



**ANNUAL IMPACT
REPORT
AMPLIFYING
IMPACT**

FISCAL YEAR 2023



TABLE OF CONTENTS

A LETTER FROM OUR PRESIDENT	03
WHAT WE OFFER	04
Single Stop™ Benefits Screening Platform	04
Direct Services	04
RESULTS	05
Single Stop's FY2023 Impact	06
Single Stop™ Benefits Screening Platform Results	07
Tax Program's Impact	08
Healthcare Program's Impact	09
Our Team's Impact	10
WHO WE SERVE	11
A Snapshot of Those We Serve	12
Community Snapshot	13
PROGRAMS AND TECHNOLOGY ENHANCEMENTS	14
Expanding Our Impact	15
A YEAR IN REVIEW: WHAT PEOPLE ARE SAYING	16
Newsroom Highlights	17
What Are They Saying About Us	18

A LETTER FROM OUR CEO



Dear Friends, Partners, and Supporters,

As we reflect on the past year, our hearts are full of gratitude for the remarkable journey we have embarked on together. It was a year marked not just by goals met but by lives touched and communities transformed.

This year was a testament to our commitment to meet and exceed the standards of service we hold ourselves to. **In FY2023, we connected over ninety-seven thousand individuals to benefits and resources valued at an unprecedented half a billion.** This monumental feat was only possible because of the unyielding support and dedication of our team members, partners, donors, and friends.

We're making a real difference. **For every dollar an organization spends on licensing Single Stop's technology, its clients receive a return valued at \$301 in benefits and resources.** This 1:301 return on investment translates into tangible, life-changing support in key areas such as nutrition, healthcare, education, and financial stability, thereby greatly enhancing the well-being of communities nationwide.

As we extend our thanks to every person who has been a part of this journey, we are reminded that our work is far from over. The path ahead is paved with opportunities to amplify our impact further, and with your continued support, we will keep revolutionizing how organizations serve their communities.

Together, we are not just a part of change; we are the change.

With heartfelt thanks,


PRESIDENT & CEO



OUR MISSION

Single Stop builds pathways out of poverty by leveraging partnerships and technology to connect people to existing resources, all through a unique one-stop shop.

OUR VISION

To promote sustainable economic well-being in communities nationwide through technological innovation.





WHAT WE OFFER

Single Stop™ Technology Benefits Screening Platform

Single Stop's™ Technology Platform is designed to revolutionize access to essential resources. It streamlines the connection between individuals and support services through a seamless, user-friendly interface, integrating four key pillars to enhance service delivery and impact for both end users and case managers.



Federal and State Benefit Screener

Single Stop's intuitive benefit screener simplifies the process of navigating various public benefits systems, offering swift and accurate eligibility assessments for essential support.



Local Community Resources

Single Stop's interactive community resources map guides clients towards self-sufficiency by connecting them to vetted local organizations and services, ensuring confident access to essential community support.



Case Management System

Our digital workspace offers a flexible, efficient case management model, enabling comprehensive tracking of client progress, referrals, and outcomes to support every journey.



Real-time Reporting

Our reporting capabilities offer real-time insights and transformative program analytics, providing essential metrics to highlight our partners' impact.



Direct Services

Our staff provides hands-on assistance, serving as the frontline support to navigate individuals through the intricacies of healthcare and tax systems. Our direct services have been refined through years of field testing, leading to robust tax and healthcare assistance programs that stand as industry exemplars.



Tax Program

We simplify tax preparation for underserved populations, recognizing its critical role in shaping families' financial patterns by offering multi-level support, including training and direct operations for VITA sites nationwide.



Healthcare Program

Similarly, finding affordable healthcare is a challenge for many, and the application process can be a labyrinth for most people. Single Stop partners with several state and city programs to assist with in-person healthcare enrollment.

2023 RESULTS



FY2023 IMPACT

SINGLE STOP™ BENEFITS SCREENING PLATFORM

\$504M

Value of Eligible Benefits*

Total value of federal, state local benefits individuals who completed a Single Stop screener were eligible for.

67K

Individuals Served

DIRECT SERVICES

\$32M

Value of Services Received

Total value of healthcare and tax assistance services provided to individuals through Single Stop's Direct Services program.

