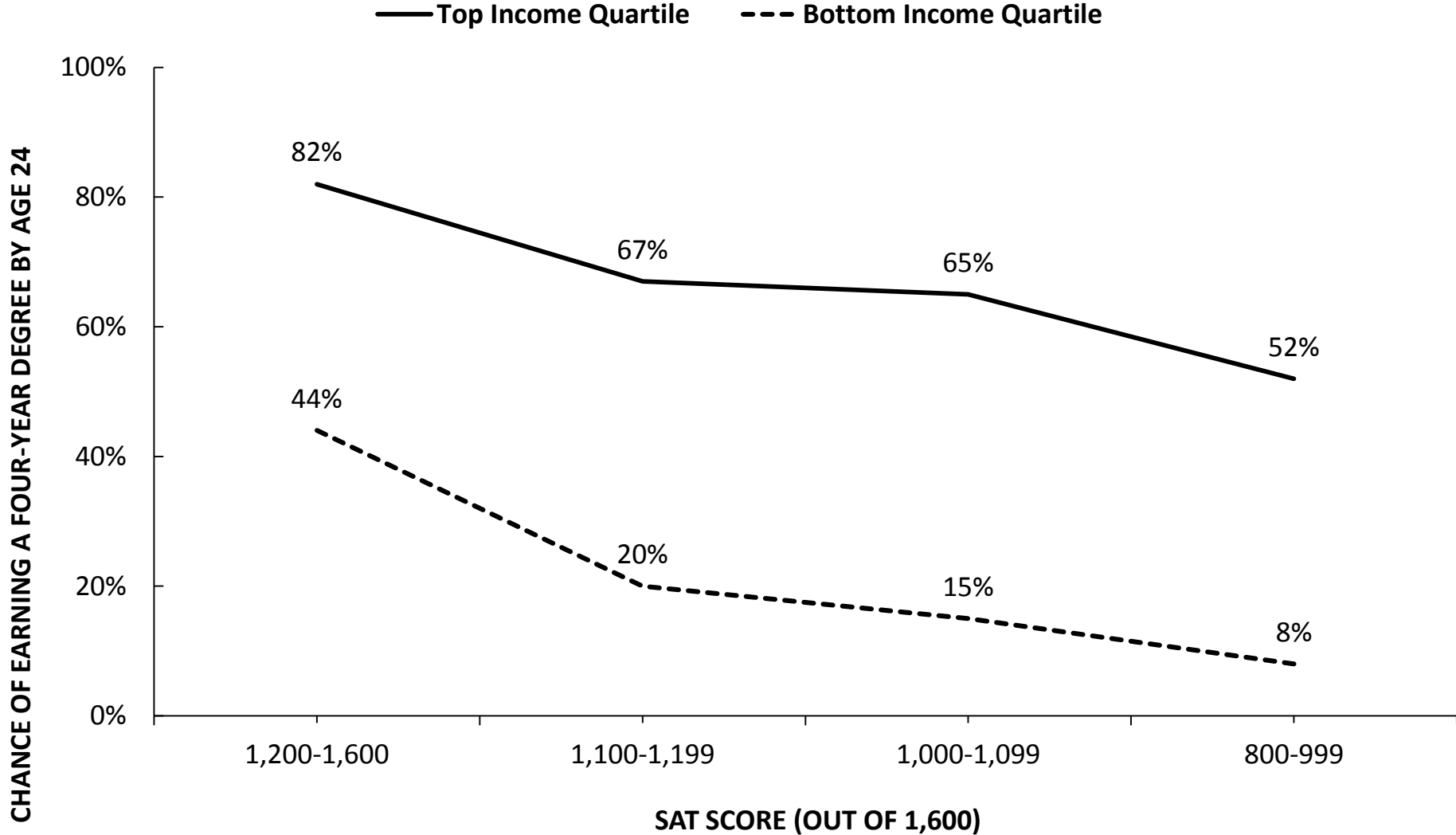


ADDRESSING STUDENT POVERTY THROUGH  
COORDINATED BENEFITS ACCESS



# Income is the #1 predictor of college graduation.



High-scoring college students are more likely to graduate if they're from well-off families – and the gap is even greater for lower-scoring students.



