



October 2012

Association of Community College Trustees and Single Stop USA: Partnership Report

The Association of Community College Trustees (ACCT) and Single Stop USA are nearing the three year anniversary of their successful partnership. The ACCT is a non-profit educational organization of governing boards, representing more than 6,500 elected and appointed trustees who govern over 1,200 community, technical, and junior colleges in the United States and beyond. Single Stop is one of the nation's largest and most successful anti-poverty organizations. In five years, Single Stop has connected 500,000 families with \$1.5 billion in benefits and services through partnerships with 17 community colleges and over 70 community-based organizations nationally. Together, the ACCT and Single Stop are using existing public and community resources to help community college students across the country complete their studies. When these students graduate, they will be prepared to step into 21st century jobs.

"We have a new imperative to increase completion and transfer rates at community colleges. The only way we can do this is to make sure we reach out and embrace all the students that we can and make them as successful as possible.

When Single Stop approached us, it was immediately apparent to us that this was the right solution at the right time."

- J. Noah Brown, President, ACCT

In just 2.5 years, the ACCT and Single Stop have connected 48,000 community college students with \$97 million worth of financial support. We do this by connecting low-income students with public benefits, like tax credits and food stamps, and financial counseling and legal services that are available in their local communities. For these community college students, Single Stop's services can mean the difference between groceries and graduation.

Single Stop and the ACCT: Who we serve

- 77% are first-generation college students
- Average annual student income is \$7,200
- Nearly 40% are parents
- 78% are enrolled full-time
- 51% work at least part-time

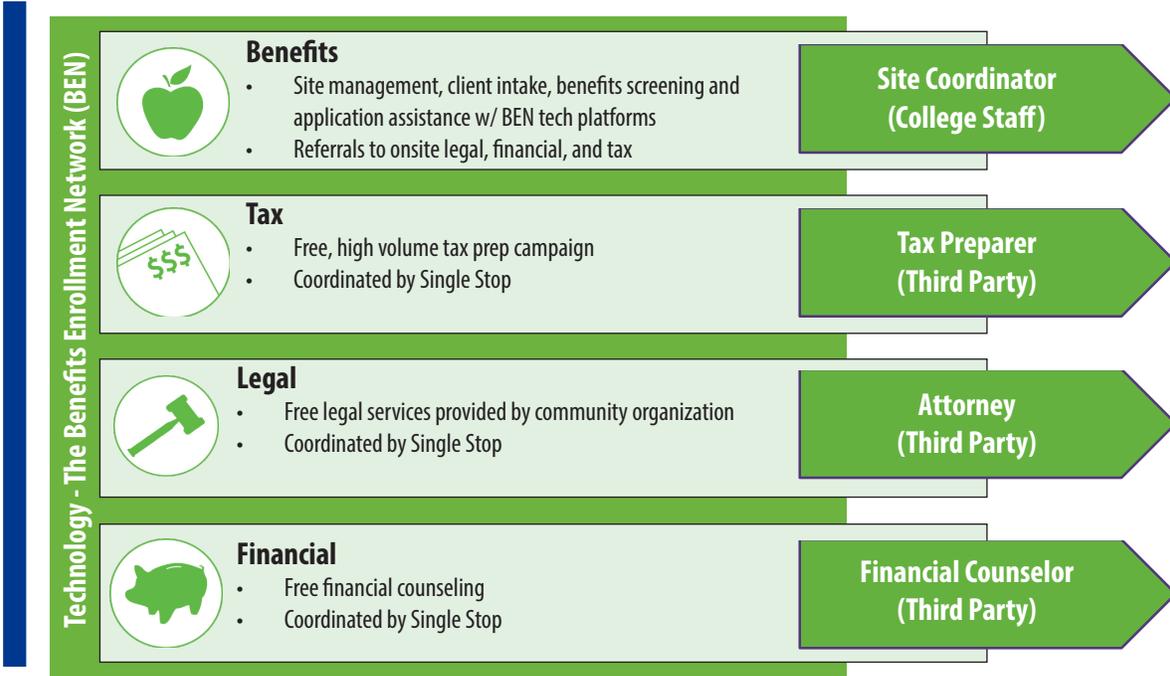
Conquering the next frontier: ensuring the necessary supports for all students to succeed

At the ACCT and Single Stop, we recognize that our success to date, while great, is not enough. For this reason, we are redoubling our efforts to make sure that even more students have access to resources that can help them stay in school through graduation. With our community college partners, the ACCT and Single Stop are piloting a model for scaling these services that will strengthen the pathway to completion for tens of thousands of community college students nationwide. This pilot will serve as a blueprint for community colleges across the country

that are seeking to help their students succeed.