30K

Individuals Served

TOTAL IMPACT

\$536M

Value of Support Unlocked for Communities

Cumulative value of benefits, healthcare, and tax services unlocked by Single Stop for communities nationwide.

97.5K

Individuals Served



FY2023 IMPACT

A DEEPER DIVE: SINGLE STOP™ BENEFITS SCREENING PLATFORM

The Average Household Screened Was Eligible For Benefits And Resources Valued At:



\$17.6K

96%

Of Individuals Who Applied For Eligible Benefits Were Approved



\$348.6K

AVERAGE ECONOMIC IMPACT PER CASE MANAGER

On average, each partner case manager helped facilitate their clients' receiving benefits valued at \$348.6 thousand in FY2023. This figure shows that case management's role is vital in addressing immediate social needs and creating long-term economic value for communities.

ROI | 1:301

Partnering with Single Stop extends beyond simply acquiring technology; it initiates a chain of life-changing impacts, directly uplifting local families in need. **For every dollar an organization spends on licensing Single Stop's technology, its clients receive a return valued at \$301 in benefits and resources.**

This 1:301 return on investment translates into tangible, life-changing support in key areas such as nutrition, healthcare, education, and financial stability, thereby greatly enhancing the well-being of the individuals and families within their communities.



FY2023 IMPACT DIRECT SERVICES TAX PROGRAM

Tax preparation can be a confusing maze for many, but we know it is tough for those in underserved populations. For many, tax refunds are a significant financial event, ultimately affecting spending and saving patterns for families nationwide. Correctly preparing and filing taxes is vital for families of all sizes, so we provide multi-level assistance, from providing training and operational support to direct operations for VITA sites nationwide.

INDIVIDUALS
SERVED

18.6K

CLAIMED IN
CHILD TAX
CREDITS

\$4.6M

VALUE OF TAX
PREPARATION
SERVICES

\$6M

TAX
REFUNDS
RECEIVED

\$12.1M

CLAIMED IN
AMERICAN
OPPORTUNITY TAX
CREDITS

\$974K

CLAIMED IN
EARNED INCOME
TAX CREDITS

\$7.9M





FY2023 IMPACT DIRECT SERVICES HEALTHCARE PROGRAMS

Single Stop is proud to be affiliated with the following New York state and city programs. Through these outreach programs, we help those in underserved populations find success in obtaining and maintaining healthcare coverage.

9.1K
SERVED

HEALTH NAVIGATOR PROGRAM

Navigators help New York City residents apply for health insurance, understand their coverage options, and enroll in a suitable plan. They also help individuals and families renew their coverage. In addition, Navigators remove barriers to the application process by assisting in multiple languages, in community-based settings, and during non-traditional hours.

1.5K
SERVED

NYC CARE PROGRAM

NYC Care is a pivotal healthcare initiative in New York, offering affordable or free services to uninsured residents, irrespective of their immigration status. As the largest program of its kind in the nation, it provides essential health access to the city's diverse populace.

896
SERVED

FACILITATED ENROLLMENT FOR AGED, BLIND AND DISABLED

The Facilitated Enrollment Program for the Aged, Blind, and Disabled (FE- ABD) is a New York State- sponsored public health insurance application assistance program for people who are aged, blind or disabled. We educate and assist New York City Residents with enrolling in and using public health insurance programs.



OUR TEAM'S IMPACT

Our team is comprised of intelligent, generous, hard-working people committed to changing the world together. They embody Single Stop's mission to their core; our success wouldn't be possible without their dedication.

\$19.4M

IN IMPACT PER EMPLOYEE

This achievement translates to an average impact of \$19.4M per employee, underscoring the significant contribution each team member makes towards facilitating access to crucial benefits for those we serve.

2.5K

SERVED PER EMPLOYEE

Our team's relentless dedication to evolving and enhancing our platform has enabled us to support an increasing number of individuals in need, indirectly impacting 2.5K lives this year through each team member's efforts.

CUSTOMER SUCCESS

Customers were invited to rate their satisfaction with the Help Desk service provided by our Customer Success Team:

Help Desk

★★★★☆ 4.55

“

The Single Stop Customer Success Team is so professional and awesome at the rapid response and delivery of service!