## SINGLE STOP USA SERVICES

Technology • Training • Program Assistance  
Change Management Consulting  
Data Tracking & Evaluation



## NETWORK PARTNERS

Benefits Counseling • Case Management  
Tax Preparation • Legal Counseling  
Financial Counseling  
Persistence Network

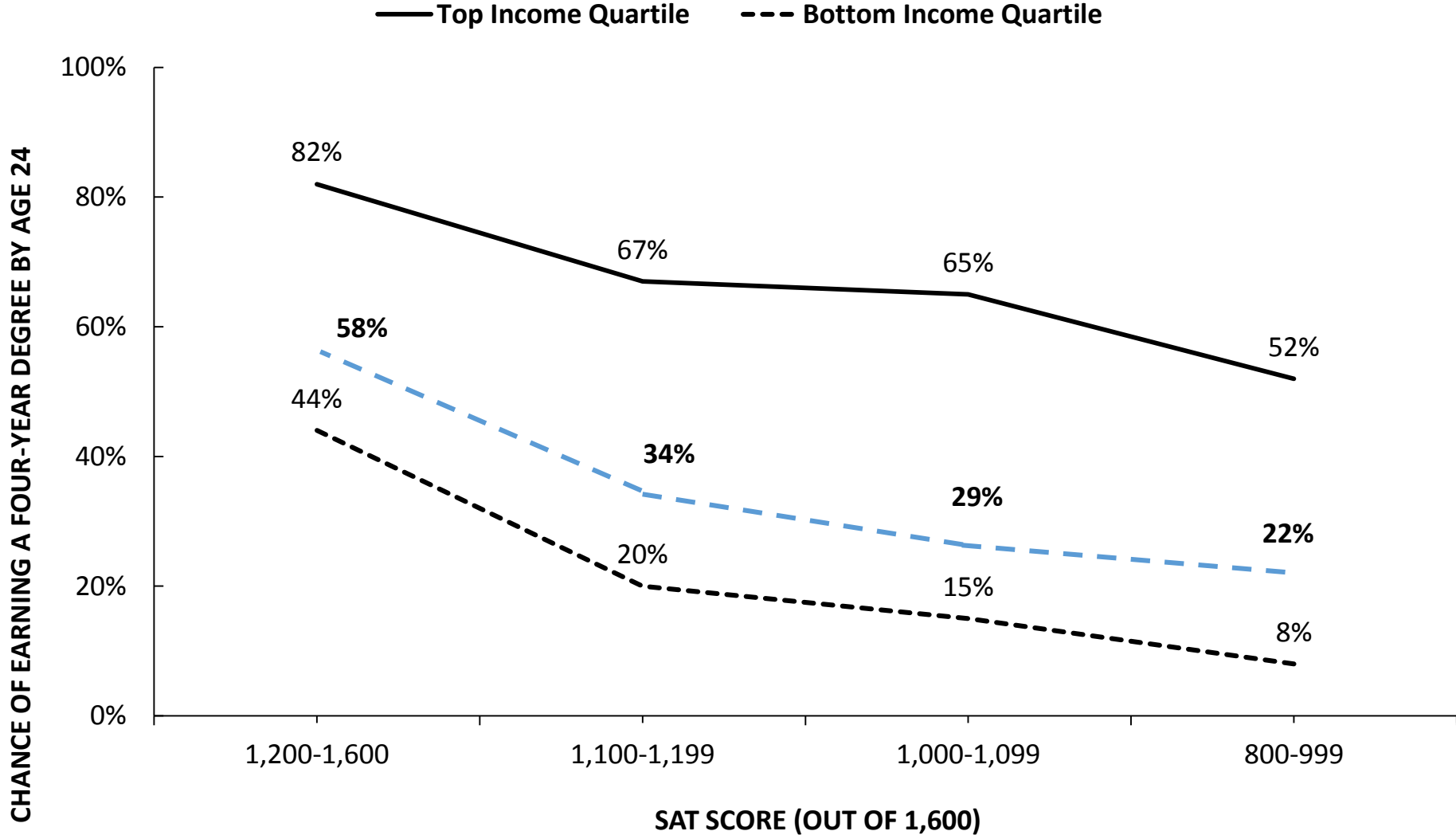


CLIENTS  
REACHED

Through a unique one-stop shop, **Single Stop** connects people to the resources they need to attain higher education, obtain good jobs, and achieve financial self-sufficiency.

