IGP issues facing their organizations, communities, or populations they serve. The initial goal of the task force was to ensure that all members were fully proficient in the state's work on IGP, as well as its impact in Salt Lake County. The work began with an overview of IGP issues from Tracy Gruber, Senior Advisor on IGP for the state Department of Workforce Services and chief author of the state's annual report, as well as a review of current county programs and efforts to fight poverty.

The task force has also been working closely with Mary Beth Vogel-Ferguson of the University of Utah's Social Research Institute. Given her significant background studying these issues and this population, her expertise has been incredibly helpful.

The task force gathered information relating to the scope and distribution of community-level resources in Salt Lake County, as well as learning about previous efforts in Utah County. The task force began working closely with United Way's 211, as they are a key informational resource for impoverished families to find resources in the community.

Councilwoman Newton and her Senior Policy Advisor, Nic Dunn, also conducted a focus group with a group of DWS case workers. Below is a brief summary of findings from that focus group:

- The majority of people in IGP want to successfully escape poverty.
- Many of them struggle with mental health challenges, and if these could be addressed, they could likely be more work-ready.
- Too many youths in the IGP cohort simply don't believe they can break the cycle of poverty.
- For some customers, if they aren't ready to work but are "thrown into" a job (due to work requirements), it is "setting them up to fail."
- Work-readiness varies greatly depending on the individual.
- The lack of affordable housing is a significant challenge.
- It is common for customers to turn down jobs or raises due to fear of earned income disproportionately impacting benefits.

- Policy makers need to work with case workers to allow for more customized policies in Utah. There is a need to be flexible and innovative.
- It is a problem that when customers work on issues such as mental health, it doesn't count toward work participation requirements.
- These work requirements are too prescriptive.
- Better support for transportation and mental health were mentioned almost unanimously.

Circles Salt Lake presented to the task force about their anti-poverty efforts. Circles is an organization that builds grassroots-level community coalitions around the “circle leader,” the individual striving to get out of poverty, effectively creating a social support structure to empower the leader to reach self-sufficiency.<sup>11</sup>

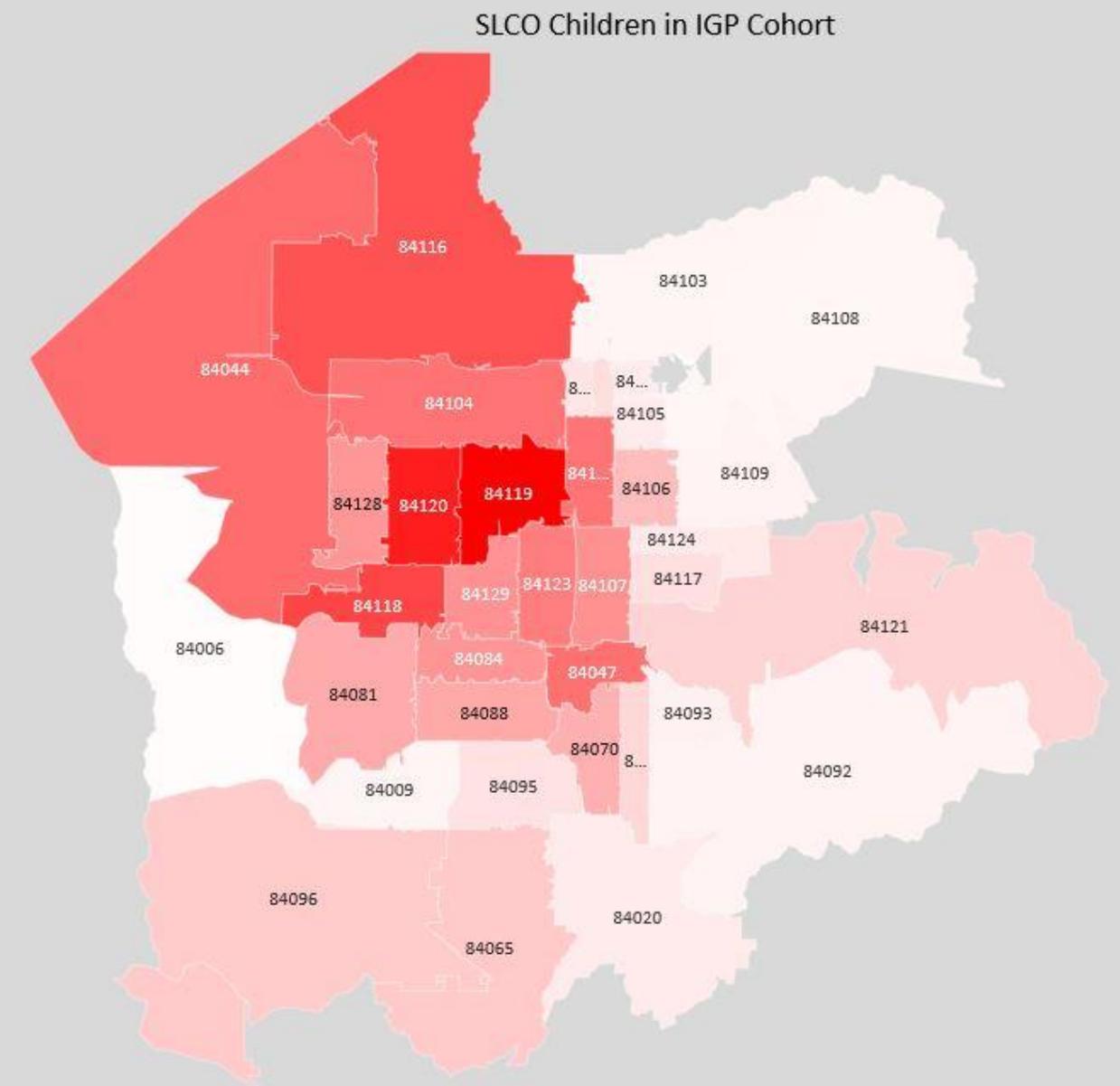
## **Focusing the Work**

It's important to recognize that not all IGP experiences are the same. Different families use different public assistance programs, for different durations, may have unique barriers, and have a wide variety of circumstances that led to their current state. As such, the task force found it necessary to find a way to focus its work on a subset of the 30,000+ Salt Lake County residents experiencing IGP.

The task force decided that looking at the geographic distribution of IGP families in Salt Lake County could be informative. The Utah Department of Workforce Services provided 2016 data on the total count of individuals in the IGP cohort, broken out by each zip code in the county. The heat maps below show the prevalence of IGP throughout the county. Darker red indicates a higher number of individuals in the IGP cohort.