*LaKisha T.
Hinds Community College*

2023
WHO WE SERVE

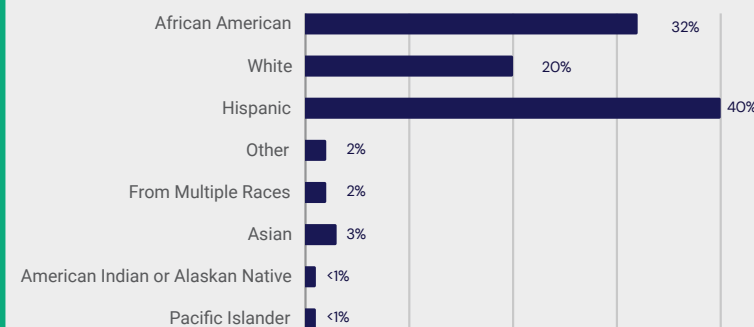




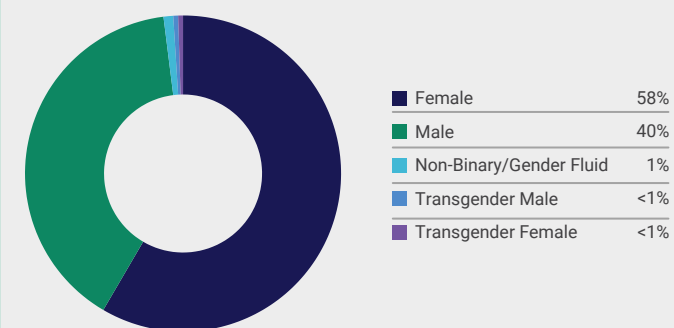
A SNAPSHOT OF THOSE WE SERVE

At Single Stop, we understand that the need for support knows no boundaries. Our services intersect with lives from all walks, reflecting the reality that anyone, at any point, might seek assistance. The diversity of those we serve showcases our ability to meet people where they are.

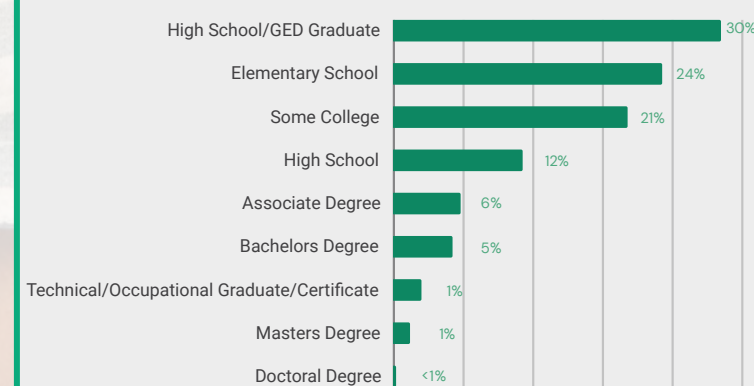
RACE & ETHNICITY



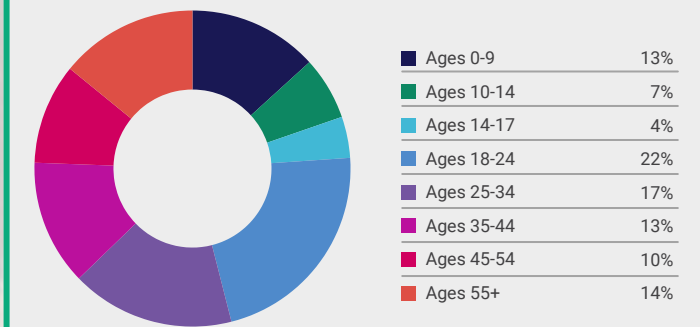
GENDER



LEVEL OF EDUCATION



AGE



COMMUNITY SNAPSHOT

This year, families approaching Single Stop consistently sought assistance accessing benefits and resources.

Our screener data indicates that the primary area of need was food assistance, with over 20.1K households requesting help. These findings highlight the most critical support areas in demand by the households we serve.



