



Single Stop

Creating a new pathway for economic mobility in America

Over 43 million Americans live in poverty. Imagine if there were billions of dollars in benefits and countless services available to move them up the economic ladder. Guess what? There are. We just need to ensure that the resources reach the people who need them most.

THE SOLUTION IS SIMPLE, YET REVOLUTIONARY

Connecting families to these benefits and resources is a problem of logistics, and solving it means moving millions of people towards economic security. Single Stop is creating a new pathway for economic mobility in America. Our innovative approach breaks the cycle of poverty by leveraging existing financial resources with opportunities for education, counseling, training, and support—a powerful recipe for lifelong financial stability. Through a unique combination of innovative technology and programmatic expertise, Single Stop is growing the competitive workforce and strengthening local communities.

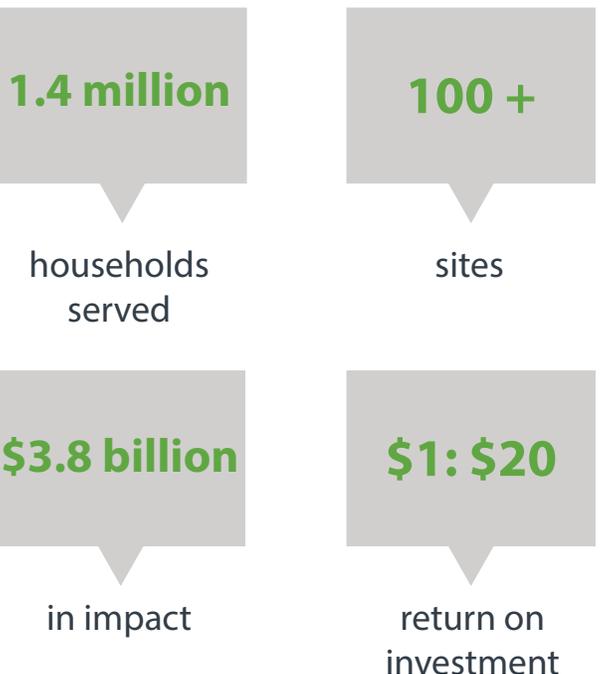
Single Stop meets individuals and families on their terms at the places they frequent most. Our “one-stop-shop” model provides unprecedented ease of access to a holistic set of public benefits and services, in one place at one time, utilizing technology to create maximum impact. Since 2007, we’ve connected 1.4 million households with \$3.8 billion in benefits and services. But with 43 million Americans in need, there’s more to do.

We know the power that one-stop-shopping has online, so why haven’t we applied e-commerce principles to the things that matter most to us all? Single Stop seeks to change that.

Single Stop believes that finding things such as low-cost healthcare, nutrition assistance, and financial aid should be as straightforward as purchasing an item from your favorite online store. Inspired by the convenience of consumer-facing programs like Amazon.com and Yelp, Single Stop has built a platform that is projected to reach millions of households. This tool will take Single Stop’s proven service model to its most ambitious scale.



SINGLE STOP BY THE NUMBERS

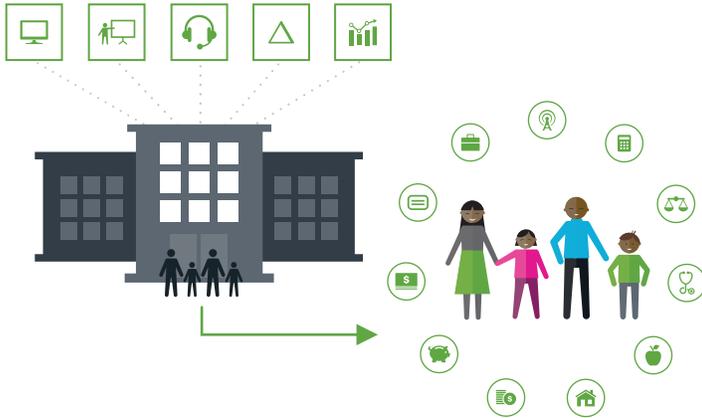




Single Stop

Creating pathways to economic mobility in America

Single Stop harnesses America’s most effective anti-poverty tools to create economic mobility for low-income individuals. We have a unique approach to breaking the cycle of poverty: rather than seeking new resources to help low-income clients meet their basic needs, we tap into existing, yet underutilized resources that can provide ongoing support to individuals who are struggling financially. In this way, one visit to a Single Stop site can catalyze a transformation in the lives of low-income families, empowering them to pursue long-term goals such as education and training, as well as opening the door to life-long economic security.



