one degree
Opportunity within reach

Annual Impact Report
Community Empowerment in Action

July 1, 2022 to June 30, 2023

Table of Contents

Letter from the CEO

It's been some time since our last Annual Impact Report was published in 2019, a year before the world faced a pandemic that reshaped so much of our lives. Like many organizations, we've been on a transformative journey. Working with our amazing communities from California to New York, New Mexico, Colorado, and Michigan, we're charting a path to a future of social care that is open and deeply rooted in collaboration.

With our incredible partners, we have been co-creating essential digital infrastructure to improve the delivery and coordination of social services. **Borne from the needs, insights, and wisdom of our community, we've launched groundbreaking innovations, like our closed-loop referral system, document locker, and advanced social needs screening and assessment tools**. These industry-leading tools do much more than simplify processes for agencies. They're providing a blueprint that brings people and communities together.

Through our community collaborations, we've discovered a fundamental truth—there's no one-size-fits-all solution to the pervasive problems of poverty and inequity. While it might be tempting to seek a single, top-down solution, the most enduring and effective ones are co-created with communities.

This ethos of collaboration and co-creation inspires our vision to build open community care networks on the foundation of One Degree's community resource and referral platform. **We are opening up the power of One Degree so that every community can shape a solution that meets their unique needs.**

We are also addressing the power imbalances that result in social care technologies being implemented at scale without careful consideration of local needs. The healthcare sector, with very powerful lobbies and financial interests, currently drives the integration of healthcare and social services at the national and state levels, but the solutions aren't working. And, it's usually local community-based organizations that bear the brunt, left to struggle around gaps and misalignments without receiving adequate incentives to do so.

This is why we're building an open ecosystem to better serve both sectors. Being a nonprofit ourselves allows us to invest in areas often overlooked by for-profit companies. The conversations we've had over the last year make it abundantly clear that social care infrastructure must grow beyond healthcare-driven tools, such as closed-loop referral systems and Medicaid billing support. To build a safety net that truly serves the most vulnerable, we need mutually developed solutions that serve not just the powerful and resource-rich institutions like healthcare and government, but also the small, local organizations that possess the deepest understanding of their communities. Our aim is to guide the industry toward this new horizon—toward openness, equity, and impact.

Of course, our progress is only possible because of the dedication of our team, the commitment of our volunteers, the collaboration of our partners, the guidance of our board members, and the generosity of our funders. To each and every one of you, our heartfelt appreciation.

We also invite all stakeholders, old and new, to walk with us on this transformative journey. Whether it's through your partnership, funding, or the championing of our cause, you play a vital role in the future we're shaping together. We look forward to your continued support, as we reimagine the public digital infrastructure for a better social safety net.

Onward,

Rey Faustino
Founder & CEO

Our Community

At One Degree, we want our technology not only to help people access vital resources, but also to actively shape the support network around them. Our community and professional members are not merely users; they are architects in building networks of community care.

In this spirit, we present stories from our community members who are integral to our vision of building community-driven technology with heart.

Community Stories

A Community of Support: Elaine's Story

Elaine* is a single mom who knows how important it is to ask for help to keep your family going.

Introduced to One Degree at Hamilton Family Services in San Francisco, **Elaine was able to access child care resources, job training programs, legal services, and housing assistance**. She has been an active user of One Degree for over three years and shares it with others in her community who are also looking for services. **Elaine reports that she has never felt more supported, because she can reach out to One Degree's member support team for guidance on finding resources and how different benefits work.**

"Everyone needs help or even community resources at times, and they could get a lot more support by using One Degree."

From Stigma to Empowerment: Jenny's Story

Jenny* believes that having 24/7 access to vital resources can reduce the stigma associated with getting help.

Jenny discovered One Degree when she saw a flier while receiving services at the Family and Intercultural Resource Center in Summit County, CO. By chance, she found another flier in her local newspaper. Wanting to better support her family, Jenny searched One Degree for **education and employment resources, which connected her to a local community college where she enrolled in ESL classes.** These classes supported her ability to do the work she does today. **Jenny now supports her community to do the same as a resource navigator.**

"Without One Degree, I would not have been able to support my family or empower my community to overcome the stigma of getting help."

By request, we have anonymized the members' faces and names.

Professional Stories

Brian Keith Kill, Founder of Boss Mobility Life Coach Services

Brian founded Boss Mobility Life Coach Services to empower fathers to meet their goals and become a larger part of their community.

Brian discovered One Degree during the pandemic and has been using it ever since. It has been an incredible addition to the tools he uses to support his community, especially as a life coach. Brian knows that he can't do this work alone and **uses One Degree to refer clients to a variety of other organizations in and around San Francisco**. He has even used it for himself, exploring what resources were available in his area.

Brian says that, with One Degree, "I know where the resources are, and I can find something to help my client get their needs met."

Kayla, Staff Member, BMagic

Kayla and the staff of BMagic, a program of the San Francisco Public Defender's Office, have a long history of partnering with and using One Degree.

Kayla was introduced to One Degree through her work at BMagic where, since 2013, she has managed BMagic's organization page on the One Degree platform. **She uses One Degree to make sure the BMagic community has the most up-to-date resources available to them.** Being able to send information to community members with just a few clicks has positively impacted Kayla's work. One Degree has also helped Kayla become more aware of the services available, so that she and her organization are doing all they can to empower their community.

"With One Degree, we can definitely give them the information they need or are looking for… we can come together and really help each other. We provide resources, but others provide the services."
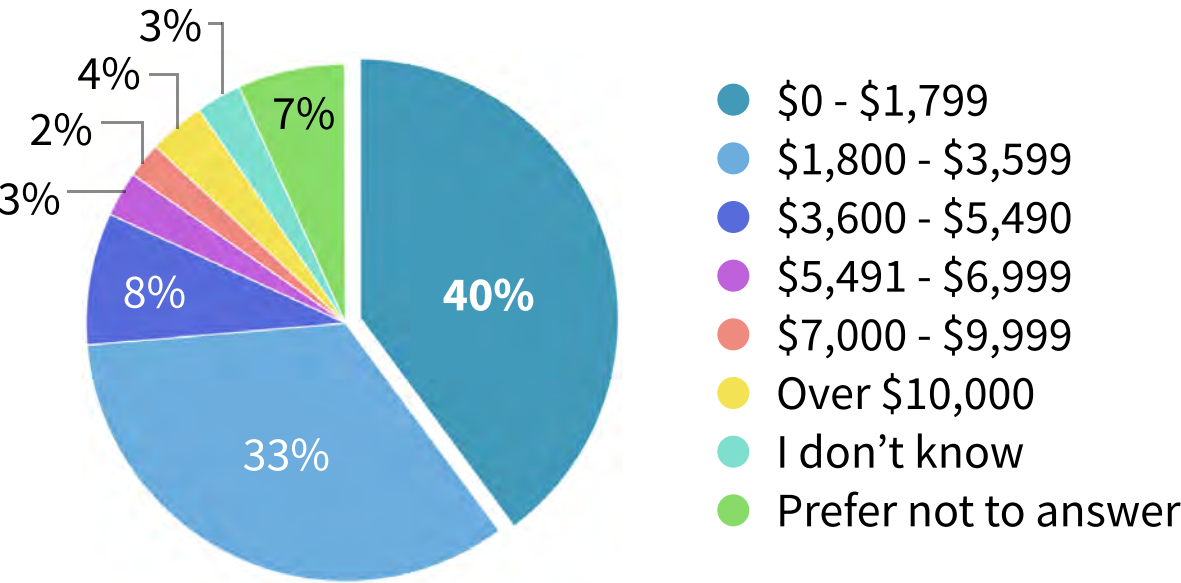
Member Survey

With over 62,313 members, our community comes from a diversity of backgrounds and lived experiences. To ensure that our platform and service connect each person with the resources that are specific to their personal needs, we believe it is essential to know who we are serving. While demographics and experience are not the sum of any individual, we believe that understanding a person's identity and journey is critical to meeting people where they are and helping them feel empowered to improve their lives.