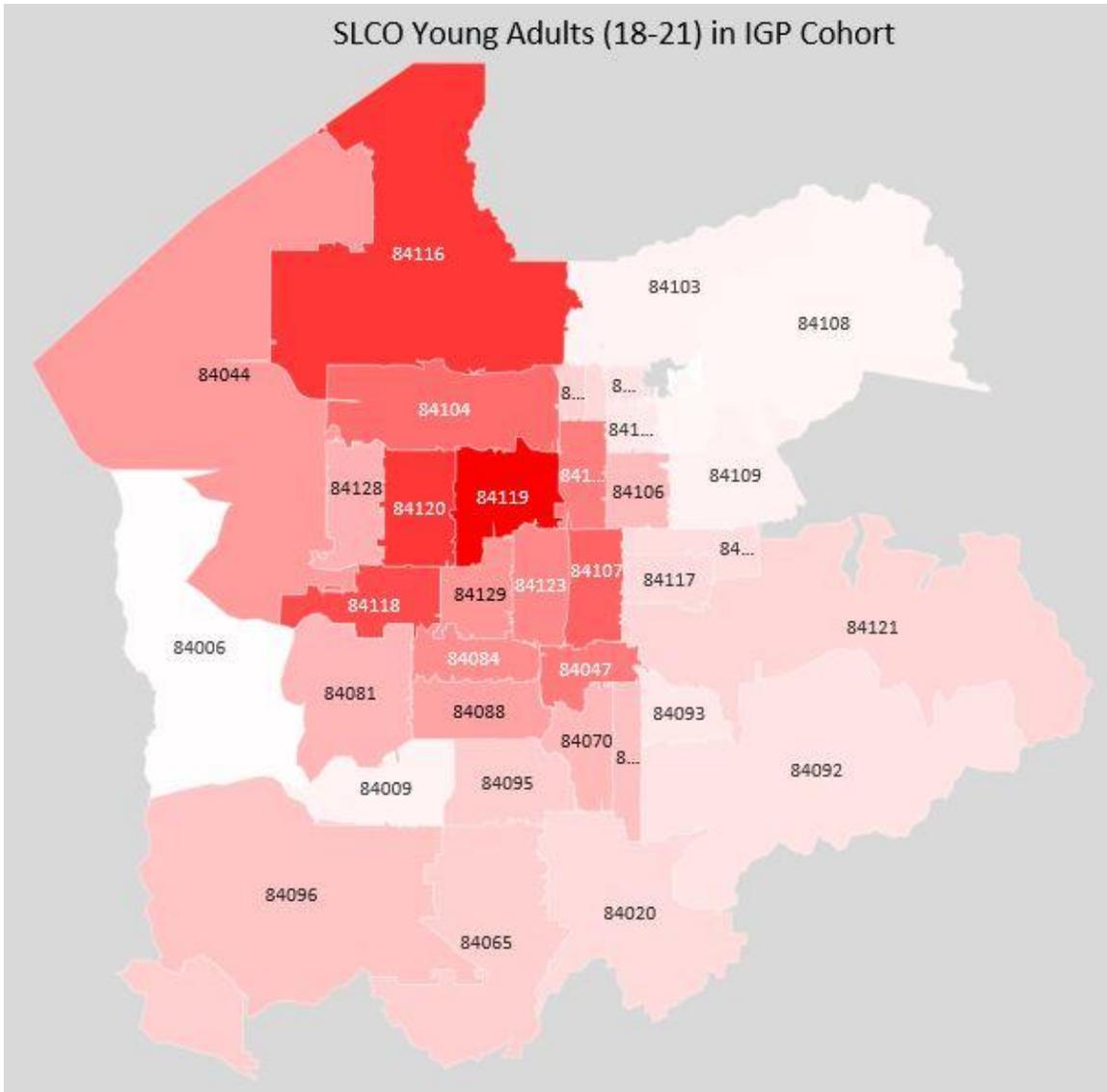
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<sup>11</sup> <https://circlessaltlake.org/>



*The largest concentration of children experiencing IGP is 1,931 in 84119.<sup>12</sup>*

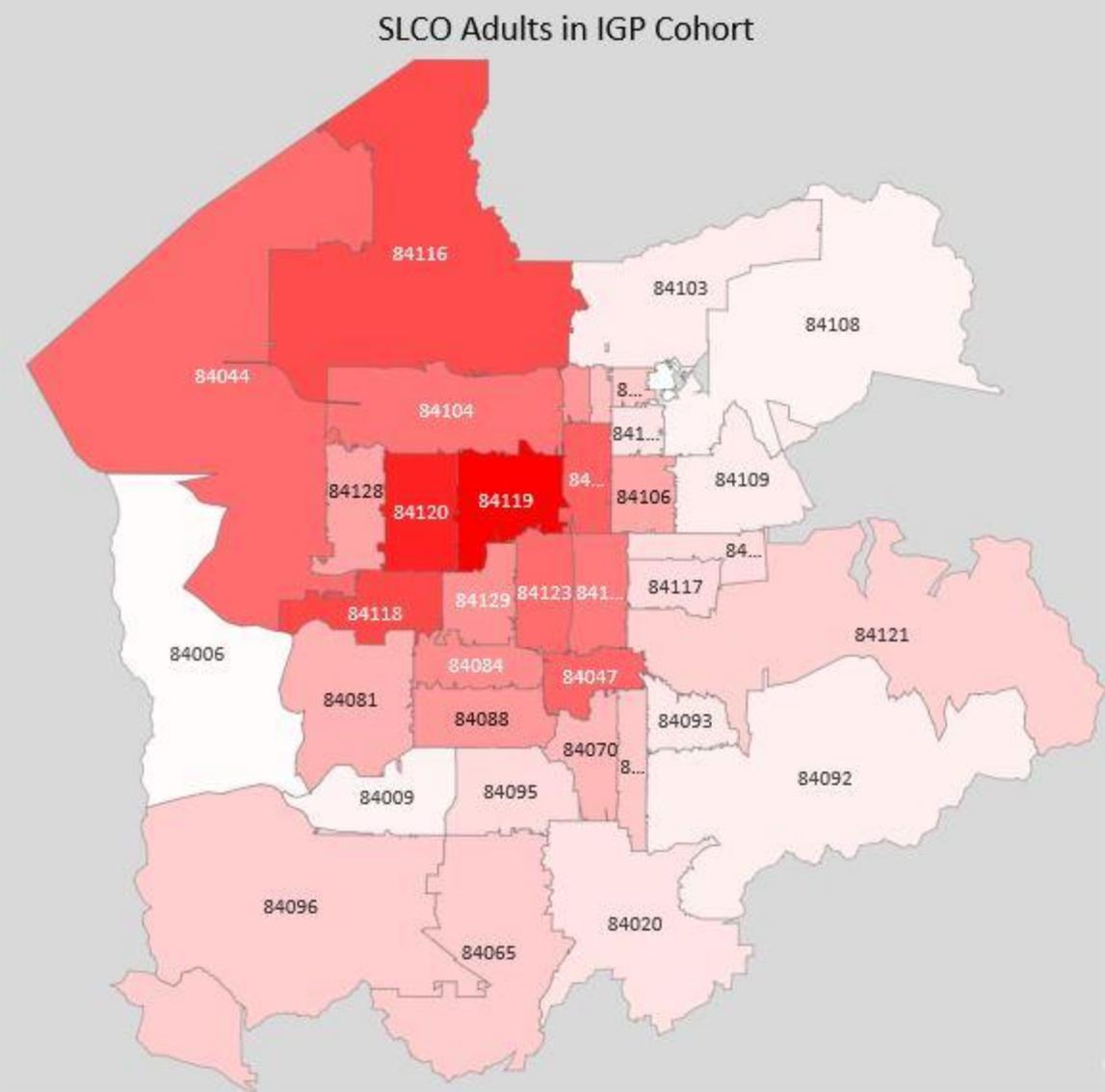
<sup>12</sup> See Appendix 1 for data table.



The largest concentration of young adults experiencing IGP is 192 in 84119.<sup>13</sup>

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<sup>13</sup> *Ibid.*



The largest concentration of adults experiencing IGP is 1,222 in 84119.<sup>14</sup>

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<sup>14</sup> *Ibid.*

In each category (IGP children, IGP 18-21, IGP adults) the zip code 84119 yielded the highest number in the cohort in all of Salt Lake County. Therefore, the task force decided to initially focus on 84119.

## **Policy, Community, and Individual Barriers**

The task force has taken the approach of viewing IGP through barriers that inhibit Salt Lake County residents from working toward self-sufficiency and thus breaking the cycle of poverty. The work and discussions have been catalogued into three types of barriers: policy, community, and individual.

Policy barriers include federal or state law/policy guiding public assistance, as well as the way government provided resources are administered. Community barriers include lack of adequate transportation and lack of affordable housing. Individual barriers include prevalence of Adverse Childhood Experiences, educational attainment, and/or lack of executive functioning skills. There is a natural degree of overlap among these three types of barriers.

