

We offer technology, training, data tracking, and network development to connect people to life-enhancing benefits and resources.

ANNUAL REPORT

FY Oct 2018 - Sep 2019



**Building pathways out of
poverty one client at a time**

www.singlestop.org

EXECUTIVE SUMMARY

Our mission is to build pathways out of poverty by leveraging partnerships and technology to connect people to existing resources, all through a unique one-stop shop.

Every person deserves the American Dream

In FY 2018-2019, we at Single Stop continued our work to break the cycle of poverty by empowering partners to connect individuals and families to resources within their communities, linking over 200,000 people to over \$5.5M worth of supports and services. It was a year of expansion and change. We experienced growth in our college network and shared evidence of positive impact on student success through the release of an evaluation by Metis Associates. Overall we added 11 new partners to the Single Stop family.

We engaged in a full-scale reorganization in anticipation for growth in 2020 and beyond. This included adding staff to our technology team to prepare for the rollout of Single Stop Technologies 3.0 and the creation of new teams focused on Business Development, Training and Support, Partner Services, Wrap Around Services, and Research and Innovation. We capped this work with a powerful staff retreat in New York facilitated by our Fedcap partners from the Dixon Center.

We are a unique one-stop shop.

Single Stop offers one of the most comprehensive benefits access models in the country.



Single Stop 2019

BY THE NUMBERS



Using **1** service model,

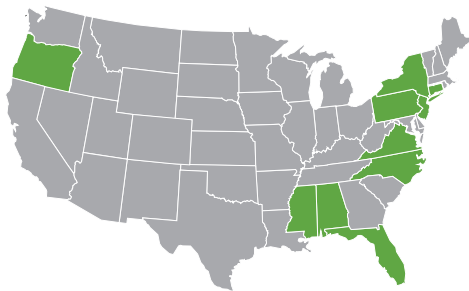


211,757 individuals were connected





to **\$551,058,288** in unclaimed resources.

With programs in **10** states, our partners connected people to



52,888 food and nutrition programs,

averaging  **\$1,336** per person.

Our tax sites filed  **66,411** returns, valued at  **\$1,537** per person in refunds,

and our navigators enrolled



30,007 people in


health insurance, valued at



\$4,386 per person.

We provided **64** workshops and trainings to **241** people, representing **77** hours of instruction.

Our tech team spent over  **10,000** hours on technology improvements,

and we welcomed  **11** new partners to our network.

OUR MISSION IN ACTION

Serving Students

Single Stop continues to grow its work within higher education, adding 3 new colleges to our network of over 30 college partners in 10 states in the past year. Our partners used the Single Stop model to connect 38,716 students to 92 types of benefits, averaging \$900 per student in resources to support student success - and we are seeing results.

This fiscal year Single Stop presented a report in partnership with Metis Associates on an independent study on the academic performance of students enrolled at Community College of Philadelphia. In this study researchers found that first time in college students (FTIC) who utilized Single Stop services were 9.6 percentage points more likely to stay enrolled or have graduated than their peers who did not utilize Single Stop. They also found higher degree credit pass rates and grade point averages for students who utilized Single Stop services.

In an annual survey of partners, 85% of our college respondents agree Single Stop makes a difference in the lives of students.



Students like Melissa Aponte, a single mom in Philadelphia, often believe dropping out is their only option when faced with the high cost of college. Students are regularly forced to choose between groceries and graduation, which is why Single Stop partners with colleges to connect students to resources that supplement financial aid. By getting support through Single Stop at Community College of Philadelphia, Melissa was able to stay enrolled, and graduated with a degree in Healthcare Studies.



“Students who utilized Single Stop are more successful than their peers who do not.”



Zhu, J., Harnett, S., & Scuello, M. (2018). *Single Stop final impact and implementation report*. Metis Associates. www.metisassociates.com

ORGANIZING FOR SUCCESS



With the ambitious goal of serving half a million households annually by 2024, Single Stop reorganized and grew its team to better serve partners and to take the model to scale nationally. The technology team more than doubled, from 3 to 8 members, adding expertise and increasing capacity in preparation for a 2020 release of Single Stop Technologies 3.0. This updated version of our technology will include increased functionality and capability, a conversational screener, and a more user-friendly experience.

Our partners love what we do.

In an annual survey of our partners, 91% of respondents stated that Single Stop staff were professional and easy to work with, and 85% said they would recommend Single Stop to another organization.

The reorganization was implemented to maximize individual strengths creating the Business Development, Partner Services, Training and Support, Wrap Around Services, Research and Innovation, and Operations teams. Working in this manner has led to new innovations and offerings such as a training for partners on how public charge policy impacts SNAP enrollments and an updated approach to key performance indicators.

Our newly developed Partner Services Team designed and implemented a new fully online 8-week launch course for incoming partners. The course is cohort-based and covers all aspects of the Single Stop model, including outreach methodology, supporting individuals through the benefits enrollment process, and using data to drive decisions about program expansion and improvement. One partner said of the program,

“I think the course flows really well. The topics are relevant and participants feel comfortable jumping in and asking questions.”



PARTNER HIGHLIGHTS

Serving Those Who Serve

In 2019 we served 2,255 Veterans, connecting them to resources such as food pantries, Medicaid, and SNAP. While all of our partners serve Veterans and military families, our partner Soldier On has been engaged in powerful and in-depth work with homeless Veterans in New Jersey. Providing support and services to homeless Veterans, Soldier On takes a holistic and empowering approach to service and care, leveraging Single Stop as a tool to supplement current services they provide. They also utilize Single Stop as a means to support those who may not qualify for Soldier On services. In 2019 Soldier On served 30 Veterans, connecting them to \$20,394 in benefits and resources such as SNAP and health insurance. By partnering with Single Stop, organizations serving Veterans can increase access to available resources and ensure those who serve our country have what they need to land on their feet in the civilian world.