The following charts provide a snapshot of the One Degree community in 2023.
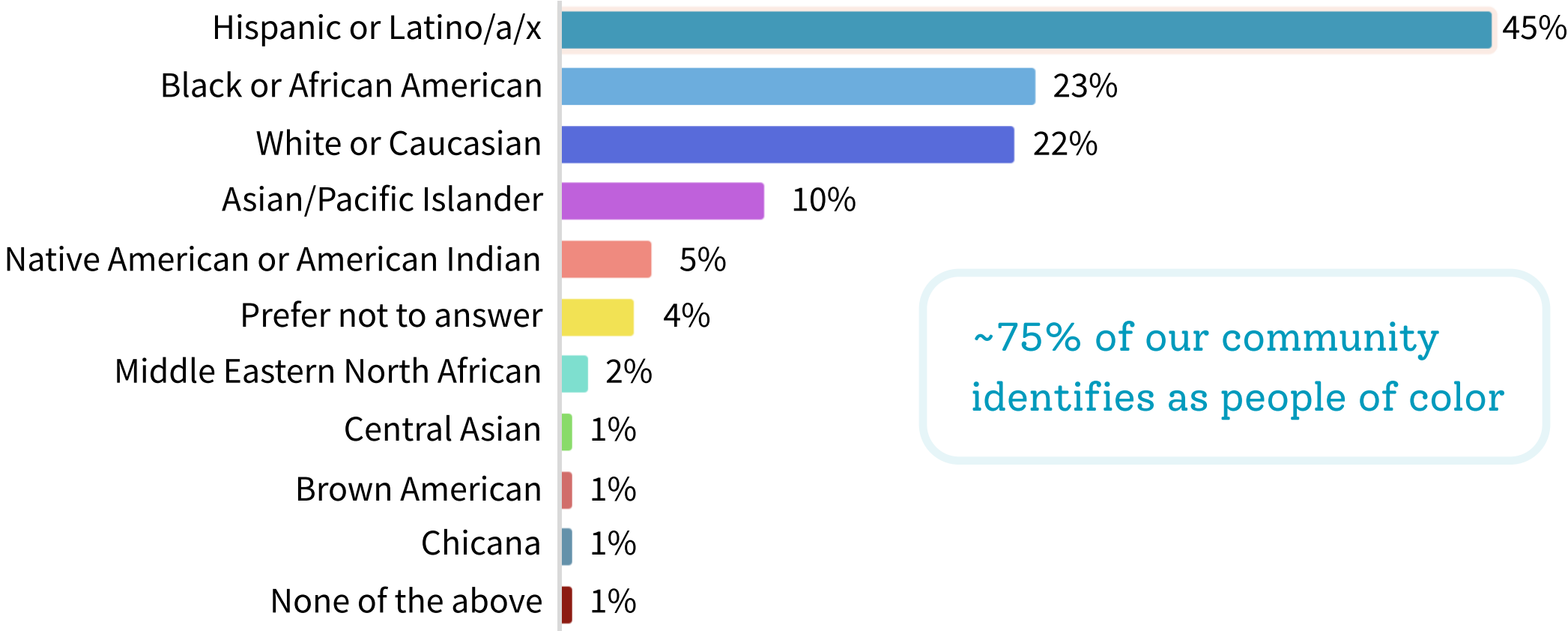
Monthly income

- $0 - $1,799 — 40%
- $1,800 - $3,599 — 33%
- $3,600 - $5,490 — 8%
- $5,491 - $6,999 — 3%
- $7,000 - $9,999 — 2%
- Over $10,000 — 4%
- I don't know — 3%
- Prefer not to answer — 7%

Nearly 75% make less than $3,600/month

Race | Ethnicity

Respondents could select more than one identification.

Hispanic or Latino/a/x	45%
Black or African American	23%
White or Caucasian	22%
Asian/Pacific Islander	10%
Native American or American Indian	5%
Prefer not to answer	4%
Middle Eastern North African	2%
Central Asian	1%
Brown American	1%
Chicana	1%
None of the above	1%

~75% of our community identifies as people of color

Experience of homelessness

Respondents could select more than one identification.

Currently experiencing homelessness	18%
Experienced homelessness in the past	38%
At risk of experiencing homelessness	14%
Have never experienced homelessness	26%
Prefer not to answer	8%

More than 50% are currently or have previously experienced homelessness

Note: This demographic data, collected through a voluntary survey in fall 2023, is based on a sample of 134 members and may not reflect the One Degree community as a whole.
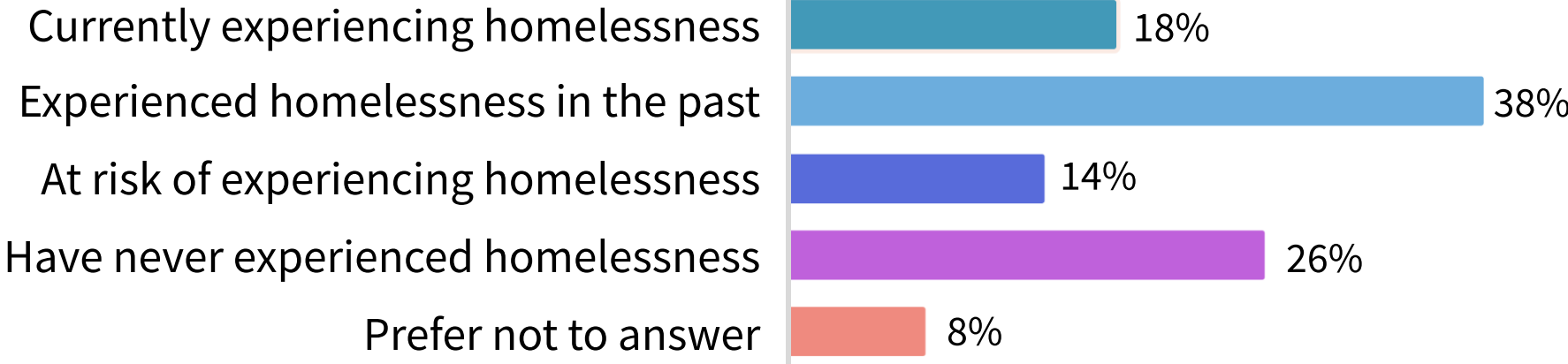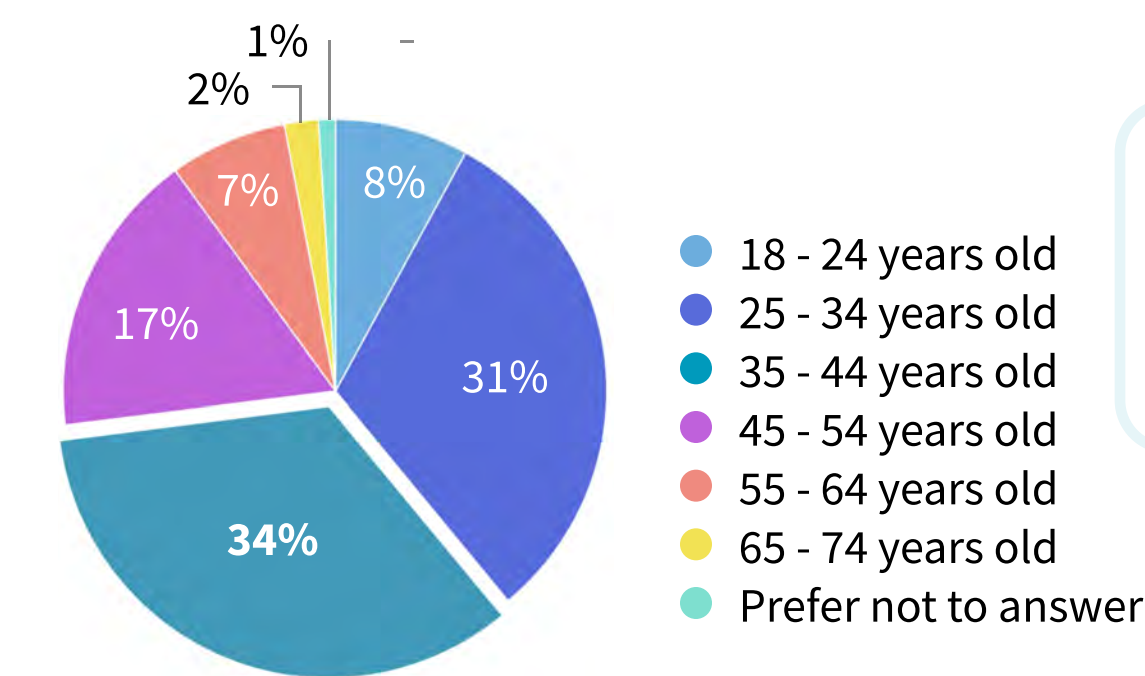
Member Survey

Age

- 18 - 24 years old
- 25 - 34 years old
- 35 - 44 years old
- 45 - 54 years old
- 55 - 64 years old
- 65 - 74 years old
- Prefer not to answer