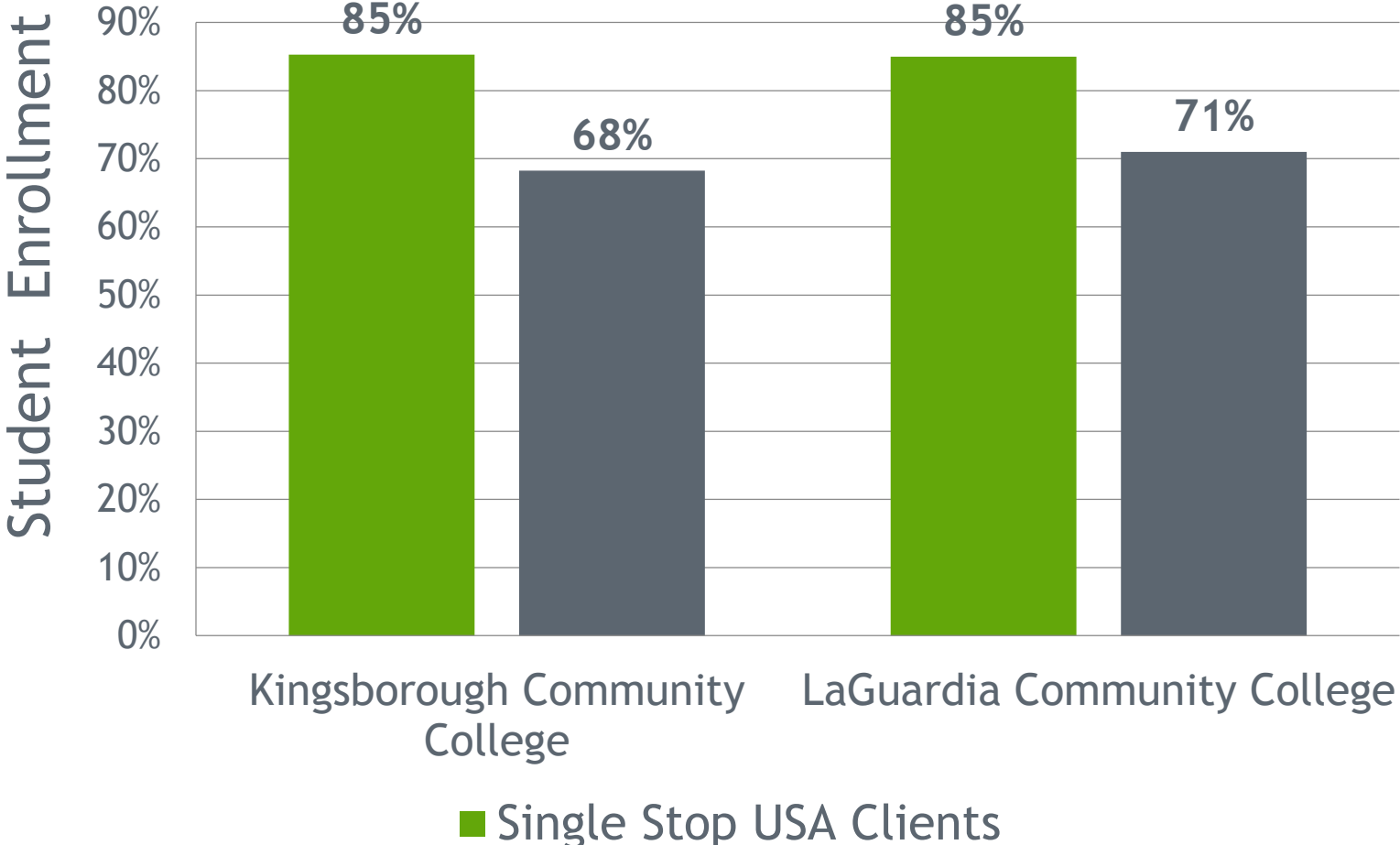


# Income is the #1 predictor of college graduation.



High-scoring college students are more likely to graduate if they're from well-off families – and the gap is even greater for lower-scoring students.

# Impact on retention.



Research suggests that students who receive Single Stop services persist at significantly higher rates than those who do not.