The task force has found this framework to be informative in understanding challenges this population faces, as well as how to apply proper policy interventions. This framework is also reflected in the recommendations in the next section.

## **Survey Effort**

One approach the task force has been pursuing is a direct survey of residents in the IGP cohort. It partnered with the state Department of Workforce Services to administer the survey, with the goal of learning as much as possible directly from the residents who are using social support services to attempt to get out of poverty.

The task force created a list of questions,<sup>15</sup> which Workforce Services emailed to all adults who currently live in 84119 and are in the IGP cohort.

DWS emailed the survey to 826 recipients, with 821 successful deliveries. Of those, 107 recipients opened the email – and of those – eight individuals actually took the survey.<sup>16</sup> It was anticipated that the survey response would likely be low. So, the answers were open-ended for respondents to write any responses fully. The full text of all responses to all questions is available in the Appendices (any personally identifiable information provided by respondents was removed).<sup>17</sup> Below we provide a summary of the responses, highlighting elements of their answers.

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<sup>15</sup> See Appendix 2 – Survey Questions Master List

<sup>16</sup> See Appendix 3 – Survey Response Data Table

<sup>17</sup> See Appendix 4 – Survey Response Text

## **Survey Response Summaries and Takeaways**

The survey takeaways are organized in reference to the previously explained three types of barriers.

### **Policy Barriers**

The most common concern respondents raised is fear of losing benefits when household income increases. Whether taking a new job or accepting a raise, respondents expressed anxiety and uncertainty regarding how that affects their benefits. One respondent said they declined a raise at a current job in order to keep health-related benefits for their family. In response to this issue, respondents recommended policies that ease the transition from receiving benefits to earning income, so there isn't a sudden shock or abrupt decrease in benefits. This way, recipients of assistance can have time to adequately plan for the change in benefits, and still be able to accept advancement or earn more income.

Respondents recommended that the Department of Workforce Services go fully electronic for customers who must send in documents, rather than being required to use a fax machine. Otherwise, reducing paperwork in general was mentioned. Respondents also said that people forget to report changes in income, or aren't sure exactly how to do it. Expansion of Medicaid was raised as a policy tool to help address health issues of Utahns in poverty.

### **Community Barriers**

Respondents cited the need for more after-school programs for kids, which they say would help parents work sufficient hours. They also called for more resources for convicted felons seeking work, more disability resources, and improved educational outreach regarding the community programs and resources that are available. Free mental health counseling, particularly for families dealing with addiction, was also mentioned. Difficulty finding mental health professionals that accept Medicaid also came up.

Respondents cited lack of reliable transportation and having to "work around a bus schedule" as a challenge; asking for more frequency from Trax and Frontrunner, for example. Cost of living was also mentioned as a challenge, particularly affordable housing.

### **Individual/Family Barriers**

Respondents cited personal physical/mental health challenges, no personal transportation, and insufficient income to pay for cost of living as barriers. Past criminal convictions were also cited as a barrier to employment. Lack of confidence or skills (related to what social scientists may call "executive functioning skills") also arose as a barrier to finding a job – or keeping a job once employed.

## **Coordination with Salt Lake County System Navigator Pilot Program**

In the fall 2018 Salt Lake County budget process (creating the 2019 budget), the County Council appropriated \$200,000 for a "System Navigator Pilot Program." The concept for this pilot, initiated by the Salt Lake County Division of Housing and Community Development (HCD),

is to empower the recipient of social services as the owner of their own client record, and improve their ability to navigate community services.<sup>18</sup> HCD presented this pilot concept to the task force, and agreed to coordinate with the task force on ways to focus the pilot, at least partially in 84119.

HCD recently completed the Request for Information phase and is now preparing a “Scope of Work” to be included in a Request for Proposal for the solicitation of companies to provide a web based, client-facing software application. The Scope of Work will identify the software functionalities, which will separate into three areas of users: Client, Provider, and Administration. For the RFP the functionalities will also be distinguished by need: Critical – needed right now; Necessary – within six-12 months; Desired – after a year. Respondents will provide cost estimates in each of the three categories in addition to training, maintenance, licensing, and other costs associated with the software application. The goal is to release the RFP sometime in May, 2019.

Also, HCD was recently awarded as a recipient of a VISTA project which includes two VISTA members who will work in the System Navigator Project. VISTA members will be focused on interviewing front-line staff and case managers to document the intake process and case management practices. They will record data elements that are collected by various programs and will identify those that are common across services. Mapping out service pathways and ascertaining barriers is part of their duties. Additionally, they will gather the insight and experience of the agency staff related to effective case management. Recruiting for the VISTA Members will begin in the spring of 2019.

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<sup>18</sup> See Appendix 5 – System Navigator Vision document

# Next Steps

The task force currently has five primary next steps:

1. Continue to work with HCD on the System Navigator Pilot to help guide and measure impact on IGP in 84119.
2. Work with Circles Salt Lake to establish a circles group in 84119.
3. Explore a policy intervention to help alleviate the burden of apartment application fees.
4. Explore and advocate for best practices of implementing trauma informed care in order to reduce Adverse Childhood Experiences
5. Continue and enhance/advocate for a “client feedback loop” at all levels of government service provision.

# Recommendations

The task force offers the following recommendations as prudent next steps to help reduce the incidence of intergenerational poverty. These recommendations are drawn from the focus groups, survey effort, and task force discussions with community leaders, and are each geared to address issues frequently raised over the past year of the task force's work.

## **Policy**

### **Quantify “Welfare Cliff Effect”**

Since the conversations with both DWS case workers and customers of public assistance yielded multiple comments regarding the “welfare cliff effect,” the task force recommends a state-level effort to fully quantify this issue. Knowing the full prevalence and scope of IGP families facing a dramatic drop in benefits corresponding with an increase in household income (whether real or perceived) is vital information. This effort to quantify could be done as part of a broader review of any “perverse incentives” in the social services system – such as any components of the rules that disincentivize work or self-sufficiency.

### **Explore State Flexibility for Mental Health Treatments to Count Toward Work Participation Requirements**

The task force recognizes and supports the value of work for recipients of public benefits. It should also be recognized that not all people are at the same level of work-readiness. The task force recommends exploring flexibility to allow mental health treatment – if geared toward preparing the individual for steady work – as something that would satisfy federally required work participation requirements.

## **Community**

### **Improve Transportation Access and Efficiency in Impoverished Neighborhoods**

Utahns in the IGP demographic are greatly hampered in their employment efforts by unreliable transportation. The task force recommends continued work on improving transportation infrastructure in the county. Particularly, public transportation that is accessible to impoverished communities, and efficient for commuting. Current efforts by state and county leaders already seeking to address this problem are commendable.

### **Address Affordable Housing Crisis**

Affordable housing is a crisis issue for many Utahns. But particularly for residents experiencing IGP. One specific challenge is the prevalence of apartment application fees, which can become costly for households receiving a very low income. The task force recommends exploring interventions that would help alleviate this burden, while still providing apartment owners the assurance that they are renting to good tenants. In

general, the task force supports ongoing efforts to find solutions to the current affordable housing crisis.

### **Improve Mental Health Resources**

Mental health is one of the most frequently cited challenges that can hinder an individual's ability to obtain and maintain stable employment. As such, improving community-level resources for mental health, including crisis response as well as crisis prevention, should be a priority.

### **Individual/Family**

#### **Reduce Childhood Trauma**

A growing body of social science research points to Adverse Childhood Experiences as correlating highly with challenges later in life. As such, reducing the prevalence of such childhood trauma would likely have a tremendous effect at mitigating variables that correlate with IGP. The task force supports best practices to help prevent the occurrence of childhood trauma, as well as mitigating its impacts when it does occur. Successfully reducing childhood trauma would be one of the most impactful policy interventions of this initiative and should be pursued with vigor. This should be done with the involvement of experts in childhood trauma, as well as with parents who are more likely to have experienced childhood trauma in their own lives, and are willing to volunteer their time and share their experiences.