1%
2%
8%
7%
17%
31%
34%

Nearly 75% of members surveyed are under 45 years old

Gender



2%
1%
1%
13%
83%

- Female
- Male
- Transgender
- Gender nonconforming/non-binary
- Prefer not to answer
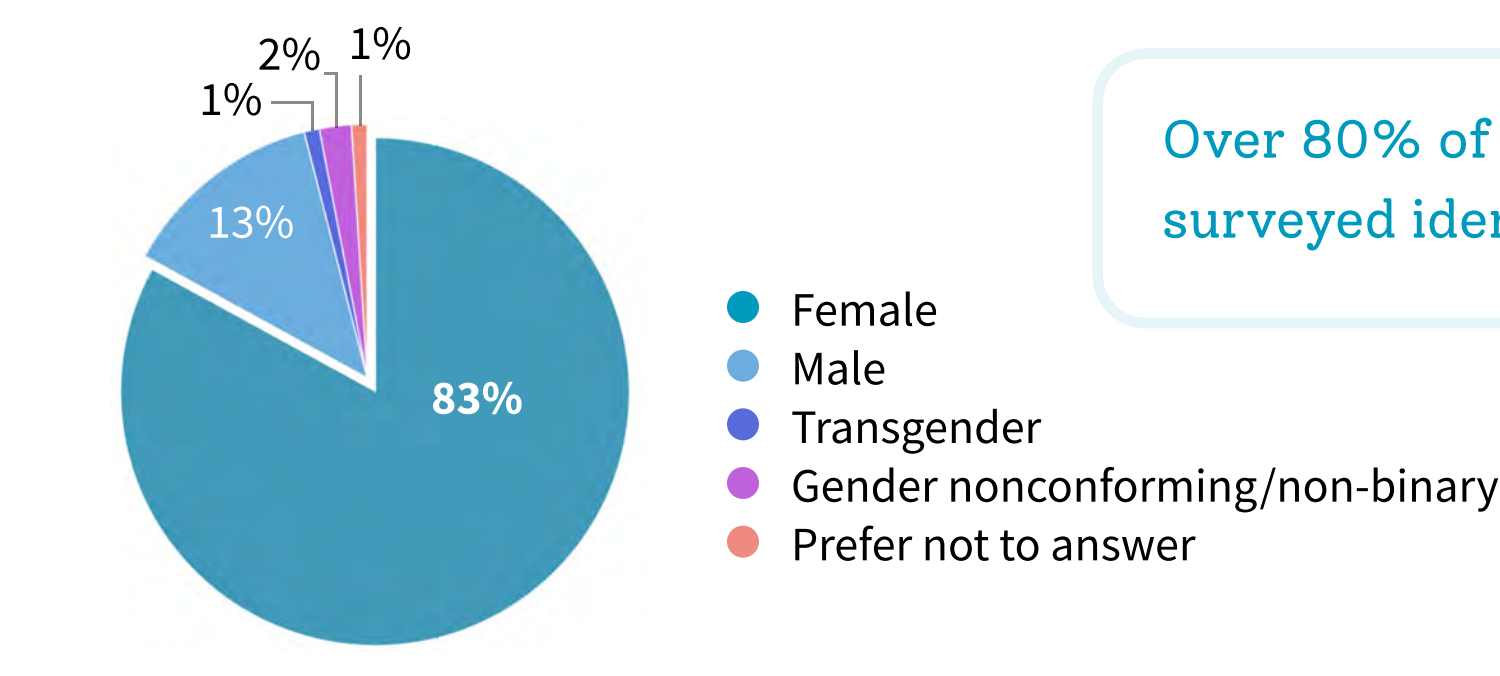
Over 80% of members surveyed identify as female

Number of children in household

27%
34%
1.5%
1.5%
6%
9%
21%

- 1
- 2
- 3
- 4
- 5
- More than 5
- Prefer not to answer
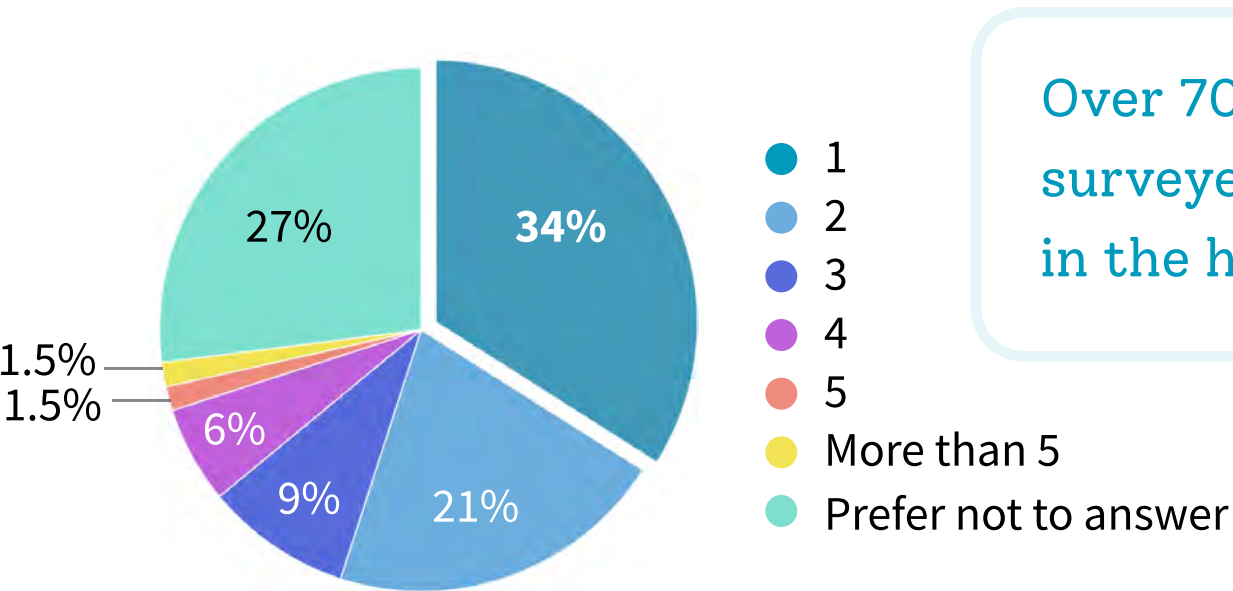
Over 70% of members surveyed report children in the home

No. of adults in household

1%
1%
3%
5%
15%
42%
33%

- 1
- 2
- 3
- 4
- 5
- More than 5
- Prefer not to answer
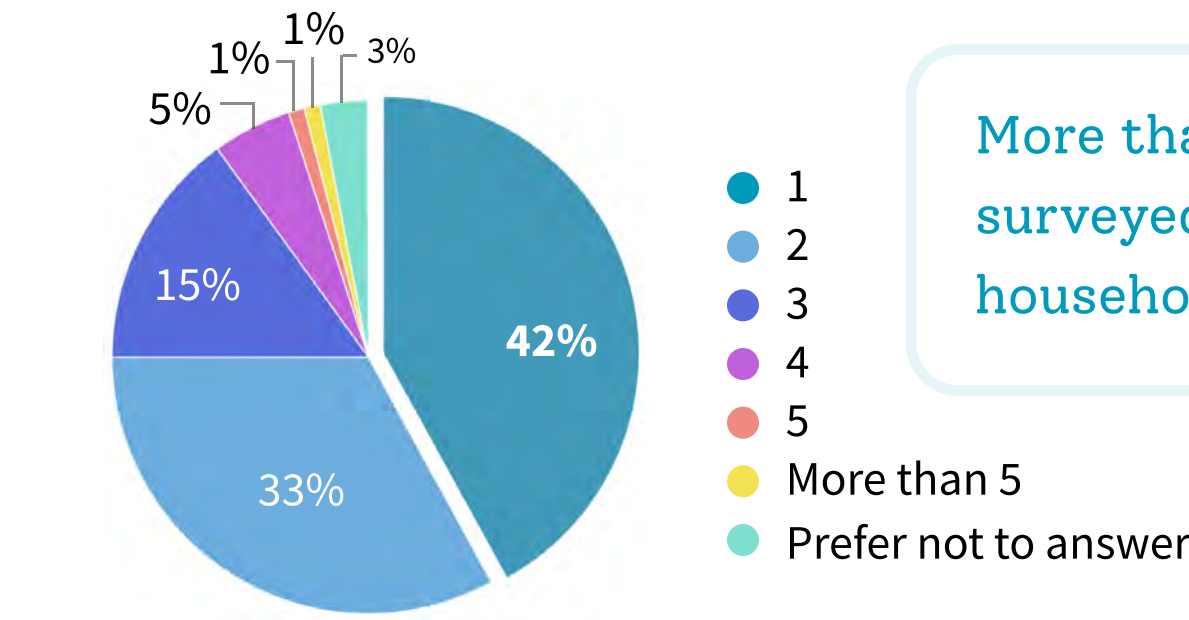
More than 40% of members surveyed live in single adult households

Note: This demographic data, collected through a voluntary survey in fall 2023, is based on a sample of 134 members and may not reflect the One Degree community as a whole.

Transcending geographical boundaries and traditional limitations to connect people with essential resources, our work with partners serves as a blueprint for equity-centered safety-net innovations nationwide.