Leading Needs Requested by Households



2023

PROGRAM AND TECHNOLOGY ENHANCEMENTS



EXPANDING OUR IMPACT



In FY2023, we took significant steps forward in our technology offerings, focusing on inclusivity and comprehensive support.

BENEFIT EXPANSION

With the addition of the **Low-Income Home Energy Assistance Program (LIHEAP)** and the **Post- 9/11 GI Bill** to our benefit screener, we can offer more comprehensive support, ensuring that individuals and families nationwide have access to critical financial resources for education and household energy needs.



GEOGRAPHICAL REACH

By extending our reach to include **California, Illinois, and Tennessee** state benefits, we've cast a wider net of assistance, capturing more opportunities to serve individuals in these communities.



ENHANCING USER EXPERIENCE

Throughout FY2023, we made substantial progress in enhancing the user interface and experience by implementing **self-verification capabilities** and the **ability to recalculate eligibility**.

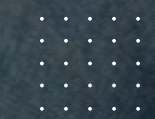


BREAKING BARRIERS TO ACCESSIBILITY

Releasing our VPAT compliance (Voluntary Product Accessibility Template) has been a monumental leap toward digital inclusivity. This compliance means **our services align with the Web Content Accessibility Guidelines (WCAG) 2.1 AA standards**, a set of recommendations designed to make web content more accessible to a broader range of people with disabilities, including blindness and low vision, deafness and hearing loss, limited movement, speech disabilities, photosensitivity, and learning disabilities and cognitive limitations. By adhering to these standards, we are now more accessible than ever, bringing us closer to those who need us most and ensuring that everyone, regardless of their abilities, can fully engage with our services.



✔ Over 3,800 Served Individuals Self- Identified As Having A Disability.



A YEAR IN REVIEW: WHAT PEOPLE ARE SAYING

The Washington Post

Virginia community colleges find help for students in need

Expansion of an online screening tool connects students to food, housing and other aid

By Susan Serluta
November 24, 2022 at 7:00 a.m. EST



Student volunteers stock food pantry shelves at Mountain Gateway Community College in Clifton Forge, Va. (Virginia's Community Colleges)

yahoo! finance

Entergy Announces New Partnership To Address the Racial Wealth Gap, Empower HBCU Students for Future Success

NEW ORLEANS / ACCESSWIRE / November 15, 2023 / Entergy Corporation



The Power of Prosperity

Empowering HBCUs and students for future success.



FARMVILLE HERALD

Grant Will Help Local College Students Access Resources

WHSV3

Laurel Ridge Students in Need to Benefit from Anthem Grant

CCCS

A New Start: Supporting Students through Single Stop

NEWSDAY

SUNY Old Westbury Gets \$878,000 Grant to Help Students With the Basics

USF NEWSROOM

USF Expands Student Access to Economic Resources Through New Partnership

THE SCRIBE

UCCS Announces New Single Stop Program

SHAW LOCAL

IVCC Streamlines Resources for Students with New Software





WHAT ARE THEY SAYING ABOUT US?

“

Single Stop Technology is the **best case management tool** we ever had!

Nathalie P.

*Goddard Riverside
Community Center*

“

The Single Stop Technology is **very clear and easy to navigate**, and the Single Stop support and training are top-notch!

Heather F.

*Rappahannock Community
College*

“

Single Stop Technology is a **great source** for me to connect with my participants! It's a very structured system!

Rashia F.

Getting Out, Staying Out

“

The Single Stop Technology is great for our office to keep a caseload of students reaching out to us needing resources. It is also very helpful for obtaining and reporting data.

La'Tonia W.

*Northern Virginia
Community College*

“

Utilizing the Single Stop Technology/Database has been a breath of fresh air compared to other software and systems I've used.

Roshae W.

Hinds Community College

As we look back this year, we see a tapestry of triumphs woven by collaboration, innovation, and unwavering commitment to our mission. Single Stop—through each interaction, each benefit confirmed, each life uplifted—continues to be a powerful catalyst for "Amplifying Impact."

LEARN MORE ABOUT HOW YOUR ORGANIZATION CAN UTILIZE SINGLE STOP:



CONTACT US