Single Stop empowers clients to achieve and sustain economic self-sufficiency over a lifetime.

Single Stop’s approach to breaking the cycle of poverty ensures clients and their families are able to access the existing resources they need to thrive. Single Stop prepares our clients to pursue long-term goals, like education and training that can change the trajectory of their lives.

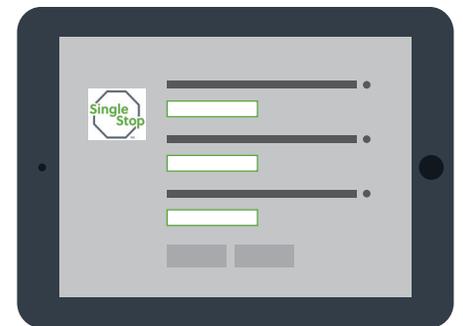
One of the features that sets Single Stop apart from other social service providers is our ability to provide a wide range of transformative resources in one place at one time. Single Stop believes that while access to a single resource or program can provide a temporary relief for struggling individuals, long-term financial stability is more often achieved when clients are provided with wraparound services that encompass the full power of America’s anti-poverty programs.

USING TECHNOLOGY TO REIGNITE THE ENGINE OF ECONOMIC MOBILITY

Over the last decade, the development of groundbreaking software platforms have revolutionized consumer markets and solved an array of complex organizational problems. However, a comprehensive technology solution has yet to emerge in the human services sector to help low-income individuals easily find and navigate the available, but uncoordinated, resources intended for them.

Single Stop is changing that.

We believe that finding things such as low-cost health care, nutrition assistance, and financial aid should be as straightforward as purchasing an item from your favorite online store. Inspired by the convenience of consumer-facing programs like Amazon and Yelp, Single Stop has built the nation’s first online marketplace for social services. This tool will take our proven service model to its most ambitious scale, drive efficiencies in the human services sector, and dramatically increase the utilization of government resources and community supports.



Single Stop’s new platform, based on its successful benefits screening and case management technology, will allow students and families to “self-serve,” simultaneously searching for and coordinating public aid (e.g. benefits and student financial aid) with resources from other non-profits. With automated reminders and behavioral prompts to provide guidance and follow-up care, this tool will enable self-advocacy for individuals and funnel users who need additional/intensive in-person care to experts at existing partner sites. Just as one may use tax preparation software to complete a straightforward tax return or hire an accountant to solve more complex tax issues, Single Stop’s platform will maximize scale by triaging users to the right level of service at the right time.

SINGLE STOP AT COMMUNITY COLLEGES

Recognizing that a postsecondary degree provides one of the surest paths out of poverty, Single Stop's Community College Initiative was established in 2009 as a way to harness two of the country's most effective anti-poverty tools: coordinated access to America's safety net and a post-secondary education. Studies have shown that low-income individuals are five times more likely to move out of poverty if they attain a postsecondary degree or credential. Unfortunately, the vast majority of low-income students never make it to graduation day: nearly half drop out within a year and less than a quarter attain a degree within six years of enrolling. Low retention and graduation rates are not surprising given the many financial obstacles students confront.



Putting food on the table, paying for medication, finding child care, affording transportation, and paying rent can pose the greatest challenge to staying in school. While low-income students continue to confront significant financial obstacles to achieving their greatest potential, billions of dollars in safety net resources, tax credits, and supportive services remain unclaimed. Connecting students to existing resources is a problem of logistics, and solving it means moving millions towards long term economic security.

OUR MODEL

BENEFITS COUNSELING

Site staff expertly guide clients in applying for relevant benefits, including supplemental nutrition, affordable healthcare, housing assistance, child care, college financial aid, and other local resources. Through this process, Single Stop not only links clients to resources and services that will give them a foundation of economic security, but we also empower them with enduring knowledge about available public support from which they can continue to draw if necessary.

FINANCIAL COUNSELING

Financial literacy provides individuals and their families with the skills needed to cope with financial challenges such as credit card debt, short and long-term savings, as well as enables them to make use of the resources that Single Stop provides. One-on-one financial counseling sessions build lifelong money management skills.

CASE MANAGEMENT

With Single Stop's web-based screening platform and case management system, site staff can provide holistic support to clients and ensure they are receiving all of the services they need. Single Stop combines technology, human support, and site integration to increase its reach and effectiveness.

TAX PREPARATION

Through Single Stop's sites, clients can receive free tax preparation. Tax preparation ensures that clients receive the tax credits and refunds they earned and helps them to gain financial stability and responsibility as they begin to build assets.