Partners in Community Care
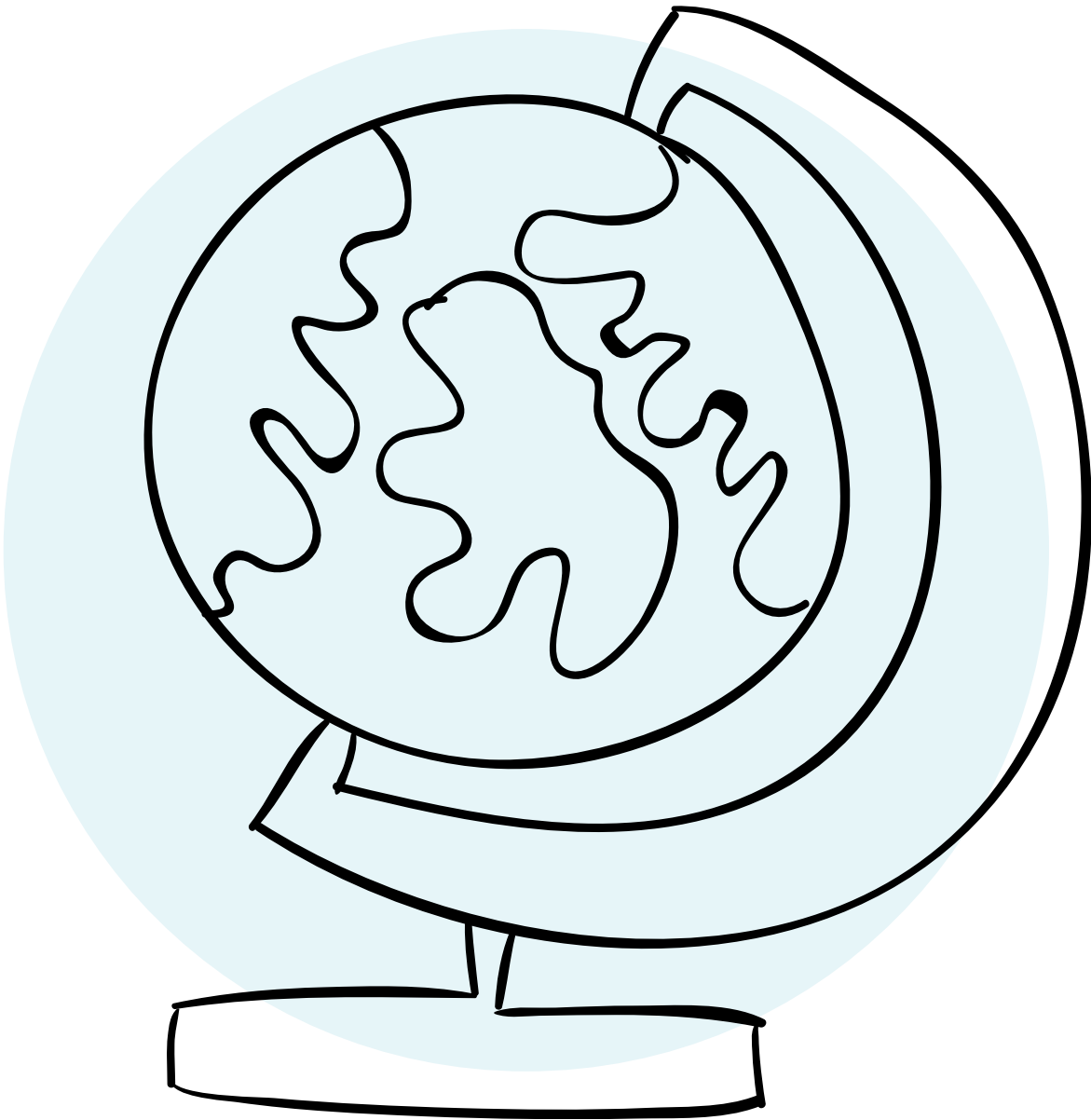
ACES-LA Closed-Loop Referral Network

Strengthening a network of community care

In 2023, on our journey towards building open community care networks, we renewed our partnership with ACES-LA, a coalition of organizations committed to addressing Adverse Childhood Experiences. Together **we are strengthening a region-wide closed-loop referral (CLR) network**, managed by the Los Angeles County Department of Health Services (LADHS), aimed at helping at-risk families access the resources they need.

One Degree built the infrastructure for the network, with our database of 8,000 social service resources within Los Angeles County as the foundation. Linking 43 community-based organizations (CBOs) to clinical settings within LADHS and the UCLA Olive View and Harbor Clinics, **the CLR network streamlines the client referral process from health agencies to CBOs, enabling providers to refer patients to a comprehensive range of resources, while also receiving feedback on whether the services were engaged.**

The ACES-LA CLR system provides an end-to-end view of client referrals, including notifications, reminders, referral status, and client contact information. Furthermore, the system captures inbound-referral details and includes reporting capabilities. These features track important client data, while also shedding light on community needs, geographical demand for services, and in-network usage of community-based resources. Such insights are key to growing networks of care that can effectively respond to the range of people's needs.
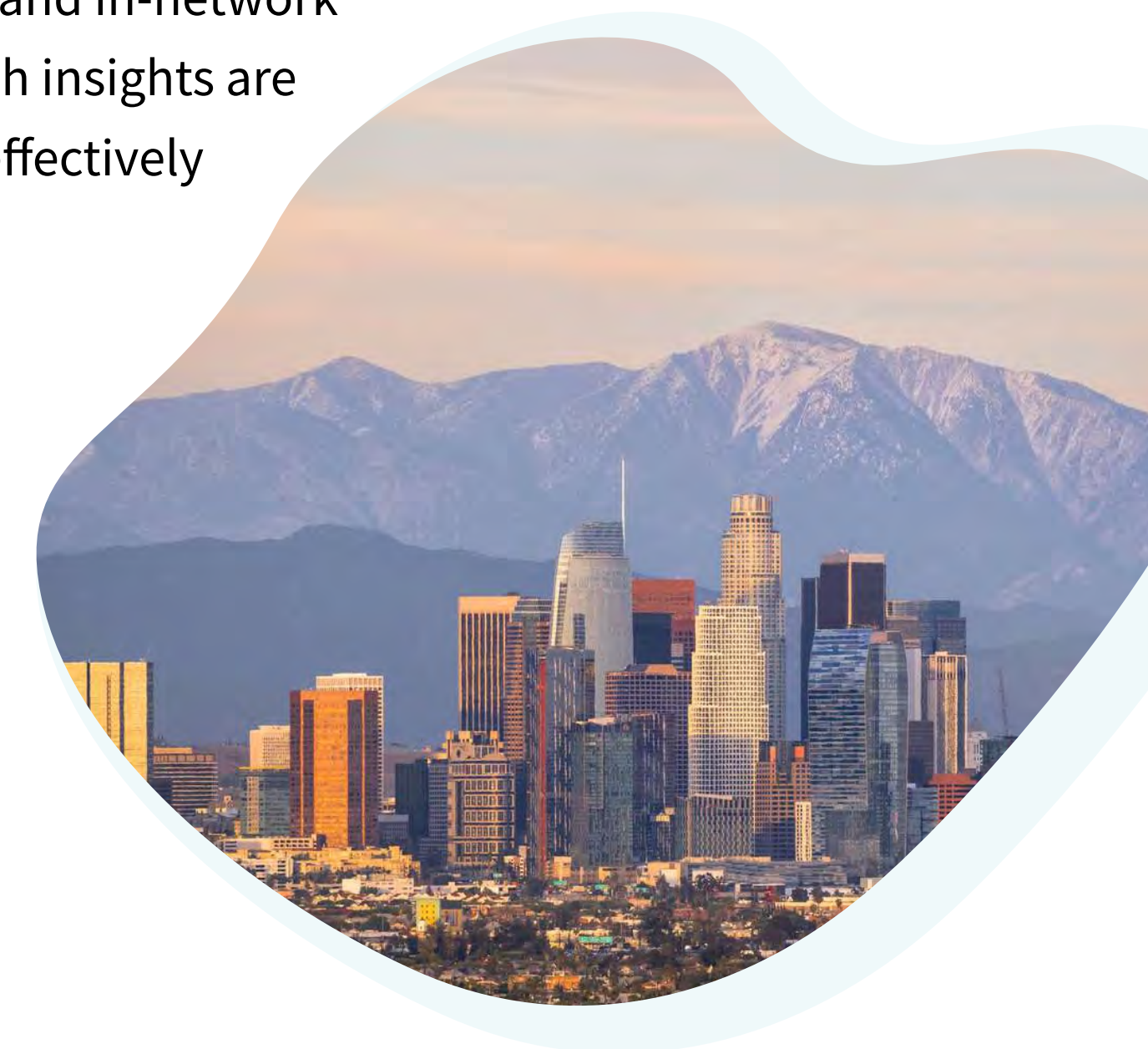
Northeast Valley Health Corporation