# Where is Single Stop at community colleges?

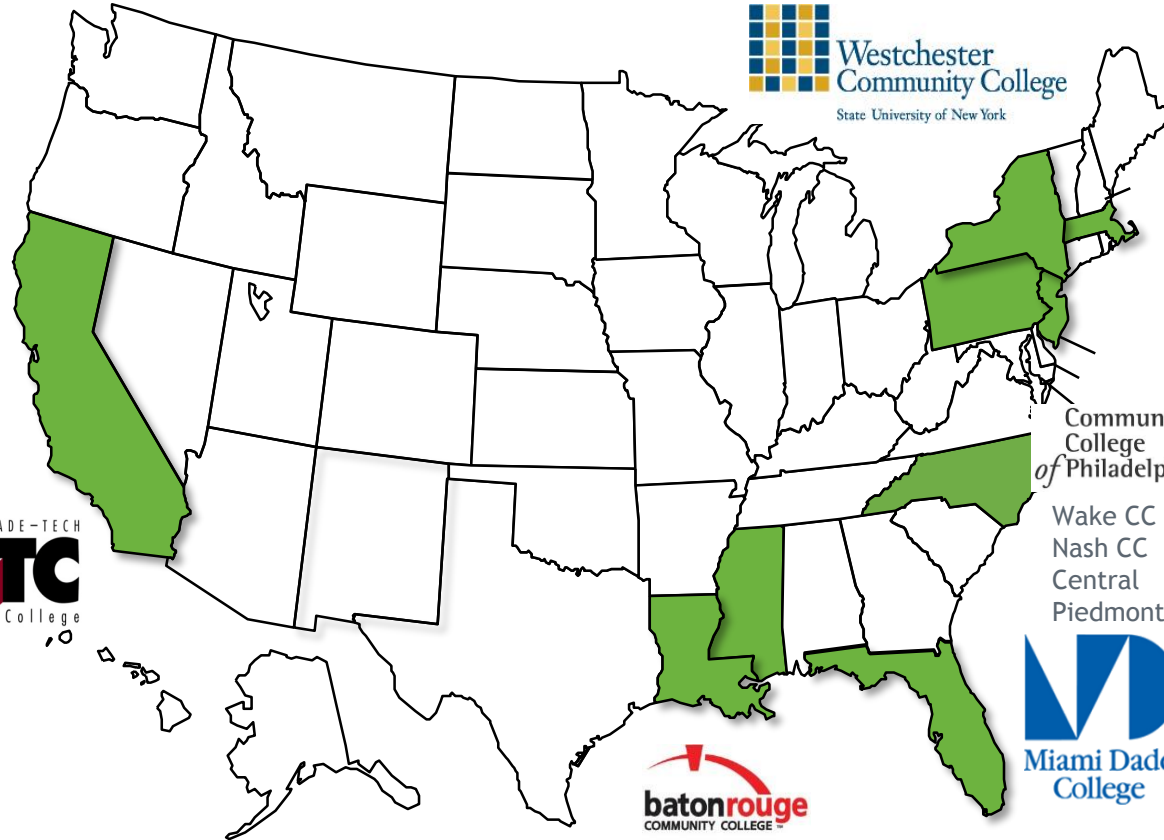


Ocean Campus  
Mission Campus

COLLEGE OF  
MARIN



LOS ANGELES TRADE-TECH  
**LATTC**  
A Community College



 Westchester  
Community College  
State University of New York

 Bunker Hill  
Community College  
imagine the possibilities



**CUNY** The City  
University  
of  
New York

- Kingsborough CC
- LaGuardia CC
- Hostos CC
- Bronx CC
- Borough of Manhattan CC
- Guttman CC
- Queensborough CC