# Conclusion

Salt Lake County is a vibrant place filled with opportunities. Ensuring that these opportunities are accessible to *all* county residents is the ultimate goal of the members of this task force. Families experiencing an intergenerational cycle of poverty face challenges more entrenched than those facing temporary situational poverty. There is tremendous untapped potential among the residents in poverty. The county needs each resident to be equipped with the opportunity to fully realize their potential in order for our community to truly thrive.

The task force will continue working at the county level seeking policy solutions, as well as encouraging improvement at the state and federal level when appropriate. As the issues of IGP evolve, so too will the approaches and solutions.

*For further information regarding this report or the work of the members of this task force, please contact Nic Dunn, Senior Policy Advisor to Aimee Winder Newton, Salt Lake County Council, District 3 at [njdunn@slco.org](mailto:njdunn@slco.org).*

# Appendix 1 – Geography Data Tables

2016 IGP Children			
County	Zip	City	# of IGP Children
Salt Lake	84006	Bingham Canyon	26
Salt Lake	84020	Draper	153
Salt Lake	84096	Herriman	397
Salt Lake	84044	Magna	1099
Salt Lake	84047	Midvale	1071
Salt Lake	84065	Riverton	405
Salt Lake	84101	Salt Lake City	189
Salt Lake	84102	Salt Lake City	141
Salt Lake	84103	Salt Lake City	79
Salt Lake	84104	Salt Lake City	1050
Salt Lake	84105	Salt Lake City	154
Salt Lake	84106	Salt Lake City	501
Salt Lake	84107	Salt Lake City	832
Salt Lake	84108	Salt Lake City	69
Salt Lake	84109	Salt Lake City	90
Salt Lake	84111	Salt Lake City	249
Salt Lake	84114	Salt Lake City	1
Salt Lake	84115	Salt Lake City	1050
Salt Lake	84116	Salt Lake City	1303
Salt Lake	84117	Salt Lake City	244
Salt Lake	84118	Salt Lake City	1404
Salt Lake	84121	Salt Lake City	323
Salt Lake	84123	Salt Lake City	978
Salt Lake	84124	Salt Lake City	168
Salt Lake	84125	Salt Lake City	2
Salt Lake	84126	Salt Lake City	2
Salt Lake	84127	Salt Lake City	1
Salt Lake	84129	Salt Lake City	829
Salt Lake	84132	Salt Lake City	3
Salt Lake	84165	Salt Lake City	3
Salt Lake	84170	Salt Lake City	2
Salt Lake	84070	Sandy	602
Salt Lake	84092	Sandy	81
Salt Lake	84093	Sandy	104
Salt Lake	84094	Sandy	293
Salt Lake	84009	South Jordan	77
Salt Lake	84095	South Jordan	219
Salt Lake	84081	West Jordan	637
Salt Lake	84084	West Jordan	807
Salt Lake	84088	West Jordan	652
Salt Lake	84119	West Valley City	1931
Salt Lake	84120	West Valley City	1704
Salt Lake	84128	West Valley City	786

2016 data provided by Utah Department of Workforce Services

2016 IGP 18-21			
COUNTY_NAME	ZIP	CITY	NUM_INDIVIDUALS
Salt Lake	84006	Bingham Canyon	2
Salt Lake	84020	Draper	28
Salt Lake	84096	Herriman	44
Salt Lake	84044	Magna	75
Salt Lake	84047	Midvale	99
Salt Lake	84065	Riverton	36
Salt Lake	84101	Salt Lake City	34
Salt Lake	84102	Salt Lake City	21
Salt Lake	84103	Salt Lake City	10
Salt Lake	84104	Salt Lake City	110
Salt Lake	84105	Salt Lake City	17
Salt Lake	84106	Salt Lake City	51
Salt Lake	84107	Salt Lake City	118
Salt Lake	84108	Salt Lake City	8
Salt Lake	84109	Salt Lake City	11
Salt Lake	84110	Salt Lake City	1
Salt Lake	84111	Salt Lake City	29
Salt Lake	84113	Salt Lake City	1
Salt Lake	84115	Salt Lake City	97
Salt Lake	84116	Salt Lake City	151
Salt Lake	84117	Salt Lake City	28
Salt Lake	84118	Salt Lake City	135
Salt Lake	84121	Salt Lake City	31
Salt Lake	84123	Salt Lake City	90
Salt Lake	84124	Salt Lake City	26
Salt Lake	84129	Salt Lake City	79
Salt Lake	84152	Salt Lake City	1
Salt Lake	84170	Salt Lake City	1
Salt Lake	84070	Sandy	53
Salt Lake	84091	Sandy	1
Salt Lake	84092	Sandy	21
Salt Lake	84093	Sandy	18
Salt Lake	84094	Sandy	47
Salt Lake	84009	South Jordan	9
Salt Lake	84095	South Jordan	37
Salt Lake	84081	West Jordan	54
Salt Lake	84084	West Jordan	86
Salt Lake	84088	West Jordan	69
Salt Lake	84119	West Valley City	192
Salt Lake	84120	West Valley City	151
Salt Lake	84128	West Valley City	59

2016 data provided by Utah Department of Workforce Services

2016 IGP Adults			
County	Zip	City	# of IGP Adults
Salt Lake	84006	Bingham Canyon	13
Salt Lake	84020	Draper	129
Salt Lake	84096	Herriman	236
Salt Lake	84044	Magna	633
Salt Lake	84047	Midvale	722
Salt Lake	84065	Riverton	240
Salt Lake	84101	Salt Lake City	492
Salt Lake	84102	Salt Lake City	246
Salt Lake	84103	Salt Lake City	94
Salt Lake	84104	Salt Lake City	655
Salt Lake	84105	Salt Lake City	126
Salt Lake	84106	Salt Lake City	416
Salt Lake	84107	Salt Lake City	626
Salt Lake	84108	Salt Lake City	58
Salt Lake	84109	Salt Lake City	86
Salt Lake	84110	Salt Lake City	3
Salt Lake	84111	Salt Lake City	304
Salt Lake	84112	Salt Lake City	3
Salt Lake	84114	Salt Lake City	4
Salt Lake	84115	Salt Lake City	751
Salt Lake	84116	Salt Lake City	852
Salt Lake	84117	Salt Lake City	174
Salt Lake	84118	Salt Lake City	874
Salt Lake	84121	Salt Lake City	223
Salt Lake	84123	Salt Lake City	634
Salt Lake	84124	Salt Lake City	162
Salt Lake	84125	Salt Lake City	4
Salt Lake	84126	Salt Lake City	3
Salt Lake	84127	Salt Lake City	1
Salt Lake	84129	Salt Lake City	529
Salt Lake	84132	Salt Lake City	1
Salt Lake	84143	Salt Lake City	2
Salt Lake	84144	Salt Lake City	1
Salt Lake	84148	Salt Lake City	1
Salt Lake	84150	Salt Lake City	1
Salt Lake	84152	Salt Lake City	2
Salt Lake	84157	Salt Lake City	4
Salt Lake	84165	Salt Lake City	2
Salt Lake	84170	Salt Lake City	1
Salt Lake	84199	Salt Lake City	1
Salt Lake	84070	Sandy	336
Salt Lake	84091	Sandy	3
Salt Lake	84092	Sandy	75
Salt Lake	84093	Sandy	100
Salt Lake	84094	Sandy	260
Salt Lake	84009	South Jordan	52
Salt Lake	84095	South Jordan	174
Salt Lake	84081	West Jordan	366
Salt Lake	84084	West Jordan	546
Salt Lake	84088	West Jordan	489
Salt Lake	84119	West Valley City	1222
Salt Lake	84120	West Valley City	1053
Salt Lake	84128	West Valley City	432

2016 data provided by Utah Department of Workforce Services

# Appendix 2 – Survey Questions

## Intergenerational Poverty Task Force

### *IGP Cohort Survey Questions*

#### MASTER LIST

##### **Community**

- Thinking about the needs of your family, what additional resources, activities, or programs would you like to see added in your local community?
- If you could change anything about a community resource that is already available in your community, what community resource would you change and how would you change it?
  - If needed provide example: For example, we have public buses but they don't come close enough to my house or at the times I need."