The ACCT and Single Stop could not have achieved this success, and would not be able to look to the future in this way, without the help of our funders and partners. We thank New Profit, the White House Office of Social Innovation, the Tipping Point Foundation, the Heckscher Foundation for Children, the Robin Hood Foundation, the Kresge Foundation, Bank of America, the Mimi and Peter Haas Fund, our other major funders, and our community college partners for their generous support of this initiative.

**How it Works:
The Single Stop Model**



Three-year results

In 2.5 years, Single Stop USA and the ACCT have **served 48,000 students** on 17 community college campuses and connected them to benefits, financial counseling, legal counseling, and tax refunds, valued at more than **\$97 million**. The magnitude of these results has grown significantly since our partnership first launched.

From 2010 to the end of 2012, there is a projected **200 percent** increase in the number of students served and a **225 percent** increase in the total value returned to students.

Benefits and Services Received by Students

Through Single Stop, students at our national community college partners receive an average of **\$2,000 in public benefits, services, and tax refunds** which provides a significant boost to students who are struggling financially. Figure 2 shows the types of benefits and services received by students since the start of the ACCT- Single Stop partnership.

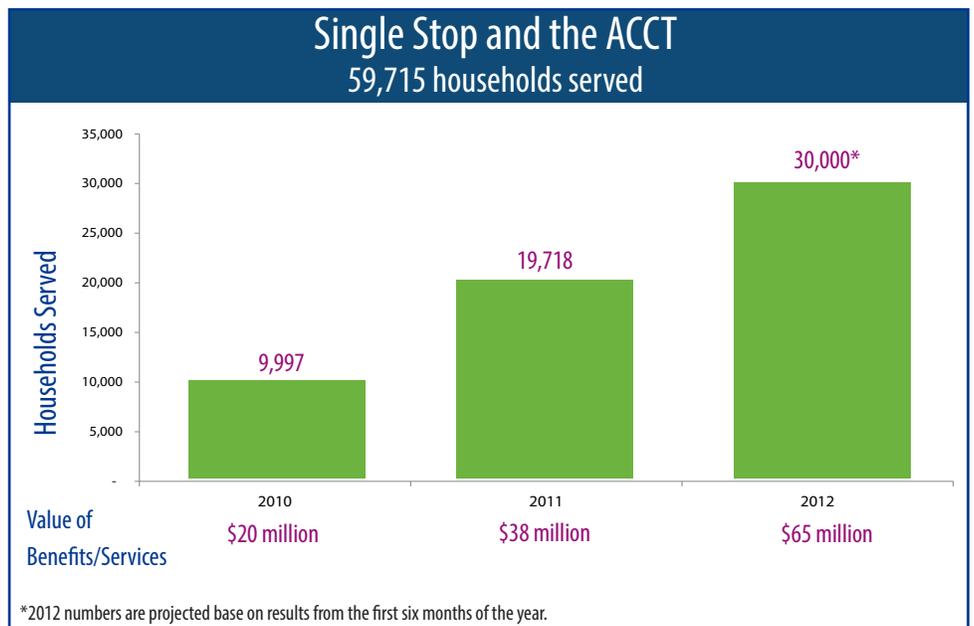
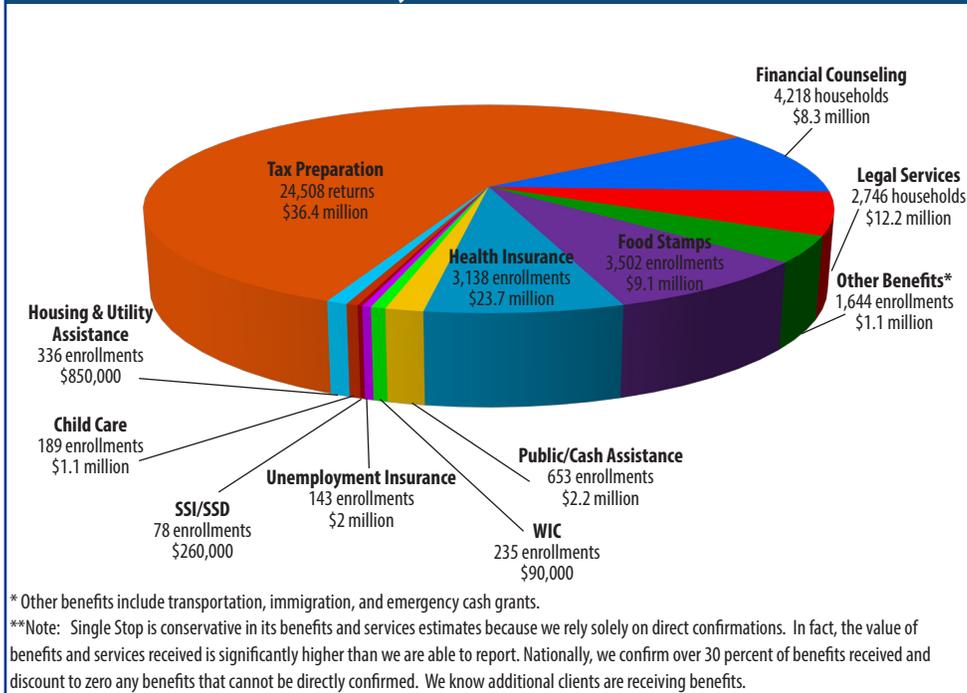