NEVHC referrals over time
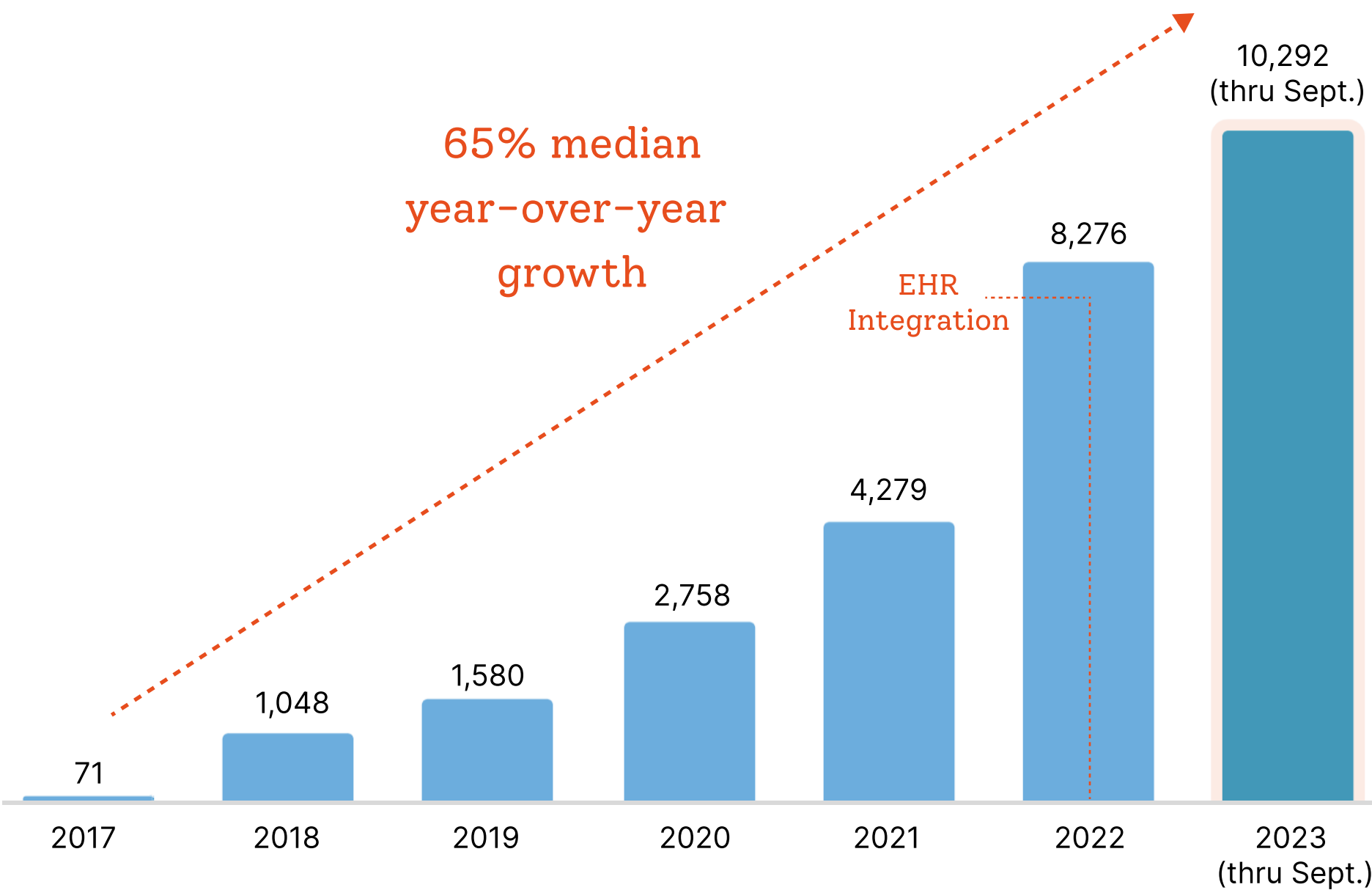
Northeast Valley Health Corporatio
a california *health*⁺ center

In 2022, One Degree collaborated with Northeast Valley Health Corporation (NEVHC) to expand their One Degree-built referral system with **an electronic version of the PRAPARE (Protocol for Responding to & Assessing Patients' Assets, Risks & Experience).** The self-service assessment, available in English and Spanish, enables community members to be screened for Social Drivers of Health.

To create a streamlined workflow for frontline staff, One Degree integrated the referral system with NextGen EHR to sync assessment and referral data with patient records. This optimization **resulted in a 93% jump in referrals made by NEVHC through the One Degree platform.**

One Degree then **implemented an HIV risk assessment feature** to identify at-risk patients, inform them if PREP medication might be right for them, and make recommendations to nearby HIV-related resources.

One Degree's multi-year collaboration with NEVHC underscores the power of a sustained partnership founded on patient-centered care and community trust.

65% median year-over-year growth

EHR Integration

Year	Referrals
2017	71
2018	1,048
2019	1,580
2020	2,758
2021	4,279
2022	8,276
2023 (thru Sept.)	10,292

One Degree Southwest New Mexico

Transforming rural resource accessibility

"One Degree is the only system I've seen where you can easily get information in front of patients and their families."

—Dr. Brian Etheridge, Pediatrician

HMS
HIDALGO MEDICAL SERVICES

New Mexico, known as "The Land of Enchantment," boasts breathtaking landscapes and a richly diverse population. However, alongside this beauty lies a complex tapestry of economic and healthcare disparities: 25% of the population lives at or below the federal poverty level and 43% are enrolled in Medicaid.

One Degree and Hidalgo Medical Services (HMS) embarked on a transformative partnership to expand access to essential resources, giving birth to One Degree Southwest New Mexico. Conversations with Dr. Brian Etheridge, pediatrician at HMS, and Alicia Edwards, Coordinator for Healthy Kids Healthy Communities Grant County and Grant County Commissioner revealed a central theme: the scarcity of resources for both families and providers in rural counties. We helped the community transition from an outdated paper-based system to a digital platform, making resources accessible to all.

In a rural population with fewer than 30,000 people, One Degree Southwest New Mexico has served 21,000 community members, connecting rural and metro areas with critical services and benefits. Providing access to 500 local resources, the regional platform shines as an example of how collaborative, cross-sector partnerships can bridge service gaps by engaging directly with both service providers and recipients to genuinely deliver what communities need.

Fair Futures

Growing resource needs in New York City

FairFutures>

One Degree + Fair Futures launched in NYC in 2019 with a set of 470 high-quality internship, job readiness, and vocational/sector-based training programs. Later that year, The City University of New York (CUNY) reached out to Fair Futures, became an official partner, and 300 CUNY certificate programs were added. By spring of 2021, several hundred more CUNY internship and upskilling programs were added to One Degree New York City.

In 2022, through a collaboration with Benefits Data Trust and funding from Robin Hood, One Degree in NYC continued to grow and now includes over 5,500 resources covering housing, food, legal, education, and employment needs.

In FY 22-23, the NYC platform served more than 126,000 individuals, an increase of 80% over the previous year and the highest increase in usage for any region we serve.
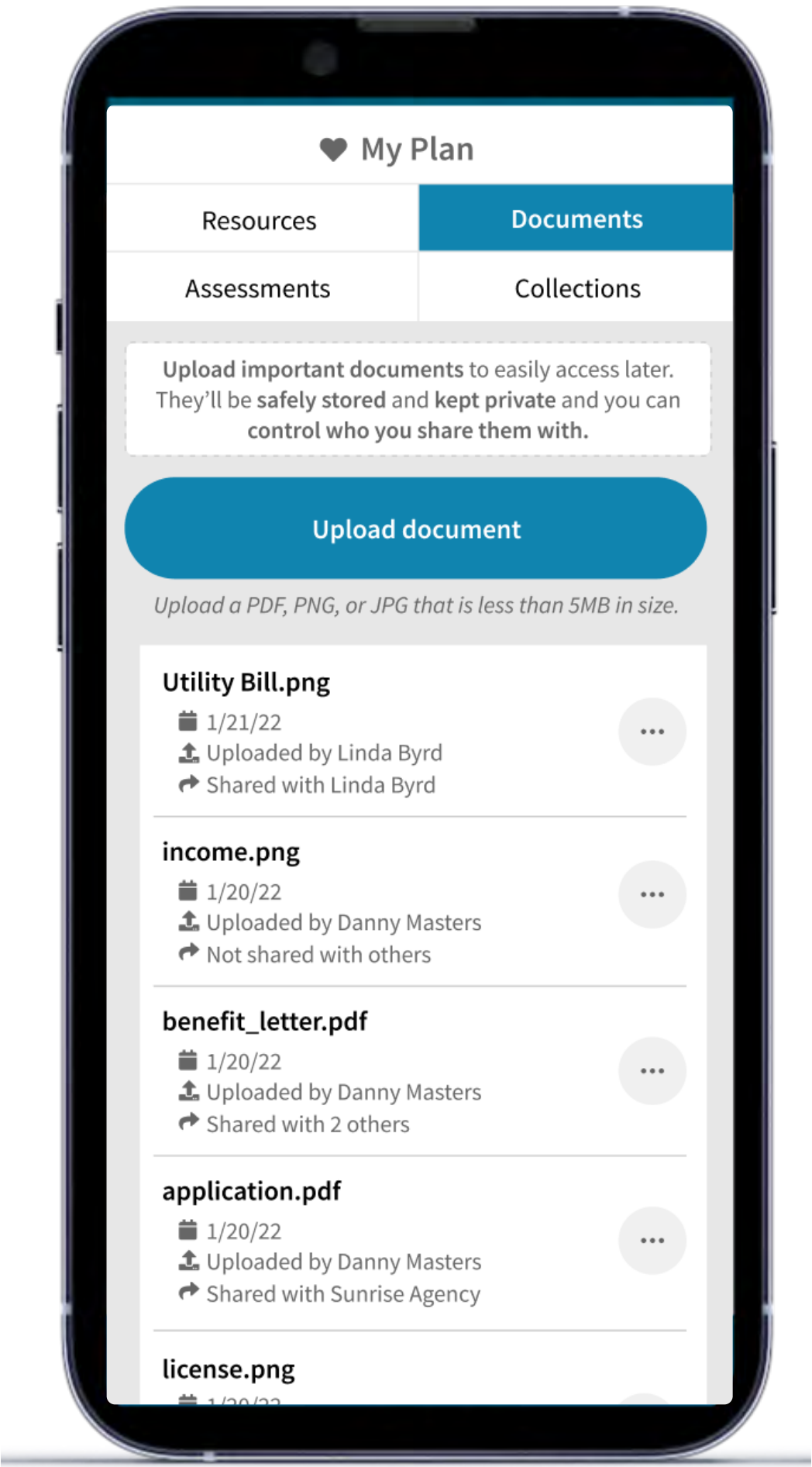
Innovation for Acccess

The following innovations reflect our ongoing commitment to improving the One Degree platform and creating new tools that address the evolving needs and challenges of the people we serve.