Our Partners in Action

Many of our partners go above and beyond service to their own clients and students by sharing the success of the Single Stop model. Recently staff from our partner Linn-Benton Community College (LBCC) presented about their work at the Oregon Student Success Conference. Currently our only partner in Oregon, Single Stop has consulted with LBCC to integrate the innovative facilitated self-assistance tax model. Using this model LBCC completed 70 returns in their first year of assisting students with taxes, putting additional resources into the pockets of their students.



Sarah Crawford, National Director for Partnerships & Programs with Amanda Stanley, Single Stop Resources Navigator for Linn-Benton Community College, at the Oregon Student Success Conference.

DID YOU KNOW?

Single Stop is the fifth largest free tax provider in the country.



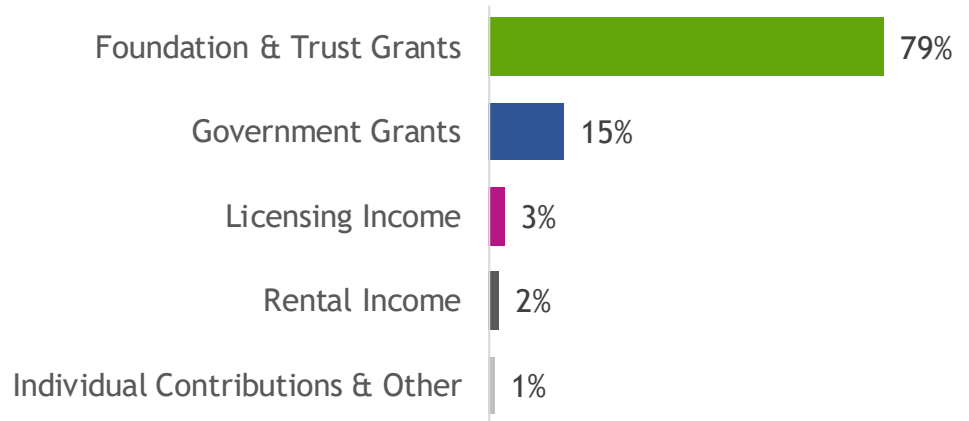
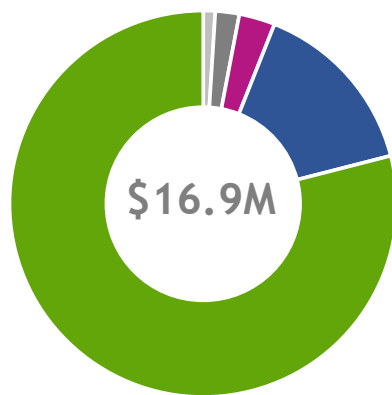
FINANCIAL REPORT

FY October 1st, 2018 to September 30th, 2019

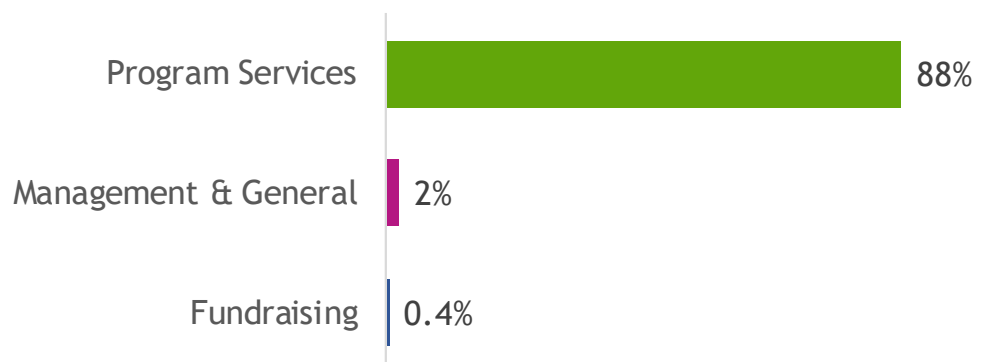
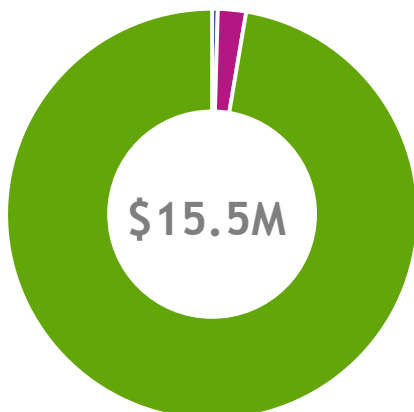
Overview

Single Stop is proud of our strong financial position as we continue to diversify our revenue. We work to grow our impact through new partnerships with colleges and community based organizations. We are also increasing our impact by creating new partnerships through government contracts. Single Stop continues to focus on thriving with the help of individual donors, corporate supporters, and foundations. One particular area of growth over the past year was through our work with the Internal Revenue Service, the NYC Department of Consumer Affairs and Intuit Financial Freedom Foundation to provide free tax preparation services both in NYC and across the country.

Revenue



Expenses





A SPECIAL THANKS

We are grateful for the many donors and partners that support the life-changing mission of Single Stop.

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