LEGAL COUNSELING

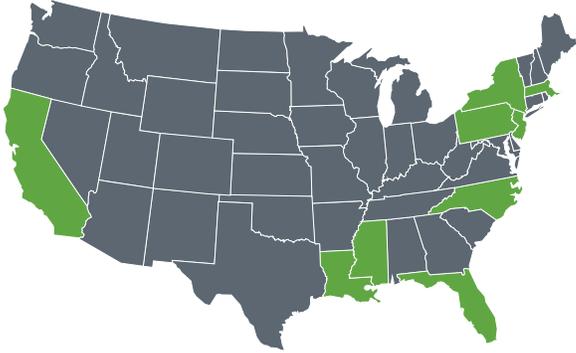
Single Stop sites provide free legal assistance and referrals, helping clients to resolve critical issues in areas such as housing, evictions, child care, health care, and immigration.

BUILDING THE EVIDENCE

A preliminary retention study undertaken at Kingsborough Community College of the City University of New York found that students receiving Single Stop services had an average retention rate that was 17 percentage points higher than other economically disadvantaged students. With institutional funding increasingly linked to student performance and persistence, the college benefits when students can afford to re-enroll. Single Stop stands out as a double-bottom-line program with the ability to enhance both student and college finances.

WHERE IS SINGLE STOP?

Single Stop operates at over 100 community colleges and local community anchors in 9 states
...and counting.



- » New York
- » New Jersey
- » California
- » Florida
- » Louisiana
- » Massachusetts
- » Pennsylvania
- » Mississippi
- » North Carolina

SINGLE STOP HISTORY AND RESULTS

Single Stop is breaking the cycle of intergenerational poverty in two ways: In the short term, it provides individuals and families with access to crucial benefits and services that supplement their income and augment traditional forms of financial aid. In the long term, it yields higher increased lifetime earnings and greater economic mobility and by supporting residents of low-income communities in their efforts to improve their lives. Research has shown that access to public benefits promotes family stability and job security, improves long-term educational and health prospects, and helps families begin to save for the future.

Since spinning off from the Robin Hood Foundation in 2007, Single Stop has connected more than **1.4 million** households to **\$3.8 billion** in transformative resources and services across its 100+ sites. For every \$1 invested in Single Stop, we generate \$20 in impact to our clients. To achieve this scale and impact, Single Stop provides our college and community partners with training, program assistance, evaluation, change management consulting, and, importantly, proprietary technology. These tools empower each site to offer low-income families wraparound services that include benefits screening, case management, tax preparation, and legal and financial counseling—all under one roof and all cost-free. Today, Single Stop's Community College Initiative operates at more than 30 community college campuses (FL, LA, MA, MS, NC, NJ, NY, PA).

SINCE 2007, SINGLE STOP
AND ITS PARTNERS HAVE SERVED OVER

1.4 MILLION

FAMILIES AND INDIVIDUALS,
CONNECTING THEM TO MORE THAN

\$3.8 BILLION

IN BENEFITS, TAX REFUNDS,
AND SUPPORTIVE SERVICES.



SINGLE STOP

THE MODEL

Single Stop harnesses America's most effective anti-poverty tools to create economic mobility for low-income families and individuals. Through a unique one-stop shop, Single Stop provides coordinated access to a safety net worth nearly \$1 trillion and services provided by almost a million nonprofits—**connecting people to the benefits and resources they need to attain higher education, obtain good jobs, and achieve financial stability.**



At over **100 sites across 9 states**, Single Stop partners with organizations that serve low-income families to provide wraparound services and ensure their clients have access to all the major anti-poverty benefits and resources available.

WHERE IS SINGLE STOP?



LOCAL COMMUNITY ANCHORS

Single Stop helps communities break the intergenerational cycle of poverty—one family at a time. Working through food pantries, schools, criminal justice and health care centers, senior and veteran centers, and libraries, Single Stop connects families to the public benefits and resources they need to thrive.



VETERANS ORGANIZATIONS

Single Stop works with veterans and their families to make the transition back to civilian life more manageable. While 6.6 million veterans live in poverty, they are some of the least likely to access the services available to them. Single Stop's goal is to change this landscape and make sure that all veterans and their families, regardless of service and discharge status, have access to the benefits, resources, support, jobs, and education they need to succeed in civilian life.



COMMUNITY COLLEGES

Of the 12 million students enrolled in community college, half drop out. Many do so because of financial barriers. Completing school is not merely an educational achievement, but leads to better jobs and a more secure financial future. Early reports show that Single Stop can increase retention by double digits, helping families, increasing the skilled labor force, and growing the national economy.

Contact Information:

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