Document Locker

Fighting invisibility in social care

With funding from Los Angeles County and feedback from our community and healthcare partners, including the Los Angeles County Department of Public Health, we launched a new "Documents" tool.

This HIPAA-compliant storage feature enables community members to save and store sensitive documents, using photos taken with their phones or by having a caseworker scan and upload them securely. Those using the feature store not only **personal ID**, but also **utility bills**, **income verification**, **food stamps**, **medical information**, and **other essential records**.

Importantly, the tool enables individuals to retain full control of their documents— members can view who has access to individual documents and can revoke access at any time.

Our aim with the Document Locker is to reduce the effects of documentation loss, theft, or damage and enable community members to maintain the verifications and documentation needed to seek help with more ease and control.
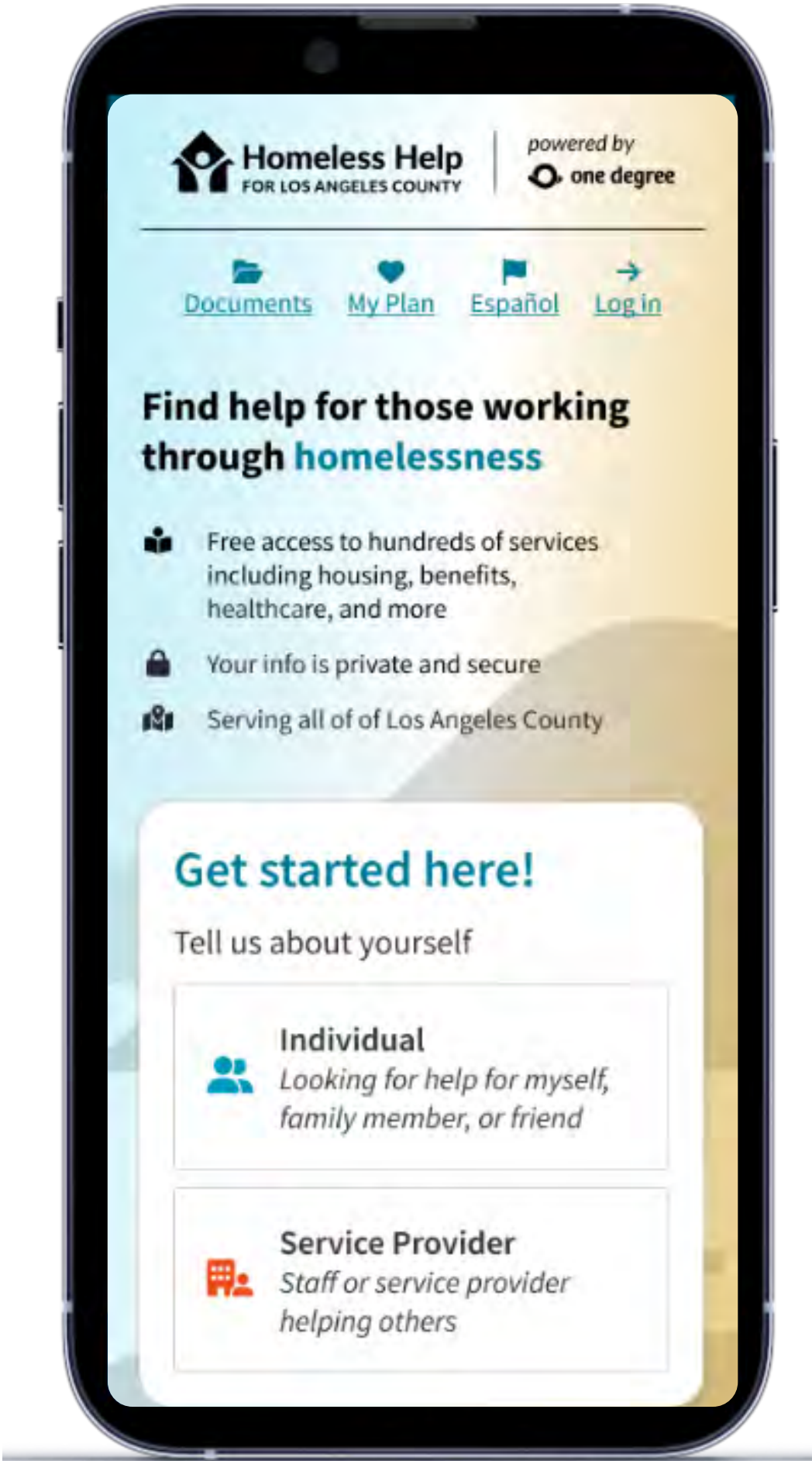
Homelessness Prevention Portal

## Centralizing access to essential resources in LA County

In partnership with Los Angeles, we designed and built a centralized resource portal to support people experiencing or at risk of homelessness. **The portal is an example of leveraging the power of the One Degree platform to address the specific needs of community members.** Developed with community and service provider input, the portal uses guided questionnaires to simplify the search for essential local resources—from temporary shelter, food assistance, medical care, and beyond.

Leveraging our comprehensive services database for Los Angeles County, the portal is a streamlined and effective way to help community members access more than 8,000 opportunities county-wide.

Celebrating One-e-App

A pioneer in healthcare access
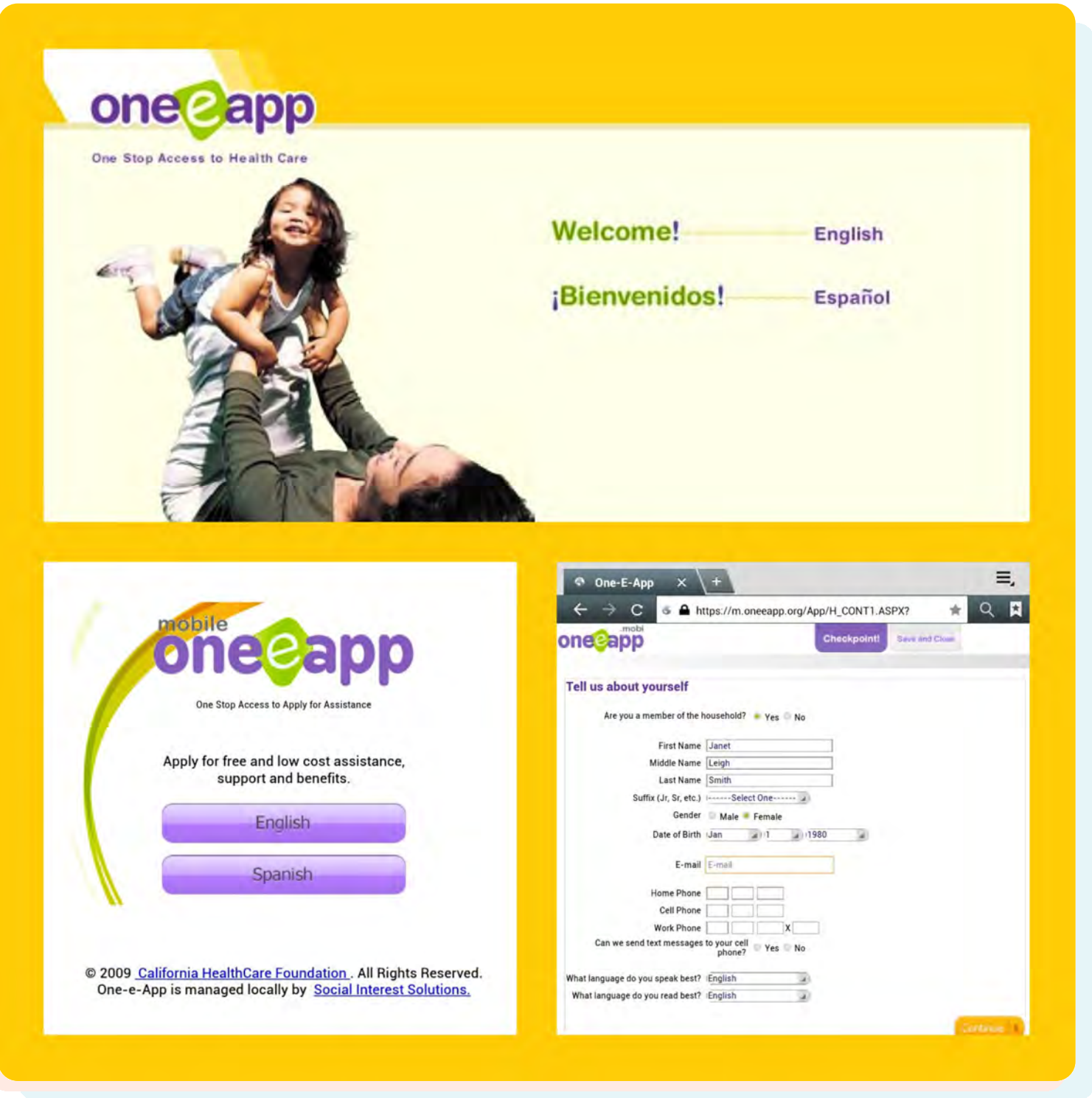
This year One Degree began the sunsetting process of its pioneering, legacy technology, One-e-App (OeA). Launched in 2005, OeA was the first web-based system connecting individuals to a multitude of publicly funded health and human service programs. This marked a turning point in the social care sector, revolutionizing how low-income communities accessed essential services.