Community  
College  
of  
Philadelphia

Wake CC  
Nash CC  
Central  
Piedmont

 Miami Dade  
College

Wolfson Campus  
Kendall Campus  
North Campus

 batonrouge  
COMMUNITY COLLEGE

**Delgado**  
COMMUNITY COLLEGE

 **HINDS**  
COMMUNITY COLLEGE

**1 million**  
households served

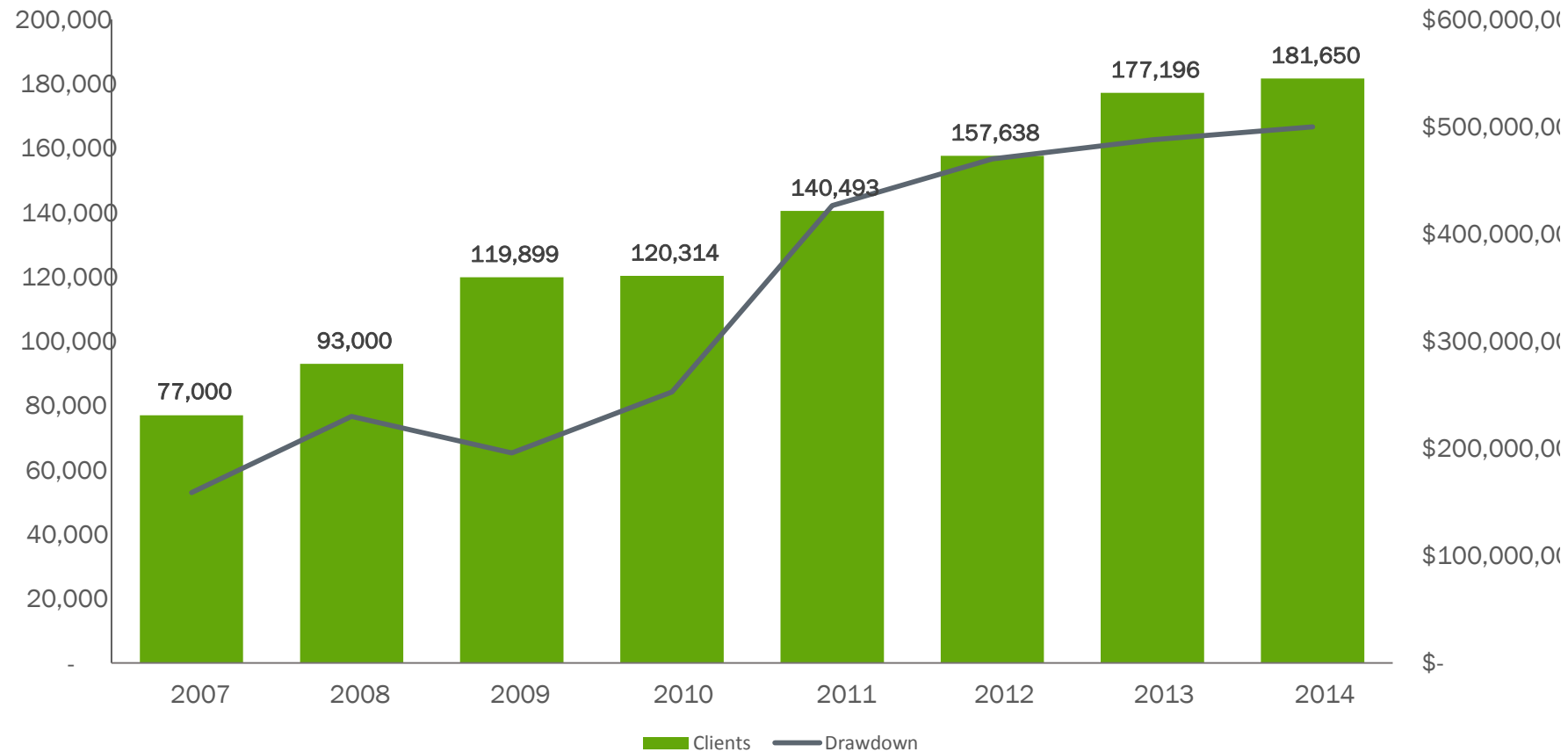
**9**  
states

**20:1**  
return on  
investment

**\$3 billion**  
drawn down

**2**  
White House Social  
Innovation Awards

up to **20% increase**  
in retention rates for Single Stop  
community college clients

