

Community
College
of Philadelphia



SINGLE STOP ANNUAL REPORT



YEAR 6

FALL 2018-SPRING 2019
PREPARED BY
PAULA UMAÑA, DIRECTOR

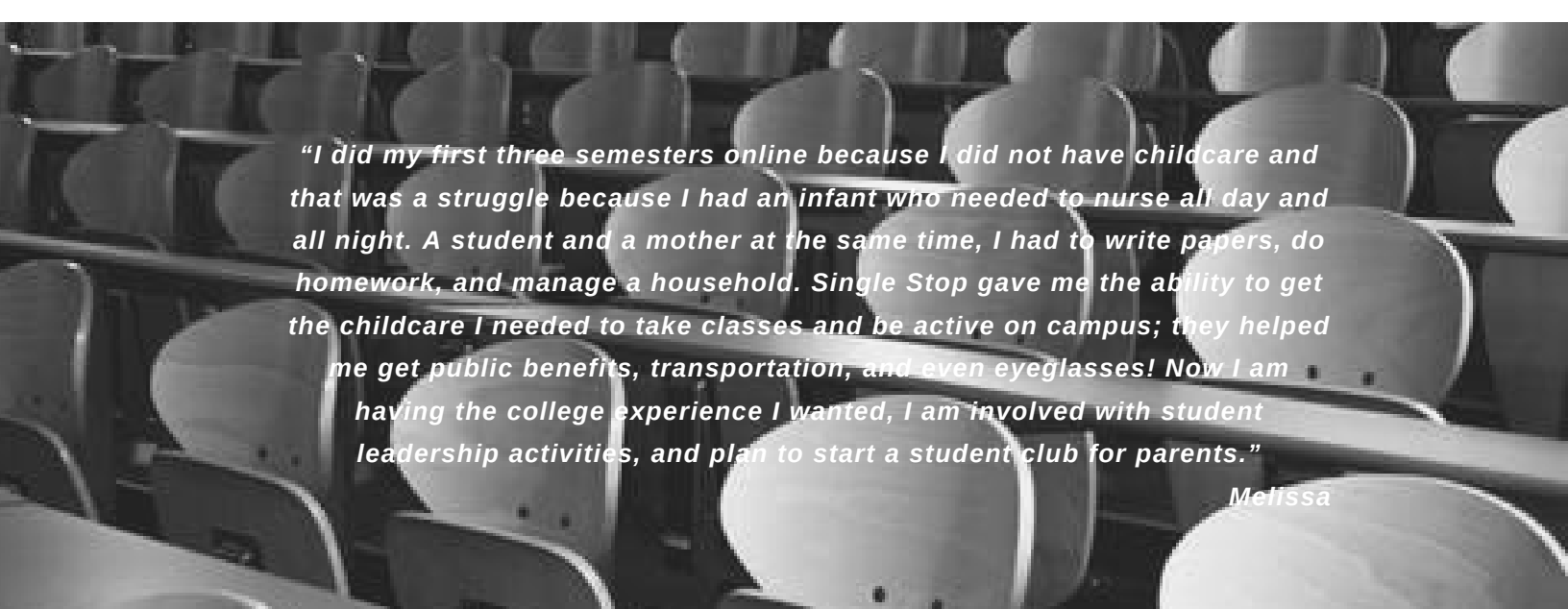
BACKGROUND

MEETING STUDENTS WHERE THEY ARE

After six years of operation, we are at our highest point ever, collaborating with partners to better serve students at the Main Campus and Regional Centers.

Established at Community College of Philadelphia in fall 2013, Single Stop opened its doors at the Main Campus to complement the wide array of student support services seeking to increase college persistence. By offering additional financial resources, connecting students with social services, referrals to internal and community resources, Single Stop provides students with screening for and access to public benefits, legal aid, immigration consultations, financial education, tax preparation services, healthcare enrollment, connection with emergency funds, transportation, childcare, housing, and other basic needs assistance, all in one location.

In 2017, Single Stop expanded its operation to the Northwest and Northeast Regional Centers and was institutionalized in 2018. The project director, the assistant project director & financial education coordinator, and regional centers coordinator diligently work with faculty and staff to identify vulnerable students that may require the services, meet with them to identify solutions to their barriers, implement a plan of action, and follow up to make sure their needs are met. This report provides an update of Single Stop's impact and achievements in its sixth year of operation at the College.



