



2022 IMPACT REPORT

THE JOURNEY OF SUCCESS

10/01/2021-09/30/2022



TABLE OF CONTENTS

02

[A MESSAGE FROM THE CEO](#)

08

[CREATING POSITIVE IMPACT](#)

03

[ABOUT SINGLE STOP](#)

10

[OUR IMPACT](#)

04

[2022 AT A GLANCE](#)

11

[CELEBRATING OUR TEAM](#)

05

[OUR TECHNOLOGY](#)

12

[OUR DIRECT SERVICES](#)

06

[WHO WE SERVE](#)

13

[OUR TAX PROGRAMS](#)

[OUR HEALTHCARE PROGRAMS](#)

07

[WHO WE SERVE TECHNOLOGY](#)

A MESSAGE FROM THE CEO

At the start of the year, I could not have anticipated the incredible journey Single Stop would undertake and how much we would grow as an organization. But, as usual, Single Stop did not do it alone, which continues to make all the difference. I feel immense gratitude to our loyal customers, partners, donors, and friends who continue to make our work possible.

Since our founding, Single Stop has remained committed to breaking the cycle of generational poverty and supporting individuals as they build their pathways to sustainable economic success. We understand that the very definition of success varies from person to person.



This year, Single Stop served over **87,500 individuals** by helping them learn about and navigate the various public benefits programs they were eligible for, with benefits totaling a value of **\$374 million**. Throughout this report, we celebrate success in all forms because small victories are valuable in progressing toward our larger goals.

Even when people are full of determination and have a strong will, they can still be met with limitations and find themselves needing help. I'm grateful for those who have lent me a helping hand along the way. I'm excited that Single Stop can institutionalize that help in a way that is available and accessible to many.

A handwritten signature in black ink, appearing to read 'Martin Hanna', with a long horizontal line extending from the end of the signature.

Martin Hanna
President and CEO





ABOUT SINGLE STOP

Single Stop supports communities facing structural barriers to housing and food insecurity, racial disparities in income and employment, and barriers to technology and education. We build on existing community resources to understand how our programs can make the most impact in neighborhoods already facing steep challenges.

OUR MISSION

We equip others to build pathways to an economically sustainable future by leveraging partnerships and technology to connect individuals and their families to valuable resources.

OUR VISION

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

FY 2022 AT A GLANCE

This year was pivotal in evaluating the success of our growth. We embody our core values to sustainably build pathways to our own goals, from releasing our next-gen technology to expanding the reach of our Volunteer Income Tax Assistance (VITA) program.

OCTOBER, 2021 - SEPTEMBER, 2022

87.5K

Total Individuals
Served

\$374M

Value of Eligible
Supports

\$95M

Value of Services
Confirmed to Have
Been Received

OUR TECHNOLOGY

We understand that achieving true economic success only occurs when people are supported holistically. So Single Stop meets people on their terms and comfort level- and we help where we can. We created a technology where individuals and their families can securely and confidentially screen their eligibility for up to 20 federal, state, and local programs, all in one place.

Our program's approach is integrated and comprehensive to empower people to navigate the multi-faceted obstacles in their lives, become their best selves, and ultimately connect and contribute to their communities.



Most Eligible Programs Our Clients Qualified For.

- ▶ Free Tax Preparation
- ▶ Supplemental Nutritional Assistance Program
- ▶ State Medicaid
- ▶ Affordable Connectivity Program
- ▶ State Subsidized Qualified Health Plan

PROGRAM CATEGORIES



FINANCIAL



TAX



HOUSING



HEALTHCARE



FOOD



EDUCATION

WHO WE SERVE

When given the opportunity to serve communities all over the country, Single Stop recognizes that the individuals who utilize our services are just as unique as their varied needs.

► Confidentiality Matters

All information entered into our software is confidential and encrypted, as we are ISO 27001 certified and HIPAA compliant.