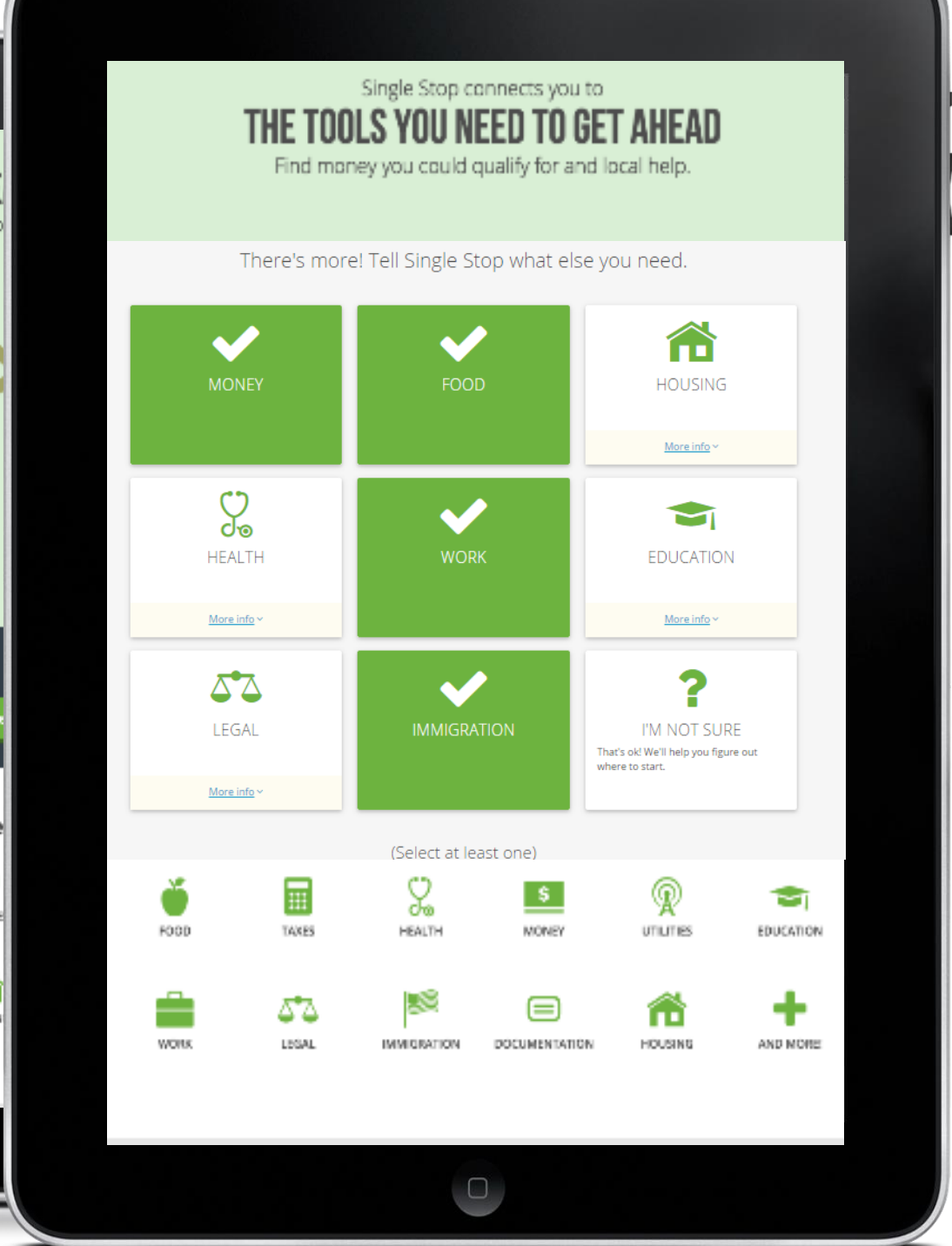
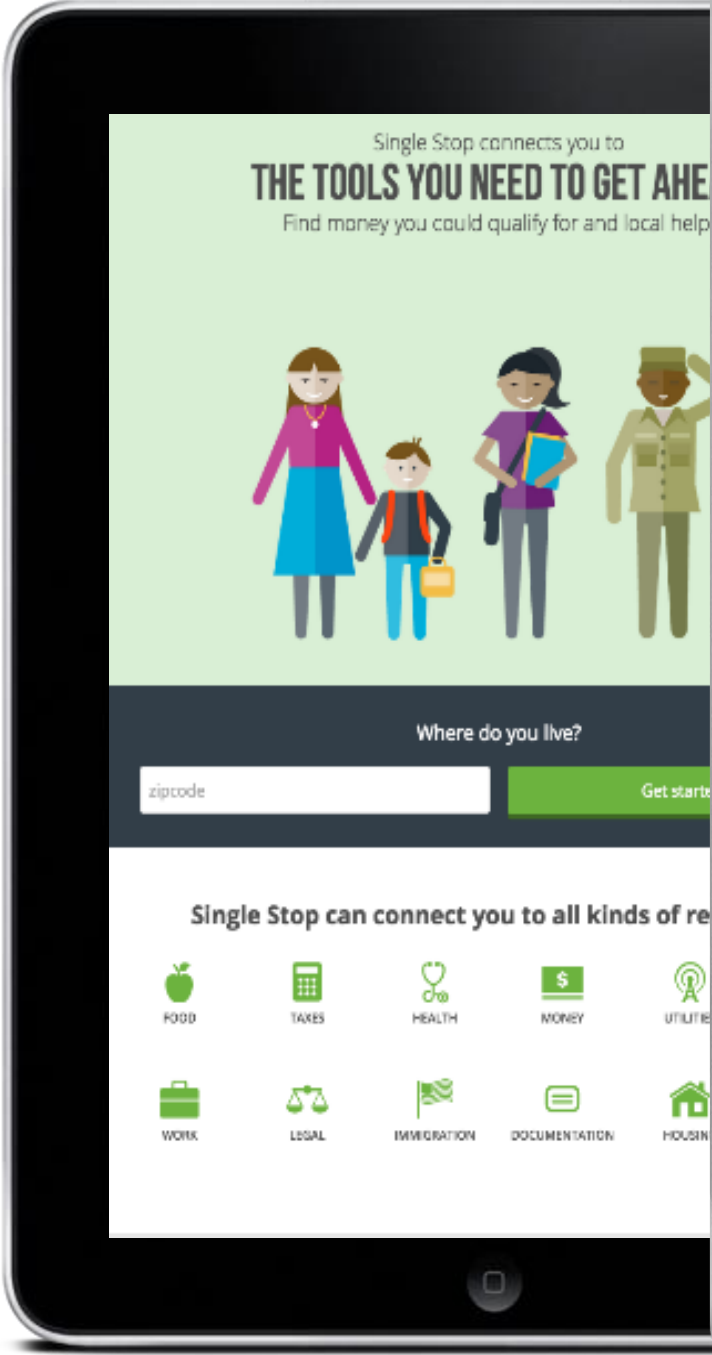