"I did my first three semesters online because I did not have childcare and that was a struggle because I had an infant who needed to nurse all day and all night. A student and a mother at the same time, I had to write papers, do homework, and manage a household. Single Stop gave me the ability to get the childcare I needed to take classes and be active on campus; they helped me get public benefits, transportation, and even eyeglasses! Now I am having the college experience I wanted, I am involved with student leadership activities, and plan to start a student club for parents."

Melissa

IMPACT

According to data from the Office of Institutional Research at the College, students who utilized Single Stop services had better academic and persistence rates than students who did not use the services between fall 2017 and fall 2018.

INCREASED STUDENT PERSISTENCE AND SUCCESSFUL COURSE COMPLETION

57.7%

students who used Single Stop services returned to College in fall 2018

43.8%

students who did not use Single Stop services who returned to College in 2018

87.9%

college-credits attempted and completed by students who did not use Single Stop services

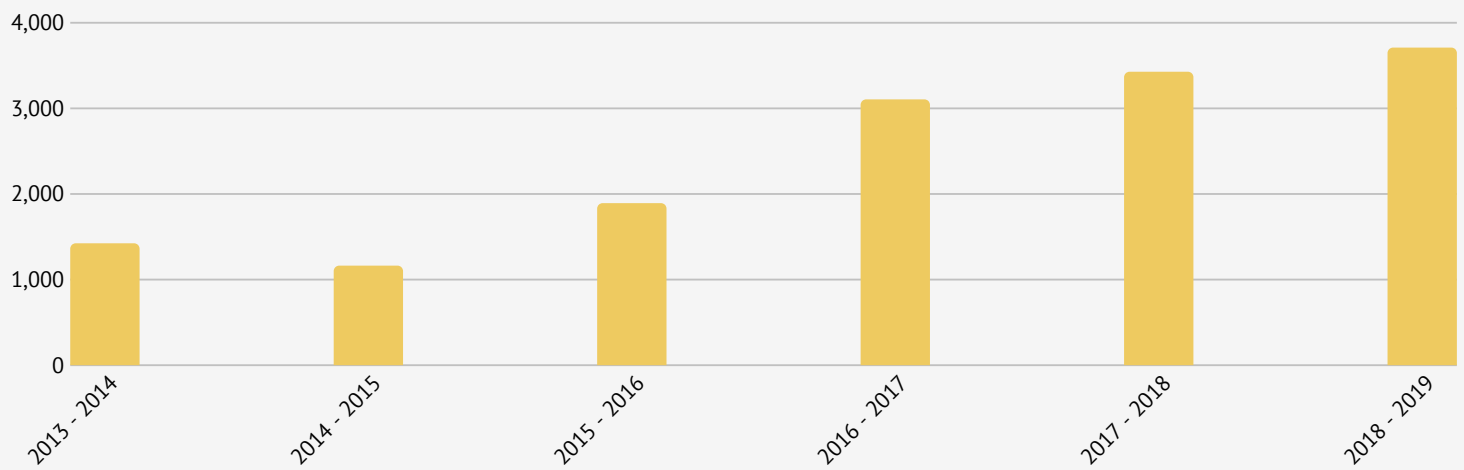
91.4%

college-credits attempted and completed by students who used Single Stop services in fall 2018

EVALUATION FINDINGS BY METIS & ASSOCIATES MAKE EVIDENT THAT STUDENTS WHO USED SINGLE STOP SERVICES FROM FALL 2014 TO SPRING 2017 HAD HIGHER GRADE POINT AVERAGE AND WERE ON AVERAGE 9% MORE LIKELY TO STAY ENROLLED OR GRADUATE THAN STUDENTS WHO DID NOT UTILIZE THE SERVICES.