##### **Government Rules/Policy**

- Let's say you or your partner were to get a job, get more hours, or get a raise at a current job. How would these changes in your income affect your public benefits like housing, food stamps, medical, child care, cash assistance, etc.??
  - How would these changes affect your decisions about taking a job, accepting a raise, or working more hours?
  - Follow up question If they answer yes to the first question:
    - How could the rules be changed to better support people who want to get a job, accept a raise, or work more hours?
- Thinking about government rules or requirements related to the benefits you receive, what is one thing that you wish could be changed or done differently?
  - That is, what are the rules or requirements that make it harder for your family rather than easier?

##### **Personal**

- When looking for a work, do you usually find it harder to get a job, or is it harder to keep a job?
  - Follow up question regardless of which answer they choose:
  - What are the things that most get in the way of you "getting a job/keeping a job?"
- If you could wish for one thing to help your family right now, what would it be?

##### **Final question**

- Your local County Council representative is interested in hearing from you. Are you willing to share your thoughts about these issues with your County Council representative?

# Appendix 3 – Survey Response Data Table

## Email Campaign Report

Title: 2019 IGP Survey (copy 01)  
 Subject Line: Survey Reminder: 10 Questions to Build a Better Community  
 Delivery Date/Time: Thu, Mar 07, 2019 9:42 am

## Overall Stats

Total Recipients:	826
Successful Deliveries:	821
Bounces:	5 (0.6%)
Times Forwarded:	0
Forwarded Opens:	0
Recipients Who Opened:	107 (13.0%)
Total Opens:	133
Last Open Date:	3/21/19 2:06AM
Recipients Who Clicked:	10 (1.2%)
Total Clicks:	10
Last Click Date:	3/9/19 2:41AM
Total Unsubs:	4
Total Abuse Complaints:	0
Times Liked on Facebook:	0

## Clicks by URL

URL	Total Clicks	Unique Clicks
<a href="https://www.surveymonkey.com/r/VFWFGM5">https://www.surveymonkey.com/r/VFWFGM5</a>	9	9
<a href="https://www.facebook.com/intergenerationalpoverty/">https://www.facebook.com/intergenerationalpoverty/</a>	1	1
<a href="http://jobs.utah.gov/edo/intergenerational/">http://jobs.utah.gov/edo/intergenerational/</a>	0	0

# Appendix 4 – Survey Responses in Full

*(questions in blue)*

**\*Responses to question 10 have been removed for each respondent, in order to protect privacy**

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## Respondent #1

Collector: Web Link 1 (Web Link)

Started: Friday, February 22, 2019 6:37:51 AM

Last Modified: Friday, February 22, 2019 7:08:41 AM

Time Spent: 00:30:50

### Q1

Thinking about the needs of your family, what additional resources, activities, or programs would you like to see added in your local community?

After school programs that allow or give transportation to your children so parents are able to work appropriate hours. Parent groups or information on where to find groups (support groups), convicted felony resources for those seeking work, disability resources for adults and children in the local community as well as educational classes that don't cost an arm and a leg for those who want to attend. I realize you might already be thinking of vocational rehab, but I have a disability and I don't even know what that is. Someone once said to call and if I don't continue to bother them, they won't help me. What kind of actual help is this ?

### Q2

If you could change anything about any community resource that is already available in your community, what community resource would you change and how would you change it?

I don't honestly know of many community resources, I think that is the problem and not many would know where to find it. We have a board up in our mail room with lots of other good information and people selling things, even posters of missing kids, but nothing about our community or resources. This is sad.

### Q3

Let's say you or your partner were to get a new job, or get more hours, or get a raise at a current job. How would these changes in your income affect any public benefits (like housing, food stamps, medical, child care, cash assistance) that you may be receiving?

Well number one... I have no job, so having one at all would be helpful. Number two, I try to stay off of assistance due to the simple fact that the state doesn't set people up to get off of assistance. I'll never forget the time I had to decline a raise at a job because I was receiving

benefits and my child with Autism needed the childcare services more than having to lose those benefits and pay \$10k out of pocket. How silly is this? Unless an employer gives you a raise that allows you not to lose out on money or the assistance you will be receiving, you are set up to fail. The system is flawed and it is NO WONDER that so many people are still on Medicaid and choosing to stay on it.

#### Q4

How would these changes affect your decision to take a job, accept a raise, or work more hours?

I already answered this question above I feel like.

And to make my point further.... I was actually charged with public assistance fraud for this exactly. Back in 2011 while working overtime and extra hours due to going through a divorce, being 8 months pregnant and attempting to keep my family together, the last thing I thought about was how this affected my benefits. Prior to working overtime, I was well within the income threshold. The overtime was not indefinite and only for a period of time, however many years later and an audit later did I learn of my mistake. I am happy to pay back the money that I should not have received during that time, however it only goes to show and prove that you can't make a difference or change in your life for the good of your family. If I had not worked overtime, I would have been screwed. If I had not had Medicaid and food stamps at that same time, I don't know how I would have survived. This is a very flawed system.

#### Q5

How could the rules be changed to better support people who want to get a new job, or work more hours, or accept a raise at a current job?

Oh boy....well, I am not quite sure how to answer this one. While I may not have a simple and quick answer for that, maybe an incentives program. Instead of punishing or taking away the benefits, weaning them off of them or giving them other benefits in some sort of way. Again, I have not really thought this through but making it so that \$1.00 raise can make or break your whole family is absurd and literally destroys families. I am now a convicted felon who has been out of work for well over 10 months due to this issue. In my 14 year career, I have NEVER been unemployed longer than 2 weeks. I have a very impressive resume and now I have this that is destroying my life, all because I worked overtime to help support my family and what was coming my way.

#### Q6

When thinking about government rules or requirements, is there anything that makes it harder for your family rather than easier? How do you wish it could be changed or done differently?

The only hard thing about one of the rules is to fax things in. Who the hell has a fax? And then telling people to go down to DWS to use their fax is just as bad. No one has time, money or gas to do that. Go electronic and get with the times. Fillable documents that can easily be submitted by uploading after it is filled in. Electronic signatures. It is all quite silly to me. Another rule is when 2 parents are splitting custody with their kids and having to attempt to split the benefits according to the custody arrangement. It literally makes no sense and should be the exact same as if the parent had the child full time if the custody is split.

Another HUGE one would be that all calculations done by the state to get the benefit amounts or determine eligibility should be triple checked before signed off an approved. Meaning 3 people should have to review that the numbers are correct. How is it fair that I got in trouble for fraud yet one of the workers at the state messed up on my case for 6 months, and instead of reprimanding them, they just chose not to charge me with that period of time?! What about that worker? They have me funds that clearly didn't belong to me. This is crazy to me. I even tested the theory that they don't actually review things thoroughly and we as the recipient are somehow left to figure out their algorithms. After my scuffle with the state I submitted my stubs, my employer watched me fax it in. I was making \$23.21/hr. At the time. As soon as it was sent over, I called the state and asked the representative if she received it. Her response was yes, I asked her SPECIFICALLY what the amount of my wage was, to be sure they had it correct in their system because I was not about to get in trouble for a number mistake, sure enough. Her response. \$21.23. Are you kidding me?? I would have then received more assistance than I should have and likely would have gotten in trouble later because someone else didn't do their job. This kind of stuff blows my mind because at what point are we supposed to know what questions to ask? Are we supposed to know that we need to ask auditing questions to the state??