# The Single Stop Lead and Site Staff

- ✓ Benefits Counseling
- ✓ Service Referral
- ✓ Case Management
- ✓ Outreach
- ✓ Training & Coordination
- ✓ Integration
- ✓ Persistence Network

# Single Stop Technology





[Back to clients](#)**Step 1**

About You

**Step 2**

Your Household

**Step 3**

Household Finances

**Step 4**

Review

## About You

It takes just 5 minutes to complete your household profile! We use the information you provide to estimate your eligibility for several programs — the more accurate your answers are, the better your estimate will be!

*All fields are required*

### Basics

**First name****Last name****Gender** Male Other Female**Date of birth**

So far, you may be eligible for as much as

**\$0** per year in assistance!

### You may be eligible:

**FOOD****\$0**/month in aid[More info](#) ▾**TAX REFUNDS  
- EITC****\$0**/year in federal aid[More info](#) ▾**HEALTH**[More info](#) ▾

More resources to explore:

**MONEY**[More info](#) ▾

Single Stop connects you to  
**THE TOOLS YOU NEED TO GET AHEAD**  
Find money you could qualify for and local help.



Where do you live?

Get started

Single Stop can connect you to all kinds of re

- FOOD
- TAXES
- HEALTH
- MONEY
- UTILITIES
- WORK
- LEGAL
- IMMIGRATION
- DOCUMENTATION
- HOUSING

Single Stop connects you to  
**THE TOOLS YOU NEED TO GET AHEAD**  
Find money you could qualify for and local help.

There's more! Tell Single Stop what else you need.

**Congratulations!**  
You may be eligible for  
**\$12,860**  
in aid per year!

(Select one)

- FOOD
- TAXES
- HEALTH
- MONEY
- UTILITIES
- EDUCATION
- WORK
- LEGAL
- IMMIGRATION
- DOCUMENTATION
- HOUSING
- AND MORE

Single Stop connects you to  
**THE TOOLS YOU NEED TO GET AHEAD**  
Find money you could qualify for and local help.



Where do you live?

zipcode

Get started

Single Stop can connect you to all kinds of resources



FOOD



TAXES



HEALTH



MONEY



UTILITIES



WORK



LEGAL



IMMIGRATION



DOCUMENTATION



HOUSING

KEY FORM

LOCAL RESOURCES (362)



Filters

Benefits Assistance

Education

Financial

Health

Housing

Immigration

Legal

Food Pantry

Taxes

Utilities

Veterans

Work

### VETERANS JUSTICE PROJECT - LEGAL SERVICE NYC

SINGLE STOP LOCATION

★★★★★

With a staff of about seventy, Legal Services NYC - Bronx is the largest provider of free legal services in the borough, and the largest Legal Services office in the City. The Veterans Justice Project offers civil legal services to veterans, service members, and their families in all NYC boroughs.

349 East 149th St, 10th Floor  
Bronx, NY 10451  
(212) 962-4795

Veterans | Legal

Connect | More info | Directions

### 1 LIFT: THE BRONX

SINGLE STOP LOCATION

★★★★★

LIFT pairs trained advocates with community members to build the strong personal, social and financial foundations community members need to get ahead.

2381 Belmont Avenue  
Bronx, NY 10458  
(718) 733-3897  
(718) 563-7304

Employment | Health | Legal | Taxes

Connect | More info | Directions

### 4 BRONXWORKS NAVIGATOR

SINGLE STOP LOCATION

★★★★★

BronxWorks offers outreach, workshops, and one-on-one counseling to educate people about health insurance matters and helps people enroll in free or low-cost health care programs.

1130 Grand Concourse  
New York, NY 10011  
(718) 508-3040

Health | Legal | Education | Financial  
Immigration | Benefits Assistance  
Food Pantry | Employment

Connect | More info | Directions

### 5 HOUSING COURT ANSWERS

★★★★★

Housing Court Answers is a resource for information about Housing Court for people without lawyers.