► Accessibility Matters

We comply with best practices set by Section 508, the American Disability Association, and WCAG 2.0 standards.

► Dignity Matters

For many, English is a second language, so our technology is human translated to accommodate six languages. We strive to give all users an uncompromised Single Stop experience.



CELEBRATING DIVERSITY

Over **53,000 individuals** utilized our benefit screener this year. Therefore, it is vital to know whom we serve to ensure that our technology connects each person to resources specific to their various needs. While we know demographics are not the sum of any individual, understanding a person's identity and journey is a critical step in helping them feel empowered as they build their pathway to sustainable success.

58%

of people we served
identified as
people of color

35%

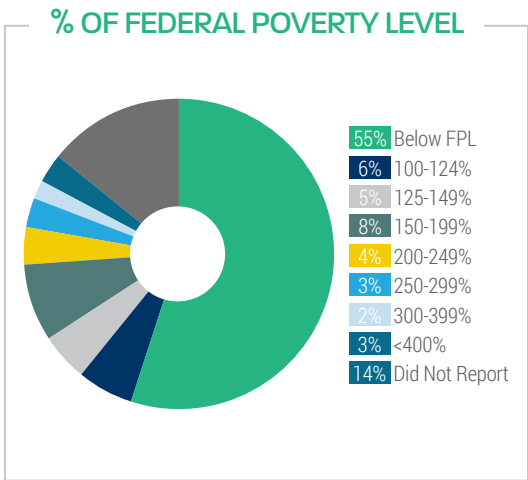
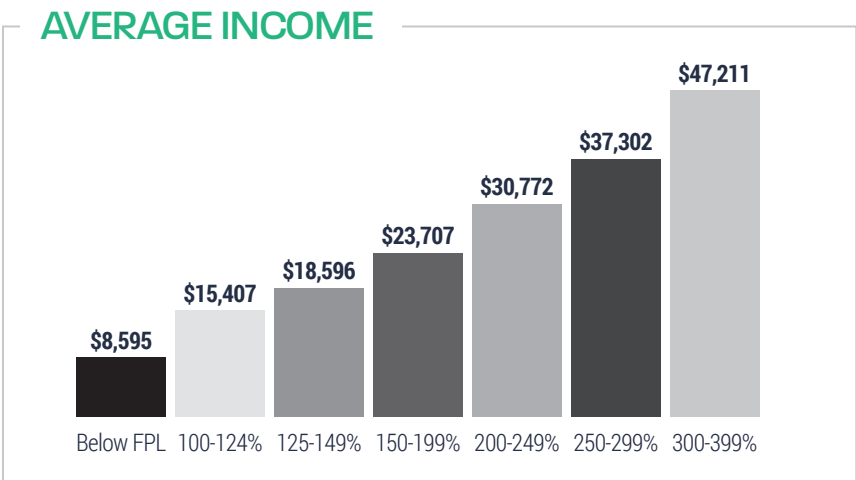
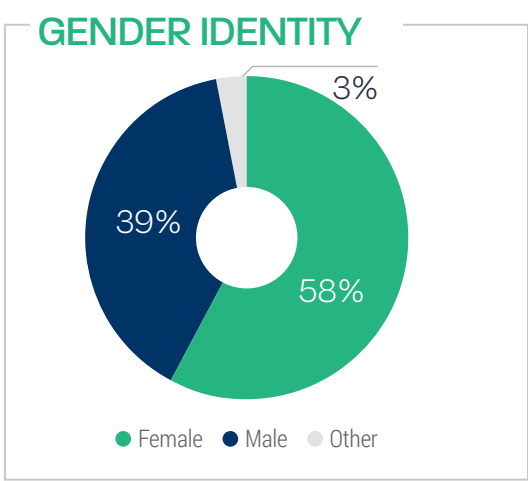
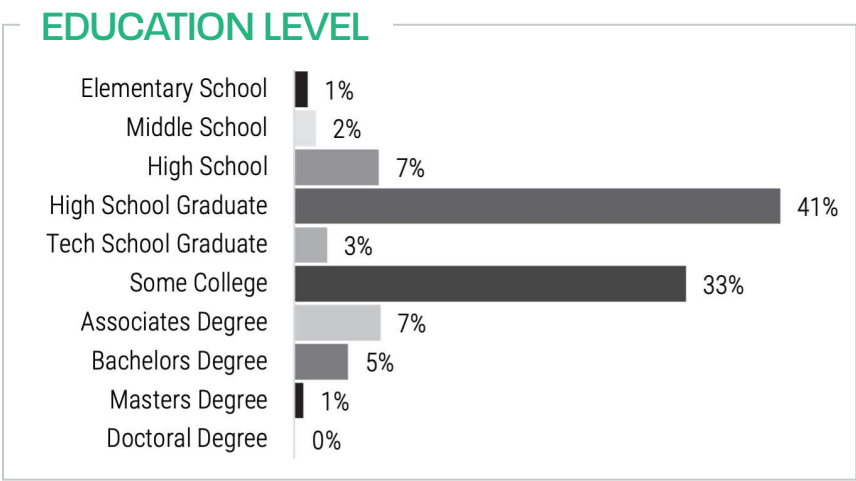
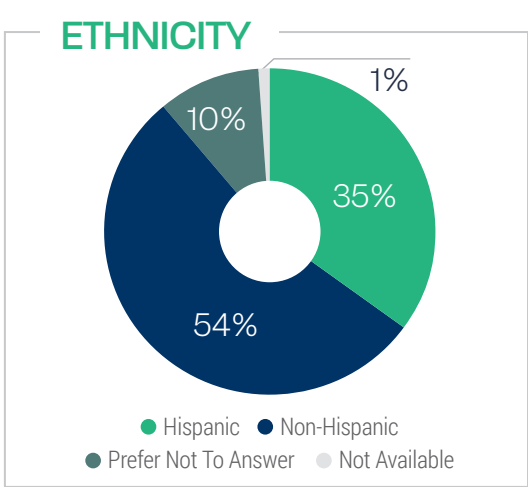
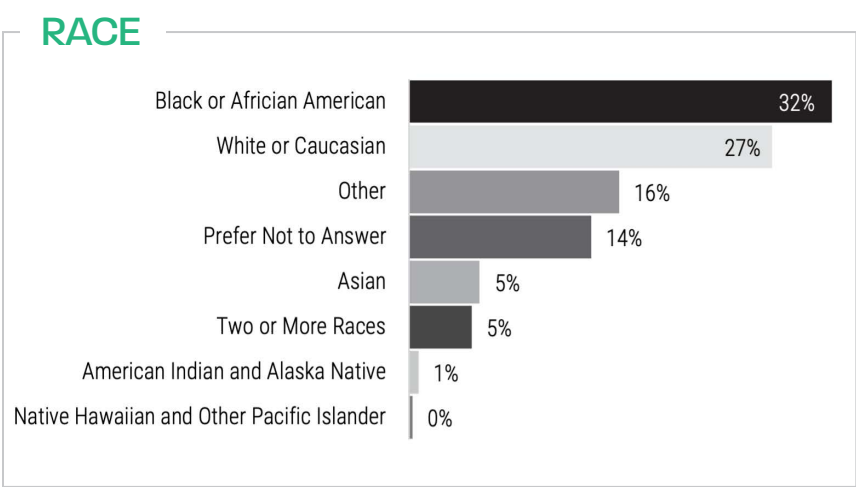
of people we served
identified as
Hispanic

5%

of people we served
identified as
disabled

WHO WE SERVE

TECHNOLOGY



CREATING POSITIVE IMPACT

Leveraging ideas from individuals and partners with different backgrounds and varied perspectives is how we find the best solutions to pressing community needs.

On average, each household screened by our software was eligible for \$12,600 in needed support.