Wow.

Q7

When looking for work, do you usually find it harder to get a job, or is it harder to keep a job?

Harder to find/get a job

Q8

What are the things that most get in the way of you "getting a job/keeping a job?"

I am a convicted felon because I am now charged with public assistance fraud. This is LITERALLY the only thing that prevents me from getting work anymore.

Q9

If you could wish for one thing to help your family right now, what would it be?

I would wish for this all to go away. I would wish to pay back the state, because regardless I did make the mistake, even though I didn't know it, BUT to be charged with 'knowingly, recklessly & intentionally' defrauding the state of Utah is hard. I never did those things. Not once. I now owe \$17,712.28 to the state. I can barely afford my monthly payments to them. This won't be paid off until August 2026 at the \$200 rate I am currently paying them at. I can't get my felony reduced

until then, yet it prevents and holds me back from getting the job I need and have to have in order to support myself and my 2 kids (1 with special needs). I want my felony gone. I want to have a good job again, and I want to be happy. I am sick and sad of being exhausted wondering if I will have the emotional capacity to take on another day of being rejected by another employer because of my record. It is all too much.

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## Respondent #2

Collector: Web Link 1 (Web Link)

Started: Friday, February 22, 2019 12:53:25 PM

Last Modified: Friday, February 22, 2019 1:04:00 PM

Time Spent: 00:10:35

### Q1

Thinking about the needs of your family, what additional resources, activities, or programs would you like to see added in your local community?

More support for families of cancer patients

### Q2

If you could change anything about any community resource that is already available in your community, what community resource would you change and how would you change it?

Did pantries. I would like it to be help to anyone that needs it not just the low income.

Sometimes everyone goes through a hatd time.

### Q3

Let's say you or your partner were to get a new job, or get more hours, or get a raise at a current job. How would these changes in your income affect any public benefits (like housing, food stamps, medical, child care, cash assistance) that you may be receiving?

I would lose all benefits including medical for breast cancer

### Q4

How would these changes affect your decision to take a job, accept a raise, or work more hours?

I feel I would panic and not function in fear of getting no medical

### Q5

How could the rules be changed to better support people who want to get a new job, or work more hours, or accept a raise at a current job?

Give them a chance to get use to the new changes and ween them off of support.

Q6

When thinking about government rules or requirements, is there anything that makes it harder for your family rather than easier? How do you wish it could be changed or done differently?

The whole system needs help. My children can not afford child care but they do not qualify for help.

Q7

When looking for work, do you usually find it harder to get a job, or is it harder to keep a job?

Harder to find/get a job

Q8

What are the things that most get in the way of you "getting a job/keeping a job?"

My health and constant doctor appointments

Q9

If you could wish for one thing to help your family right now, what would it be?

Financial not to end. I have recieved it for a year but my treatments are not over. I don't know how I am going to afford my medications or appointments with no help.

---

**Respondent #3**

Collector: Web Link 1 (Web Link)

Started: Friday, February 22, 2019 3:57:48 PM

Last Modified: Friday, February 22, 2019 4:01:19 PM

Time Spent: 00:03:31

Q1

Thinking about the needs of your family, what additional resources, activities, or programs would you like to see added in your local community?

Medicaid expansion to cover adults when they graduate from CHIP and are unable to work or go to school.

Q2

If you could change anything about any community resource that is already available in your community, what community resource would you change and how would you change it?

As above, expand medicaid

Q3

Let's say you or your partner were to get a new job, or get more hours, or get a raise at a current job. How would these changes in your income affect any public benefits (like housing, food stamps, medical, child care, cash assistance) that you may be receiving?

i do not receive public benefits.

Q4

How would these changes affect your decision to take a job, accept a raise, or work more hours?

none

Q5

How could the rules be changed to better support people who want to get a new job, or work more hours, or accept a raise at a current job?

NA

Q6

When thinking about government rules or requirements, is there anything that makes it harder for your family rather than easier? How do you wish it could be changed or done differently?

Less paper work for applications

Q7

When looking for work, do you usually find it harder to get a job, or is it harder to keep a job?

Harder to find/get a job

Q8

What are the things that most get in the way of you "getting a job/keeping a job?"

health issues

Q9

If you could wish for one thing to help your family right now, what would it be?

Better access to functional medicine alternatives

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**Respondent #4**

Collector: Web Link 1 (Web Link)

Started: Saturday, February 23, 2019 5:15:05 PM

Last Modified: Saturday, February 23, 2019 5:53:59 PM

Time Spent: 00:38:54

Q1

Thinking about the needs of your family, what additional resources, activities, or programs would you like to see added in your local community?

Parks and recreation spaces maintained & improved. Online community education classes.

Q2

If you could change anything about any community resource that is already available in your community, what community resource would you change and how would you change it?

Free mental health counseling specifically for families dealing with addiction. This wouldn't necessarily be for addicts but for families to get or stay healthy and hopefully help break the addiction cycle and preserve the family.

Q3

Let's say you or your partner were to get a new job, or get more hours, or get a raise at a current job. How would these changes in your income affect any public benefits (like housing, food stamps, medical, child care, cash assistance) that you may be receiving?

I'm not receiving public benefits.

Q4

How would these changes affect your decision to take a job, accept a raise, or work more hours?

Not applicable

Q5

How could the rules be changed to better support people who want to get a new job, or work more hours, or accept a raise at a current job?

I love that Social Security offers a "grace" period where you can earn a higher income and it won't effect your benefits. Maybe a grace period for public benefits would encourage a higher earned income and enable transitional employees to become permanent employees who become independent.

Q6

When thinking about government rules or requirements, is there anything that makes it harder for your family rather than easier? How do you wish it could be changed or done differently?

Calculating taxes. It's very difficult to figure out what actual take home pay will be. Grocery shopping is the same. You think you're within your budget and whammy at the checkout. You have to decide what goes and everyone around you is annoyed. It's awful.

Q7

When looking for work, do you usually find it harder to get a job, or is it harder to keep a job?

Harder to keep a job

Q8

What are the things that most get in the way of you "getting a job/keeping a job?"

Childcare when my kids are sick so I don't miss work. After school programs that are free/inexpensive so that it's not justifiable to leave young (8-11yo) home alone until older siblings or parent's come home.

Q9

If you could wish for one thing to help your family right now, what would it be?

Stability

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### Respondent #5

Collector: Web Link 1 (Web Link)

Started: Thursday, March 07, 2019 9:53:21 AM

Last Modified: Thursday, March 07, 2019 10:00:52 AM

Time Spent: 00:07:31

Q1

Thinking about the needs of your family, what additional resources, activities, or programs would you like to see added in your local community?

Help getting a person who is single n has no children housing or help them get into a apartment.

Q2

If you could change anything about any community resource that is already available in your community, what community resource would you change and how would you change it?

I would change the shelters. Get more privacy for people and more staffing to keep up on the laundry cuz there are alot of ppl who get lice and bed bugs from the shelters.

Q3

Let's say you or your partner were to get a new job, or get more hours, or get a raise at a current job. How would these changes in your income affect any public benefits (like housing, food stamps, medical, child care, cash assistance) that you may be receiving?

It would affect food stamps. They lower the amount based on ur hours and pay. And it doesnt help ppl. We struggle more

Q4

How would these changes affect your decision to take a job, accept a raise, or work more hours?

I would take more vours due to the fact that rent has to be paid utilitys car payment car insurance daycare hospital visit necessity one person cant afford all of it with a 9.00 per hour job.

Q5

How could the rules be changed to better support people who want to get a new job, or work more hours, or accept a raise at a current job?

Ask them to do a workshop or to volunteer so many times a month instead of dropping their food stamps.

Q6

When thinking about government rules or requirements, is there anything that makes it harder for your family rather than easier? How do you wish it could be changed or done differently?