13,619 STUDENTS SERVED SINCE 2013

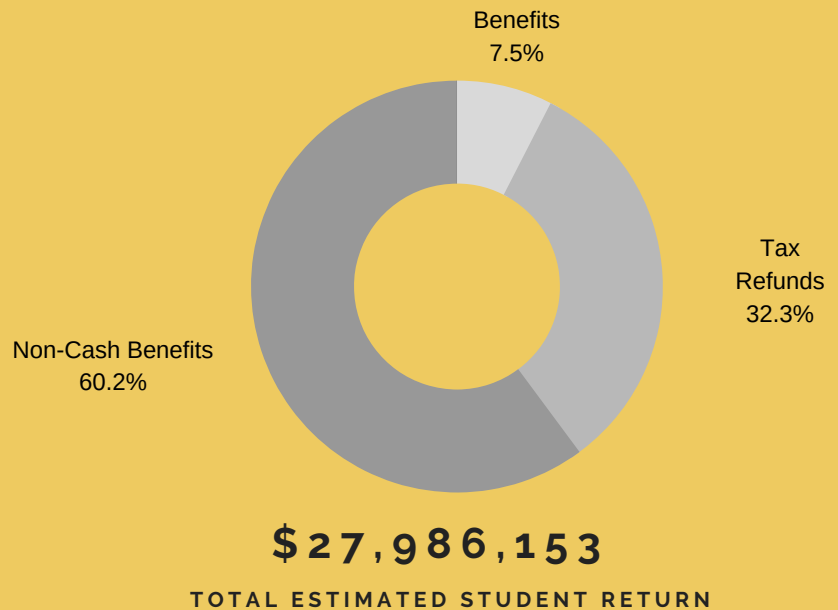
Since its inception in October 2013, Single Stop and its partners have served more than 13,619 students, screening and connecting them with benefits, social services, and critical resources. The following chart provides details about the number of students screened for benefits in each year of the office operation:



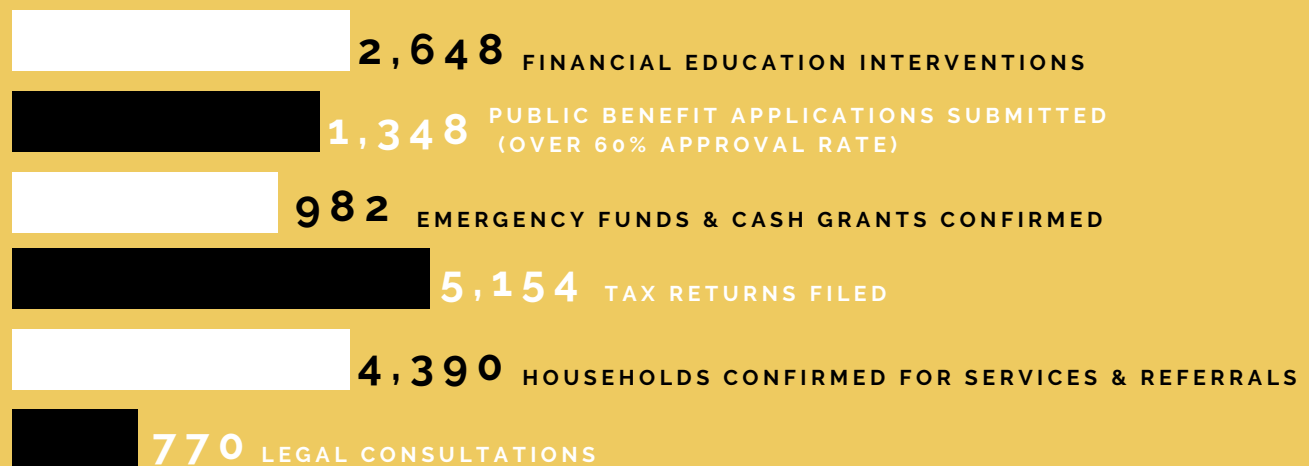
BY THE NUMBERS

ESTIMATED STUDENT RETURN

Through the multiple partnerships that Single Stop has established with internal and external allies throughout the years, students who used the services have accessed more than \$8.5 million in tax refunds, more than \$2 million in cash benefits, and over \$13 million in non-cash benefits including healthcare, housing, utilities, textbook assistance, and transportation.



Service Outcomes October 2013 - May 2019



"I had no idea how to apply for health insurance. At Single Stop I was able to get help with signing up for insurance, and I was also able to get food stamps to help while I am in school."

- Aspen

"Single Stop helped me obtain health insurance and get my taxes done for free, faster and in a shorter amount of time. The staff is not only nice but very helpful."

-Tamara

STUDENT VOICES

SUCCESS STORIES

When Shaquille came to Single Stop looking for tokens, he did not expect to be eligible for SNAP (food stamps) or much less, be able to get assistance with the application process and submission of documents, without leaving the College. Since he was not working, his case was denied, but thanks to a new SNAP rule in Pennsylvania, staff provided legal aid to support him with the appeal process. While he focused on his classes, his case was approved so he could get monthly food assistance, he received free lunch vouchers, and after Single Stop connected him with the KEYS program at the College, he obtained transportation assistance.