60.9K

Individuals Served

We support our clients and their families in building pathways to sustainable economic well-being because success is best with shared.

\$330M

Value of Eligible Supports

We provide our clients with immediate eligibility results for valuable benefits and resources.

\$50.8M

Value of Confirmed Services

Through feedback from our clients and customers, we were able to verify customers received valued supports.

CHANGE THROUGH TECHNOLOGY

The value of services that individuals were eligible to receive grew consistently over the year. Our technology currently screens for over 200 distinct federal, state, and local programs. As we expand into new states, add more programs, and expand our client base, our impact will only continue to grow.

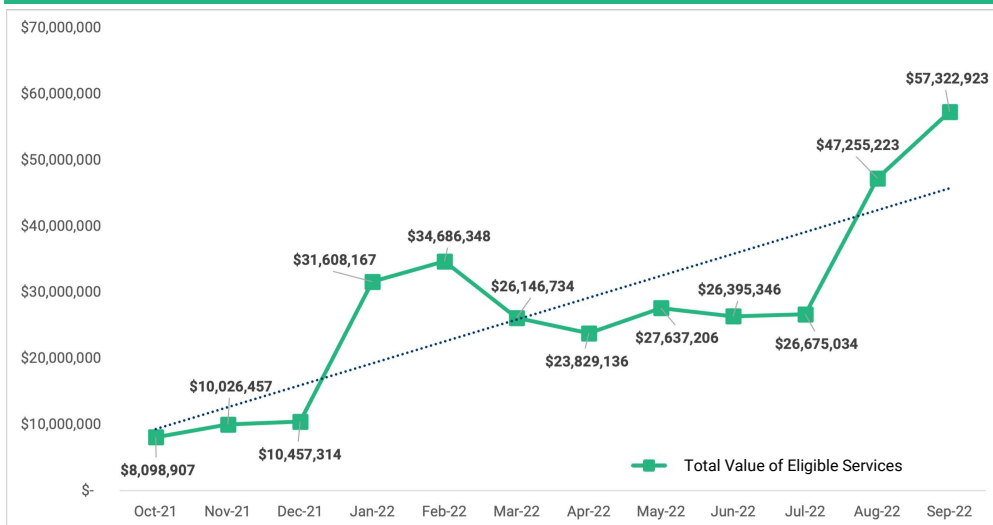
STATES ADDED:

Maine, Massachusetts, Connecticut, Texas

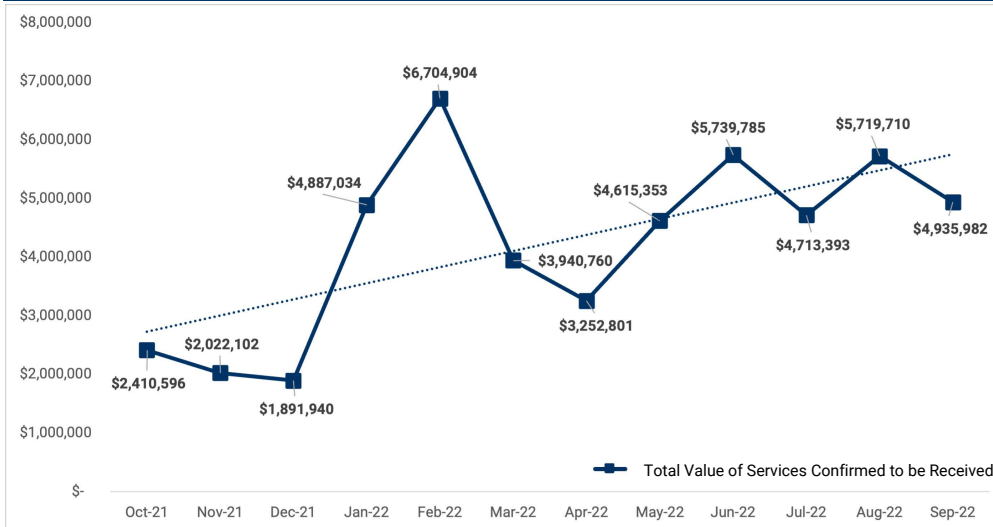
PROGRAMS ADDED:

Affordable Connectivity Program, Pell Grant

FY2022 TOTAL POTENTIAL ELIGIBILITY BY MONTH



FY2022 TOTAL CONFIRMED SERVICES BY MONTH



OUR IMPACT

1:239

Return on Investment

For every dollar our customers spend with Single Stop, their communities see an unmatched return. When we break it down in dollar value, communities nationwide were connected to benefits valued at **\$239** for every **\$1** spent with us.

130K

Resources Verified

Having accurate community resources is indispensable for our clients and that's why our quality assurance team personally verifies each resource on our map.

Single Stop's best practices set up a framework that enables success. When an organization implements and utilizes at least one dedicated case manager, the impact of the entire program is amplified.

THIS YEAR, OUR CUSTOMERS...



Screened over 26 thousand households



95% of people who applied for benefits were approved

\$287K

IMPACT PER CASE MANAGER

This year, case managers nationwide proved how essential they are to amplifying measurable impact in their community. Each case manager, on average, was able to confirm that benefits valued at **\$287 thousand** were received by their clients.



CELEBRATING OUR TEAM

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; without their dedication, our success wouldn't be possible.



\$16.6 MILLION IN IMPACT PER EMPLOYEE

Each team member of our team has helped **connect** individuals to \$16.6M in benefits and supports.



3,071 SERVED PER EMPLOYEE

Each team member of our technology team respectively represents 3,071 individuals served.

CUSTOMER SERVICE

★★★★☆ 4.7

Ease of filing a ticket

★★★★☆ 4.5

Response time

★★★★☆ 4.5

Information/Help provided

★★★★☆ 4.5

Resolution to the issue



Everyone at Single Stop is always there to serve their partners and not just serve, but also go the extra mile to assist their partners with excellent customer service.

— Representative of Bossier Parrish Community College



The staff has always been patient, professional, and positive! We use the help desk often!

— Representative of Johnson C. Smith University



The program has been very easy to use for myself and my students. Every interaction I've had with any Single Stop Staff has been positive and pleasant!

— Representative of Mountain Gateway Community College

OUR DIRECT SERVICES

Building field-tested technology is one of the ways Single Stop continues to be a pioneer in the industry. Our direct services program has successfully evolved over years of on-the-ground experience to encompass cost-free tax and healthcare assistance.

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.

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.

PROGRAM SUPPORT



Self
Guided
Tax Filing



Virtual
Tax
Filing



In Person
Tax
Filing



Training
for Partner
VITA Sites



Help Desk
for Partner
VITA Sites



Healthcare
Enrollment
Assistance

OUR TAX PROGRAMS

We recognize that serving individuals who face obstacles surrounding access to transportation and technology is a challenge. The ability to accommodate and adapt is vital to our programs' success. That's why we offer various options, from self-guided filing to in-person services. This year we are celebrating these programs continuing to grow through innovation, despite being in a climate of constant change.

TAX CREDITS CLAIMED

\$7.8M
claimed when filing their
Earned Income Tax Credit

\$6.3M
claimed when filing their
Child Tax Credit



17.2K
Individuals Served

44.5M
Tax Refunds Received

3.4M
Value of Tax Preparation

OUR 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.

6,773
SERVED

HEALTH NAVIGATOR PROGRAM

Navigators help New Yorkers 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.

1,049
SERVED

NYC CARE

NYC Care is the nation's largest and most comprehensive initiative to guarantee health care for New Yorkers, regardless of immigration status or ability to pay. This healthcare access program ensures low-cost and no-cost services to New Yorkers who do not qualify for or cannot afford health insurance.

1,487
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 Yorkers with enrolling in and using public health insurance programs.