Q7

When looking for work, do you usually find it harder to get a job, or is it harder to keep a job?

Harder to find/get a job

Q8

What are the things that most get in the way of you "getting a job/keeping a job?"

No transportation and working around bus schedule

Q9

If you could wish for one thing to help your family right now, what would it be?

For my own studio. And to help get a job

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**Respondent #6**

Collector: Web Link 1 (Web Link)

Started: Thursday, March 07, 2019 12:25:55 PM

Last Modified: Thursday, March 07, 2019 12:54:21 PM

Time Spent: 00:28:26

Q1

Thinking about the needs of your family, what additional resources, activities, or programs would you like to see added in your local community?

I think we need more accessible information about programs such as: help to pay rent when family faces a crisis; Where to go if we don't have health insurance; Activities in the area for people with disabilities.....etc.

Q2

If you could change anything about any community resource that is already available in your community, what community resource would you change and how would you change it?

I don't know if we have a Big Brother program in our area; but I would make sure the information is out there and I will take flyers about it to other agencies to distribute it between people they

offer services for and they know they have disabilities or issues to make friends, so they can be helped as well.

### Q3

Let's say you or your partner were to get a new job, or get more hours, or get a raise at a current job. How would these changes in your income affect any public benefits (like housing, food stamps, medical, child care, cash assistance) that you may be receiving?

We need to report any changes in our incomes to give a chance to agencies to adjust our benefits. I don't know if that answers the question, but I know that there is a lot of people that forget to do that or they don't have a clear idea on how to do it.

### Q4

How would these changes affect your decision to take a job, accept a raise, or work more hours?

Personally I would accept a raise or work more hours to be able to get out of the system.

### Q5

How could the rules be changed to better support people who want to get a new job, or work more hours, or accept a raise at a current job?

Raising the limits in poverty level will help. A lot of times the limited income that a person could get is not enough to cover basic needs.

### Q6

When thinking about government rules or requirements, is there anything that makes it harder for your family rather than easier? How do you wish it could be changed or done differently?

- 1- Raising the poverty level will help significantly
- 2- Adjusting numbers when someone earn some money working, to avoid the adjustment in benefits be lower and a way that the earnings will help families to actually improve their living.

### Q7

When looking for work, do you usually find it harder to get a job, or is it harder to keep a job?

Harder to keep a job

### Q8

What are the things that most get in the way of you "getting a job/keeping a job?"

- 1- Lack of reliable transportation
- 2- The living cost is too high and income from a job not enough
- 3- Mental issues, lack of confidence, poor judgement skills, poor health.....etc.
- 4- The need for mental health professionals is very important, but is difficult to find the ones that will take medicaid

Q9

If you could wish for one thing to help your family right now, what would it be?

To be able to find a steady job in where I will work peacefully and provide for my family. If is closer home, it will ideal; in that way I would not need a transportation to get there. If issues arrive in the job, I wish to find the help I need to overcome it and keep going confidently.

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**Respondent #7**

Collector: Web Link 1 (Web Link)

Started: Friday, March 08, 2019 11:27:24 PM

Last Modified: Friday, March 08, 2019 11:34:20 PM

Time Spent: 00:06:56

Q1

Thinking about the needs of your family, what additional resources, activities, or programs would you like to see added in your local community?

Dental for women with kids and really bad teeth.

Q2

If you could change anything about any community resource that is already available in your community, what community resource would you change and how would you change it?

Gym membership free for extremely over weight (obese).

Q3

Let's say you or your partner were to get a new job, or get more hours, or get a raise at a current job. How would these changes in your income affect any public benefits (like housing, food stamps, medical, child care, cash assistance) that you may be receiving?

Wish I would not lose them specially food stamps and Medicaid.

Q4

How would these changes affect your decision to take a job, accept a raise, or work more hours?

How would it affect hesitant because I don't have gills to get a good-paying job

Q5

How could the rules be changed to better support people who want to get a new job, or work more hours, or accept a raise at a current job?

Give him help where need be food daycare more pay

Q6

When thinking about government rules or requirements, is there anything that makes it harder for your family rather than easier? How do you wish it could be changed or done differently?

Give mother's more support when trying to make ends meet and still have the father in the home

Q7

When looking for work, do you usually find it harder to get a job, or is it harder to keep a job?

Harder to keep a job

Q8

What are the things that most get in the way of you "getting a job/keeping a job?"

Schedule

Q9

If you could wish for one thing to help your family right now, what would it be?

A home of are own that is pay for or assistance with the background history

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## Respondent #8

Collector: Web Link 1 (Web Link)

Started: Thursday, March 14, 2019 10:02:05 AM

Last Modified: Thursday, March 14, 2019 11:23:23 AM

Time Spent: 01:21:17

Q1

Thinking about the needs of your family, what additional resources, activities, or programs would you like to see added in your local community?

Walking spaces. Downtown traffic is so bad, and trax doesn't necessarily go where you need it to. If there were more developments created that had housing and businesses within walking distance, it could help cut down the problems with traffic.

Q2

If you could change anything about any community resource that is already available in your community, what community resource would you change and how would you change it?

Maybe find a way to get Trax and Frontrunner to come more frequently, have expanded routes or potentially have more cars. At certain times during the day the busses, Trax and Frontrunner are so full that people have to cram into the open space and stand hoping they don't fall on the people around them.

### Q3

Let's say you or your partner were to get a new job, or get more hours, or get a raise at a current job. How would these changes in your income affect any public benefits (like housing, food stamps, medical, child care, cash assistance) that you may be receiving?

Since all of those are affected by income, it would be a concern. I personally wouldn't qualify anyway, but I know that's a concern for a lot of people. If you had more actual affordable housing units instead of the luxury apartments popping up all over Salt Lake the housing issue would be less concerning. You can still have a decent place to live without a rooftop basketball court, indoor pool and the other luxuries many of these apartment complexes have. A lot of people who are seeking housing near the Salt Lake because of a job would be fine with a studio or even an apartment with a couple of rooms that didn't cost \$800+ a month. If people are only supposed to spend 35% of their income on housing, it's not logical for all of the prices to be well above 300-500 per month. Some people make enough to afford a place that is \$1,000 per month, and it is only a small part of their income, but a lot of the people who work downtown can't afford that without sacrificing a lot of other things, because it takes up so much of their paycheck. The luxury apartments are not a good solution for the housing crisis in Utah. Four walls, a roof and a door is really all some people need. They don't care about the extra stuff. They just want a safe place to call home that they can actually afford.

### Q4

How would these changes affect your decision to take a job, accept a raise, or work more hours?

Like I said I don't qualify for anything anyway, but that is a real concern people have. They have to take a hard look at their current basic expenses for living, including food, housing (mortgage or rental payment, utilities, needed repairs, etc.), car (insurance, gas, registration, payment if one exists) if applicable, clothing, potential savings, medical requirements (insulin, medications, assistive devices, regular treatments, etc.) if applicable, debts (loan payment, child support or alimony payments, wage garnishing, etc.) and determine whether or not taking the higher paying job will be able to cover all of the costs of their basic needs. If it doesn't without those resources they may lose, they probably would stay with the lower paying job in order to maintain those vital resources. It's a catch 22 for someone who is living near or at poverty level, because they literally can't afford to take a better paying job unless it's so much higher that it actually covers their expenses. Mind you these are the people living on ramen and other cheap unhealthy food, getting their clothing from thrift stores or hand me downs from neighbors and can't afford to enjoy any of the entertainment options that Salt Lake has to offer. Again actual affordable housing would help alleviate some of the financial strain on these individuals. Not all

of it, but if they could get into a decent place paying around \$500 a month for rent instead of \$1,000 per month, they would definitely be better able to work more hours or accept a raise or higher paying job.

#### Q5

How could the rules be changed to better support people who want to get a new job, or work more hours, or accept a raise at a current job?