OeA simplified resource access for low-income communities and streamlined the enrollment process for health insurance and other safety net programs. Over its lifespan, it **screened over 9 million people across four states and processed over 12 million benefit program applications**. OeA eliminated duplicative administrative tasks for healthcare providers, significantly reducing the time and resources spent on eligibility paperwork.
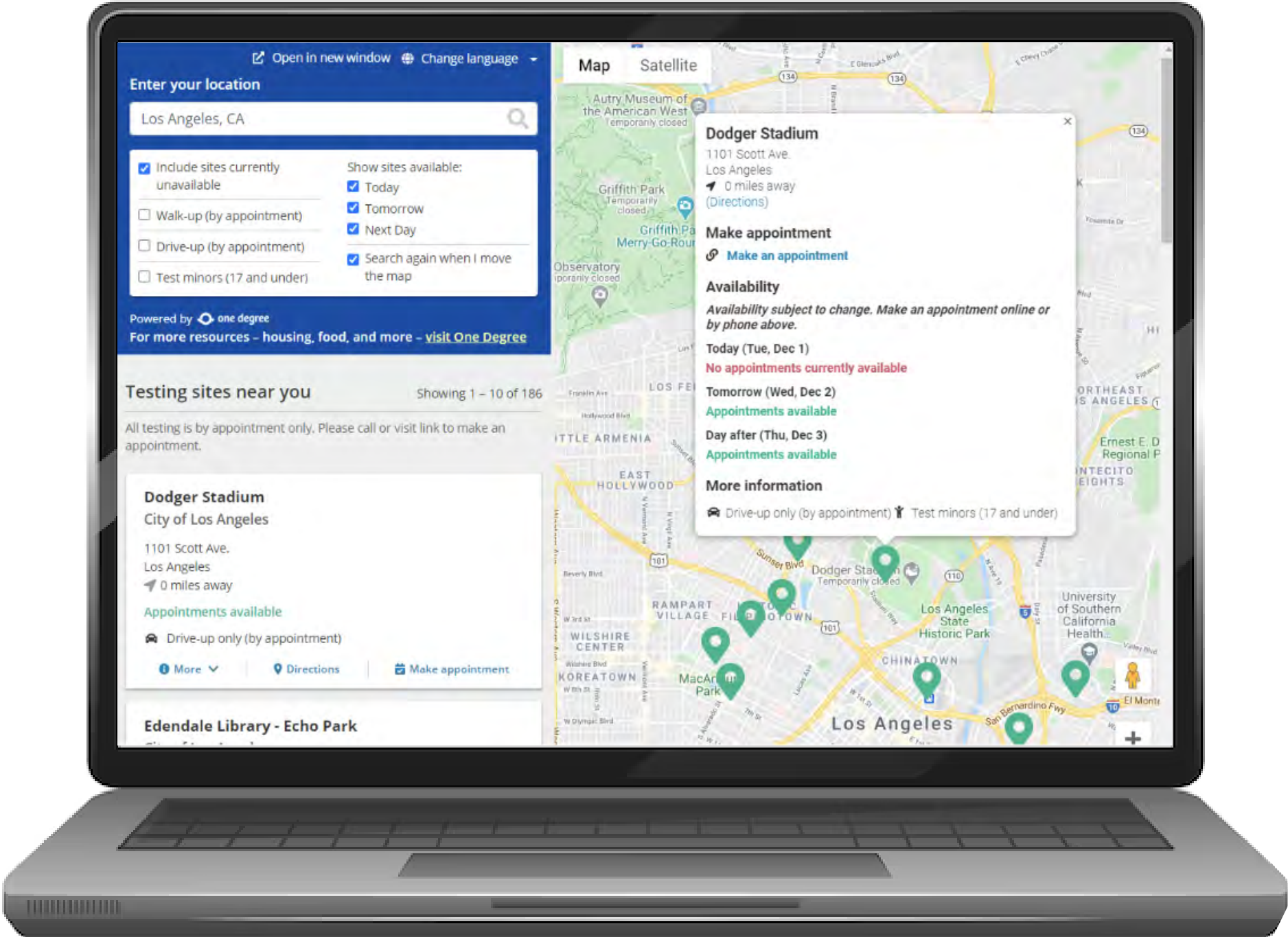
A pioneering technology, OeA laid the foundation for innovation in benefits access nationwide. Unfortunately, while electronic applications have become commonplace, the struggle to access and maintain benefits continues for many. Today, as OeA begins sunsetting, we are redirecting our **focus to the next challenge in social services—integrated eligibility and enrollment to services and benefits via regional, open networks of care.**

Real-Time COVID-19 Testing Site Portal

A response to a public health emergency

One Degree's COVID-19 testing site portal, developed in collaboration with the Los Angeles County Department of Health Services, enabled L.A. County residents to find available testing sites and make appointments, gave testing site managers the ability to update their site's availability in real time, and provided administrative access to County staff to add and update sites as needed.

Live from July 2020 to June 2023, **the COVID-19 testing site portal served 8 million unique users** and was closed shortly after the County ended its declaration of the local public health emergency.

Insights & Impact

Ultimately, One Degree exists to make an impact on people, and the following insights provide a quantitative view on the escalating needs in our community.
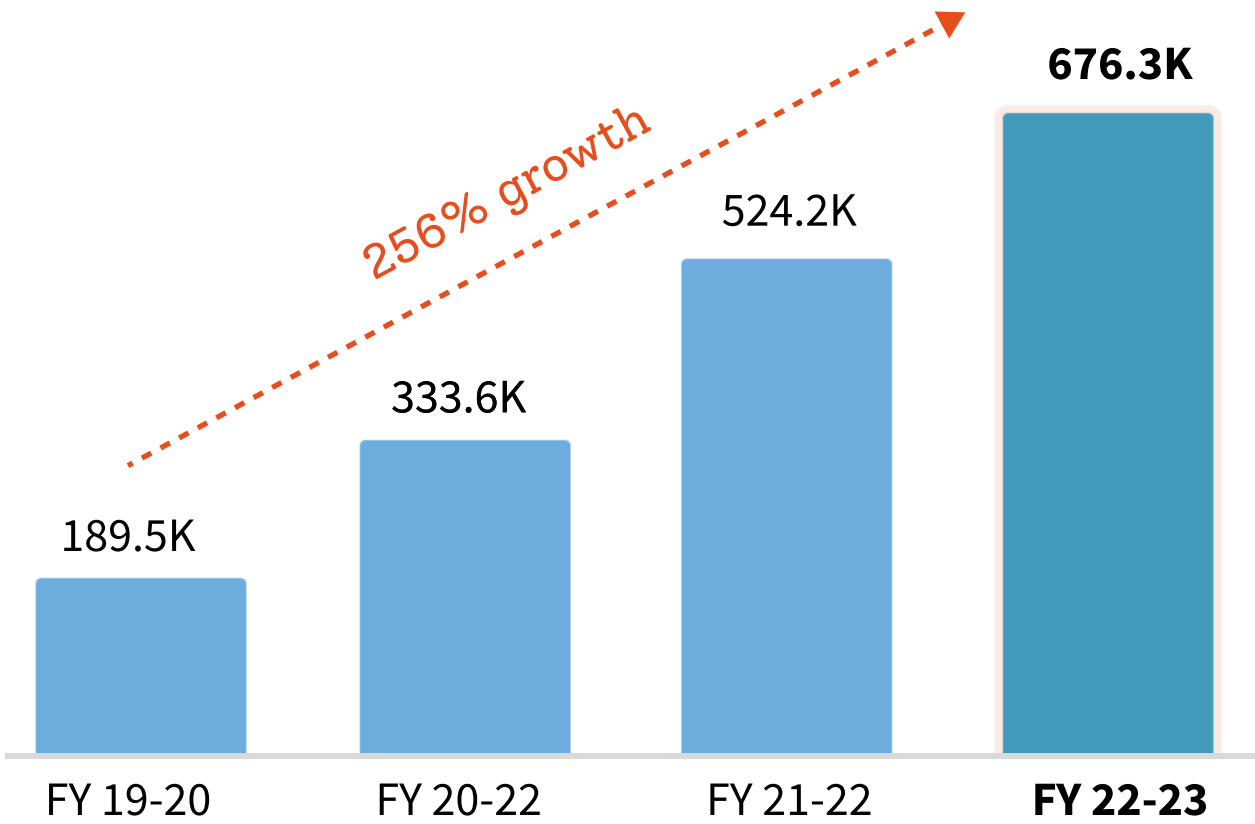
A Growing Need for Resources