Amila moved from Baltimore to Philadelphia looking for an opportunity to start a new life. When she visited Single Stop, she was worried that her medical needs were going to set her back in her educational goals, as she had no health insurance and required immediate attention. She had encountered multiple barriers obtaining Medicaid but with staff's assistance, she was able to provide the proper documentation to obtain health insurance coverage, and to her surprise, she also qualified and received food and transportation assistance.

Referred by the Counseling Office, Mason was ready to drop out because he felt trapped with no alternatives. After getting help from Single Stop staff, he obtained emergency funds to finish his degree, connected with childcare assistance, and free legal aid. He graduated in May 2019.

"Single Stop helped me understand the different student loans, how to build my credit and pay off debt. I am graduating in May and feel in really good financial shape thanks to the information they provided."

-Alain

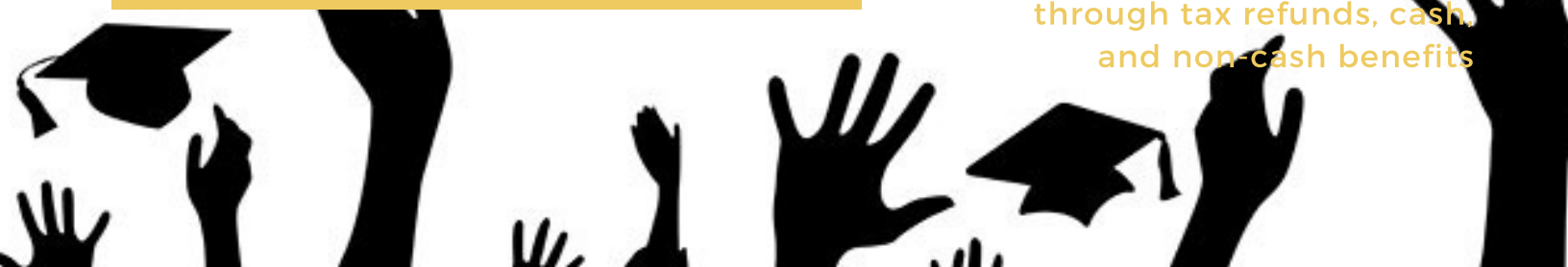
"I have been a student at CCP for two years. At first, I was a little skeptical about coming to the office but last year I had my taxes done there and I was able to get back more money than I had originally expected. Single Stop also helped me get my credit back together and on track; they helped me get health insurance at the Northeast Regional Center and it only took one day to get approved. The staff is very caring and always strive to help students. I will be back again!"

Kim



\$2,060

Average estimated assistance that students obtain at Single Stop through tax refunds, cash, and non-cash benefits



HIGHLIGHTS

COMBATING FOOD INSECURITY

FREE MEAL VOUCHERS

The Culinary Arts and Hospitality Management (CAHM) program partnered with Single Stop to make food prepared in class available to students in need. Through this effort, during the spring and fall semesters students accessed a full and nutritious meal that was offered in take-out and dine-in formats.

Students' feedback included: "it was nice to learn about new foods I've never tried;" "the food is amazing and it makes a big difference in my day, I don't have to go to class hungry;" "I learned about the culinary program and decided to change my major because cooking is my real passion."

More than 1,200 students benefited from this new initiative in combination with the existing Single Stop's "Fuel for Finals" free meal voucher program.

FIRST FOOD DAY CELEBRATION AT THE COLLEGE

In partnership with a multidisciplinary team at the College, Single Stop led the implementation of the first observance of Food Day, a worldwide celebrated event, to connect students with food stabilizing resources including food demos, tasting samplers, nutrition advice, advocacy and volunteering opportunities, access to giveaways, food assistance, and low budget, easy-to-make recipe books.

We extend a special thank you to the students and faculty who attended the event, as well as the multiple departments, programs, offices, and divisions that collaborated with Single Stop staff to make this effort possible!

ENHANCING THE REGIONAL CENTERS' EXPERIENCE

" My vision for bringing Single Stop to the Northwest Regional Center (NWRC) was that it would serve as a meaningful intervention in the College's effort to retain students.

"I am extremely pleased with the contribution that Single Stop has made in this Center. Students have reported to me repeatedly and often, the difference that the services have made not only in their academics but in their life in general.

"Single Stop has saved students time and money by providing free tax preparation; it has increased student satisfaction of the services offered at the Center because of the high quality of customer service provided to them, and based on the testimonials I have received, many students feel energized to continue pursuing their education."

**- Anthony Driggers
Director, NWRC**