Unfortunately since many of these are federal programs, you don't really have any control in regards to the rules. You can't change the income rules for SNAP benefits, temporary assistance or child care assistance on just a city level. If the city has specific programs you do have a little control, but if you want to change the federally funded programs, you literally need to talk to a higher power. If you could make changes, I would recommend maybe changing the amount of benefit an individual can receive before they are completely cut off. The goal with those programs is to eventually have an individual financially stable enough to not need those programs, but sometimes someone makes a little too much or works too much and they are cut off when they still really need it. Maybe have a grace period of six months or so for them to adjust their bills and debts to be able to be financially prepared to be cut off from those resources. Even if someone is making more, it doesn't immediately make enough of an impact to completely change their financial situation.

#### Q6

When thinking about government rules or requirements, is there anything that makes it harder for your family rather than easier? How do you wish it could be changed or done differently?

As I said before there isn't a lot of wiggle room for someone increasing their income and getting off those resources. The people who use them rely on them to stay afloat. SNAP essentially gives someone \$4 per day, and even though it's not a ton of money, people who use it factor it into their budget for the month. If that all of a sudden goes away it can cause some significant financial stress for the user. I would recommend adjusting the stipulations so people can wean off the program over a few months, so they can adjust to their new income, or just have lower benefit amounts for people who don't make quite enough to cover all of their actual necessary bills, but make enough that they don't qualify for any assistance programs.

#### Q7

When looking for work, do you usually find it harder to get a job, or is it harder to keep a job?

Harder to find/get a job

Q8

What are the things that most get in the way of you “getting a job/keeping a job?”

Finding a job can be difficult, especially for someone who is just getting out of school, or has a criminal record. I do not have a criminal record, but I know a lot of people struggle to get someone to give them a chance when they are released from jail or prison. In some cases the prison may have something set up for recently released individuals, so they have accountability with an employer and their parole officer, but a lot of people leave with no prospects, and often fall into recidivism. Maybe incorporate opportunities for those individuals to be able to find a job with a decent wage and housing they can afford, so they don't turn back to crime to make ends meet. As for individuals graduating from school, a lot of entry level jobs are not high paying and many have a stipulation on time commitment before someone can receive benefits such as retirement, health insurance and job security. You can't control what private employers choose to do, but maybe you can offer incentives for employers to open positions for individuals with less experience because they just graduated from school or need to be given a chance because of their imperfect background. If we can help people get a leg up, it will help our community grow and flourish.

Q9

If you could wish for one thing to help your family right now, what would it be?

Like I said before, I'm not struggling too bad other than trying to find affordable housing in the market. I've got a place, but it's not ideal. When older two bedroom houses are selling for \$350,000+ how do you expect families to be able to afford that? In the current market people have to save for years to be able to afford a down payment that will make enough impact for their mortgage to be an amount they can afford. Keep in mind many of these families are barely getting by. They aren't going to Disneyland on the weekends or seeing concerts at Abravenel Hall every week. These are the people who go to the park for entertainment, potentially drive an old car that is barely running or use public transportation as much as possible and getting something off the dollar menu at McDonald's is a crazy splurge purchase. I would definitely say your biggest concern in Salt Lake should be focused on getting actual affordable housing that isn't a crack house on the west end of town. Some of those hotels on the west end of North Temple do rent to families for an affordable rate, but it's definitely not a place I would call safe. Again things like tennis courts, basketball courts and pools are a nice selling feature, but a lot of people just need a safe place to call home that doesn't suck up all of their income every month. The luxury apartments aren't helping solve anything. I would dare say they are driving people out of the city or some into homelessness. It's great that people want to move here, but making

it so people can't afford anything. It's not just people who experience intergenerational poverty who struggle to find housing in the current market. Some people have a decent job, decent credit score and still can't afford any housing in Salt Lake. You've got to decide if you actually want people to live in Salt Lake, or just work and visit. That's where your options are right now with the way things are going. If people can't afford to live here, they won't. They will commute in for work or entertainment from Davis, Weber, Tooele, Summit and Utah counties, and will leave when they get off work or out of the play or concert and leave. If you want revenue to stay in Salt Lake, make it a place people want to be and don't need to drive out of their way to find places to explore.

# Appendix 5 – System Navigator Vision

*This write up was provided by SLCO HCD during the fall budget process*

HCD is excited to be working towards an implementation of a “System Navigator” pilot project in FY19. This initiative will leverage the case management which is being provided within individual programs, by giving client beneficiaries access to and control of their own client record, so that they may “own their own story”. It is envisioned that beneficiaries will have both accessibility to their own data as they navigate multiple providers within the service delivery system, and accountability for their own unique journey towards self-reliance. System navigators will provide guidance when personal interaction is needed in lieu of technology to assist clients on those pathways. Case managers will have the opportunity to draw from and contribute to those individual stories, as invited by individual client beneficiaries. Currently, systemic barriers limit and prevent sharing information about individual clients between organizations and data systems, which severely impacts case manager effectiveness, client success, and the ability of funders to analyze either. Agencies that apply for funding in FY19 must be willing to participate in the development and implementation of the Service Navigator Pilot Project, and it is anticipated that agencies will benefit from a new way to demonstrate how their case management impacts individual client outcomes.

The “System Navigator” pilot project will be facilitated by a proposed Salt Lake County annual investment of \$200,000 for each of the years in the two-year initial term of the project, which will leverage the impact of the approximate \$1,000,000 in grant funds which are awarded annually to local non-profit service providers. The project will build upon the ongoing efforts of the Intergenerational Poverty Initiative by tracking specific, aligned, system-level indicators, which will be reported and analyzed at a client-level. It will also incorporate certain elements of the successful service delivery strategies which have been implemented by human service agencies and Community Action agencies across the country, in the scope of comprehensive, long-term case management and journey mapping being offered in conjunction with co-aligned and bundled services for a holistic approach to achieving self-reliance.

The game-changing component of the System Navigator pilot is that we are seeking to facilitate the technology that will allow the beneficiaries of the programs funded by Salt Lake County HCD to have web-based access AND CONTROL of their own client record, which will allow them to connect their data and their goals and their documents to the applications, services and programs that they trust, instead of waiting for agency MOU’s or agency releases of information to be processed.

# Appendix 6 – Salt Lake County Data

Data provided via an email data request through Utah Department of Workforce Services in May of 2019.

Received Public Assistance in Salt Lake County	
	CY2018 Monthly Average
Adults and Children	135,799
All Adults (age 18 and above)	59,095
Married with Children	9,709
Single Parents	16,908
Adults without Children	32,691
Worked over 160 hrs*	6,733
Worked under 160 hrs*	12,644
Received No Income	39,718
Elderly (age 60 and above)	5,999
Disabled	14,069
Adults and Children in IGP cohort	25,648

Received Public Assistance in Salt Lake County, CY2018 Monthly Average						
Benefit	Total	# Children	# Adults	# Elderly	# Disabled	# in IGP18 Cohort
Financial Assistance	4,384	3,139	1,245	29	510	1,312
Child Care **	9,415	6,564	2,851	9	0	3,522
SNAP (Food Stamps)	73,945	37,362	36,583	6,632	9,550	17,979
Medical	117,484	72,216	45,268	10,678	17,559	21,440

**Notes:**  
 Public assistance as defined in IGP18 (CY2017) - programs include Medical, SNAP, Financial Assistance, Child Care  
 \* Hours worked are identified during reviews  
 \*\* Those receiving Child Care are all eligible household members counted in the filing unit, which generally includes parents and all children under age 18 living at home.

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Nic Dunn, Salt Lake County Council staff

*Gratitude is directed to all the individuals that have been so thoroughly involved in this task force. Intergenerational poverty remains an issue deserving of attention. As the work moves forward, more individuals are expected and welcomed to be involved.*