Figure 1

Over **3,500 students** have received **food stamps**, and 3,100 students and their family members have enrolled in health insurance. Single Stop USA takes a conservative approach to its benefits estimates relying solely on direct confirmations. In fact, the value of benefits received is higher than what we to report due to the inherent difficulty in confirming all students' receipt of benefits. We know additional clients are receiving benefits.

Benefit and Services Confirmed Outcomes^{**}: January 2010 - June 2012



More than 4,200 students have worked with the on-site financial counselor to develop savings plans, repair their credit and complete the FAFSA, so that they can access traditional forms of financial aid. Close to 2,800 students have received legal assistance for issues related to housing, immigration, and employment.

Free tax preparation is one of the most frequently utilized services on campus, with more than **24,500 students** receiving assistance during the past three tax seasons. Students have received nearly **\$32 million in federal and state tax refunds** and avoided more than **\$4.5 million in tax preparation and predatory lending fees**.

Figure 2

Single Stop at Community Colleges: Demographics and Student Characteristics

Nationally, only 31 percent of community college students who enroll in a degree program will actually complete their studies.¹ Many of these students face barriers that make it difficult to stay in school including inadequate child care, housing issues, and unmet food and transportation needs. In addition, we know that students with children, students living in poverty, first-generation students, and students who must work while attending school are all more likely to drop out of school. For students from low-income families, the reason many of them do not complete their degree is financial hardship.²

Community college students served by Single Stop reflect this population of students who are at greater risk of dropping out of school. 77 percent of students served are the first-generation to go to college; 72 percent have an annual income of less than \$10,000; nearly 40 percent are parents; 51 percent work at least part-time; and 78 percent attend school full-time. For these students, Single Stop provides critical resources that can help them complete their studies.

See the table on page 4 for details on student demographics and characteristics.

For more information visit: www.singlestopusa.org

¹ NCES, "Descriptive Summary of 1995-96 Beginning Postsecondary students: Six Years Later," December 2002. Available at: <http://nces.ed.gov/pubs2003/2003151.pdf>

² Public Agenda, "With Their Whole Lives Ahead of Them," December 2009. Available at: <http://www.publicagenda.org/files/pdf/theirwholelifesaheadofthem.pdf>

Demographics		Served at CCs	
Gender		Female	64%
		Male	36%
Race/Ethnicity		Asian/Pacific Islander	7%
		Black (non-Hispanic)	38%
		Hispanic or Latino	39%
		White (non-Hispanic)	10%
		Other	6%
Children		None	61%
		1 child	21%
		2 children	11%
		3 or more children	7%
Age		<18	0%
		18 - 24	46%
		25 - 44	42%
		45 - 64	10%
		65+	2%
Income		<\$10,000	72%
		<\$30,000	97%
Employment		Employed Full-Time	14%
		Employed Part-Time/Seasonal	37%
		Not Employed	43%
		Other	6%

Student Characteristics		Served at CCs	
Enrollment		Full-time	78%
		Part-time	22%
Highest level of parent education		High school diploma or less	47%
		Some college	30%
		Associate's degree	9%
		Bachelor's degree	14%