1118 Grand Concourse  
New York, NY 10011  
(212) 962-4795

Financial | Housing

More info | Directions

### 6 SOUTH BRONX HEALTH FAMILIES

★★★★★



# What is a Persistence Network?



What we know about student persistence:

- Need to feel involved (Astin) and engaged (Kuh) on campus
- Students who do not have the resources they need to be successful will drop out (Maslow)

Development of a Single Stop Persistence Network:

- Provides students with a non-judgmental space to share their challenges
- Engages students with an office focused on connecting them with resources

*“Everyone on a campus is a retention agent, whether they know it or not.” - Dr. Angela Batista, AVP Student Affairs, Oregon State University*





ESL Program

Orientation

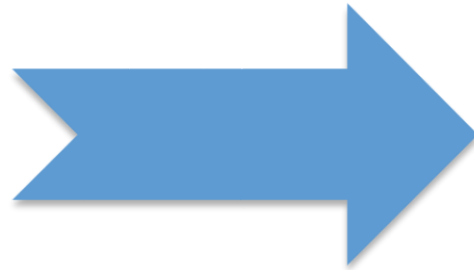
Financial Aid Office

Single Stop

Academic Advisor

Professor

Friend



# Erica's Story

**Income**

**\$10 Hour**

**40 Hrs/Week**

**\$1,400/Month**

# Erica's Story

A man in a white t-shirt is sitting on a white couch, using blue-handled scissors to cut a blue credit card. A woman in a blue denim shirt is sitting next to him, looking distressed with her hand on her forehead. The background is a bright, airy room with white curtains.

Rent	\$1,200
Food	\$500
Transportation	\$200
Healthcare	\$150
Electric	\$100
Phone	\$150
Credit Card	\$75
Books	\$50
<b>TOTAL</b>	<b>\$2,425</b>

# Erica's Story

**Can she lower these expenses?**

Rent	\$1,200	Find a cheaper apartment or a share
Food	\$500	Buy the cheapest food available
Transportation	\$200	Use public transport
Healthcare	\$150	Stop going to preventive care
Electric	\$100	Stop paying bills
Phone	\$150	Use cheaper less reliable service
Credit Card	\$75	Only pay the minimum
Books	\$50	Borrow books
<b>TOTAL</b>	<b>\$2,425</b>	

# Erica's Story

**What are her RISKS?**

Rent

Food

Transportation

Healthcare

Electric

Phone

Credit Card

Books

**Shared space, longer commute**

**Food Insecurity**

**Decrease in mobility**

**Less preventive care**

**Bad credit score**

**Less/worse communication**

**Bad Credit, less opportunities**

**Falling grades**

# Erica's Story

## Expenses

Rent

Food

Transportation

Healthcare

Electric

Phone

Credit Card

Books

## RESOURCES

Rental Assistance

SNAP & WIC

Transportation Assistance

A cheap healthcare plan

LIEAP

Free Phone

Financial counseling

Pell & Other

Legal counseling

## \$Savings

\$50

\$400

\$50

\$100

\$50

\$75

\$0

\$50

Custody

# Erica's Story

Income	\$1,400
+Benefits	\$ 775
<u>          </u>	<u>          </u>
<b>TOTAL</b>	<b>\$2,175</b>



# We all know students like Erica





# Persistence Network

The background image is a faded photograph of a university campus. In the foreground, several students are walking along a paved path. One student in the center is wearing a blue hoodie with a green logo. To the right, a student in a grey hoodie is walking away. In the background, there is a large, multi-story building with a sign that reads "PAUL D. HOGAN SCHOOL OF BUSINESS". The scene is set outdoors with many trees, some of which are bare, suggesting a cooler season.

**Systems to help students  
find Single Stop.**

*“Begin with the end in mind”*

Steven Covey



PROW at  
WHO WE ARE  
WHOLE STUDY IS DESIGNED TO SUPPORT SCIENCE  
FROM THE DEPARTMENT OF BIOLOGY AND  
ENVIRONMENTAL SCIENCE IN ORDER TO MAINTAIN  
PROGRESS & SUSTAINMENT RATES.

A green poster with white and blue text. The word 'Free' is written in large, blue, outlined letters at the top. Below it, the text reads 'Services for Students and Immediate Family Members'. Underneath, it says 'Services Include:' followed by a bulleted list: 'Benefits Screening', 'Financial Counseling', and 'Legal Assistance'. In the bottom right corner, there is a small photograph of a woman and a man smiling.

*Thank you for joining us today!*