With **a marked increase in demand for resources across the One Degree platform**, our usage data illustrates a narrative of growing need. Whether it is for housing, food, or job assistance or originates from California, New York, or New Mexico, each search **signifies an individual's quest for assistance** and a more secure future.
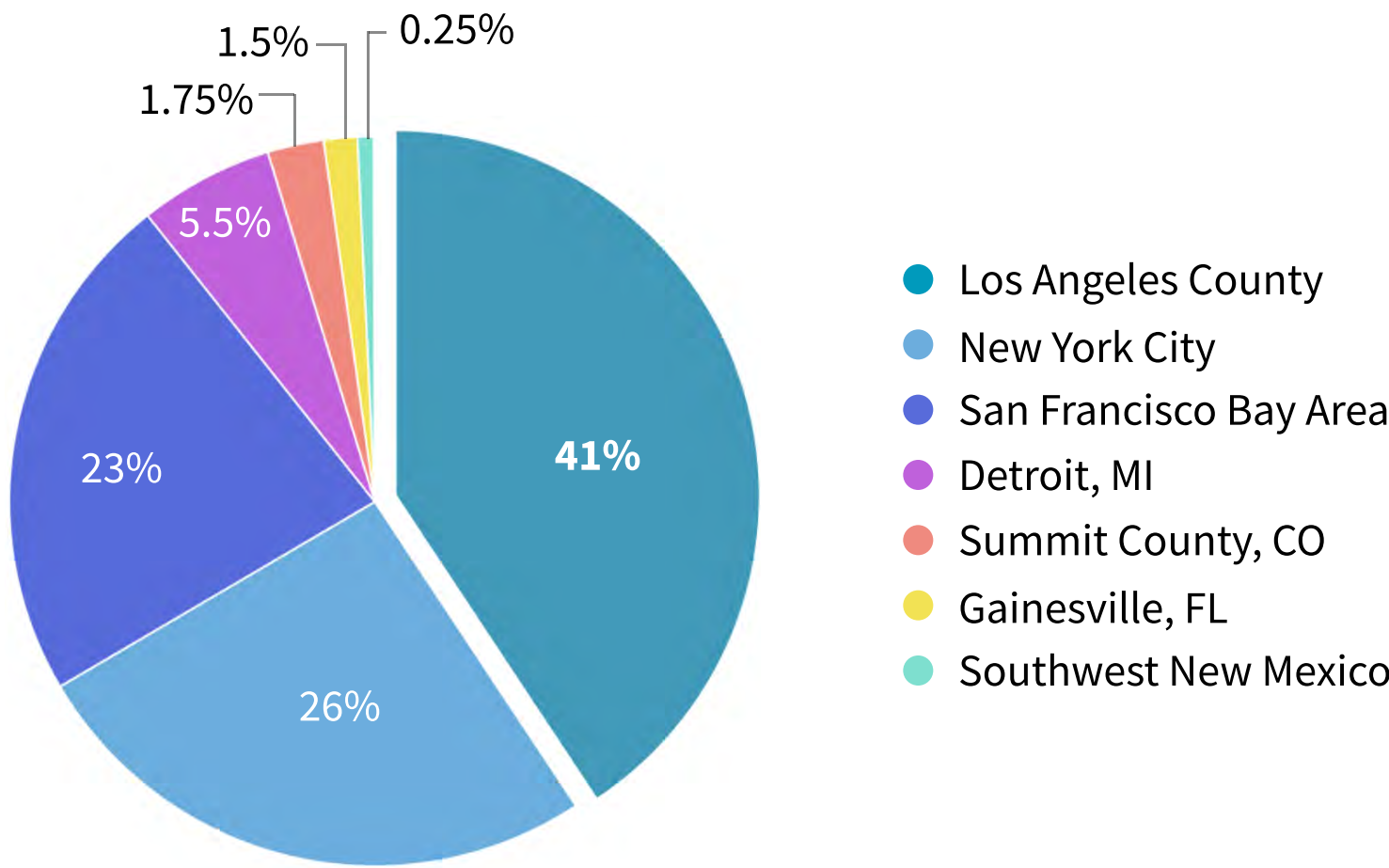
National usage of One Degree

676.3K

524.2K

333.6K

189.5K

256% growth

| FY 19-20 | FY 20-22 | FY 21-22 | **FY 22-23** |

Top 10 resources nationwide

- Food pantries
- Housing search
- Deposit & rent assistance
- Emergency financial assistance
- Section 8
- Affordable housing
- Counseling & therapy
- Job placement
- Finding work
- Grocery / meal delivery

Food & housing are the most sought after resources

Regional usage distribution

1.5%   0.25%
1.75%
5.5%
23%
41%
26%

- Los Angeles County
- New York City
- San Francisco Bay Area
- Detroit, MI
- Summit County, CO
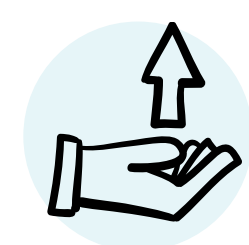- Gainesville, FL
- Southwest New Mexico

ROI of One Degree

To measure the return on investment, **we calculated the number of people served by One Degree and the average cost of the service they connected to**. For example, on www.1degree.org, there are over 200 types of resources listed, each with a different average cost. Based on community members' self-reporting of services used, we were able to measure the total value of services unlocked.

Investing $1 in One Degree results in 11x impact

$35.1 million
in services unlocked from 1degree.org

$12 million
of COVID-19 testing services utilized from the LA COVID-19 Testing Site

$33 million
in healthcare access from MyHealthLA (One-e-App)

$80 million
Total estimated community return

The People Behind One Degree

Our Team & Leadership

Meet our dedicated team, a group of passionate individuals working behind the scenes to make access to social services more equitable.

At the core of our work lies a belief in the transformative power of communities. We lead with race and class equity as our goal and view technology as a means to that end. We are a down-to-earth, tight-knit team of professionals who not only excel at what we do but also bring out the best in one another.

[Click here to see our staff bios](#)

Our Team & Leadership

One Degree Staff

Cecilia Mejia	Community Navigator, Los Angeles
Craig Summerill	Software Engineer IV
Emma Craig	Culture Manager
Genevieve McAllister	Software Engineer II
Goutham Muppavaram	Lead DevOps Engineer
Hiral Shah	Lead Business Systems Analyst
Jazzy Saldaña	Community Outreach Specialist, Bay Area
Jessi Berkelhammer	Software Engineer III
Jessica Rodriguez	Resource Program Manager
Josh Wolfe	Software Automation Engineer IV
Kingsley Oti	Sr. Systems Administrator
Marc Balderama	Sr. UI/UX Designer
Mike Hickman	Software Engineer II
Naresh Ravuri	Software Engineer IV
Richard Hillius	Director, Security & Infrastructure
Sara Bajor	Software Engineering Manager
Sean Cunningham	SDET Automation Engineer II
Shawn Snavley	Manager, Community Success
Steffi Brock-Wilson	Strategic Partnership Manager
Tijana "TJ" Kaitovic	Sr. Product Manager

Executive Team

Greg Baldwin	Head of Development & Partnerships
Rey Faustino	CEO & Founder
Sai Yallapragada	Vice President of Engineering
Steve "Spike" Spiker	Chief of Programs & Technology

Board of Directors

James L. Yocum	Board Chair, President at Coastal Oak Systems
Karla Monterroso	Board Secretary, Founder & Managing Partner at Brava Leaders
Rey Faustino	Board Member, CEO at One Degree
Zhen Liu	Board Member, Senior Manager at The Bridgespan Group

Extended Team

Consultants & Contractors

Aloka Shah	Resource Specialist
Brooke Rasmussen	Data Analyst, Resource Specialist
Christopher Windle	Resource Specialist
Emma Wakeling	Resource Specialist
Jennifer Moelchert	Resource Specialist
Jeremy Hatter	Sr. Software Developer
Justin Easter	Resource Specialist
Kartik Ponnala	Sr. Software Developer
Kathryn Chatman	Resource Specialist
Lareb Nawab	Sr. Software Developer
Li Lei	Resource Specialist
Lila Murphy	Resource Specialist
Liz Henry	Fundraising Consultant
Lynea Diaz-Hagan	Sr. Marketing & Comms. Consultant
Maria Garcia	Compliance Management Consultant
Mariem Mahmoud	Resource Specialist
Megan Aylor	Resource Specialist
Milton Smith	Resource Specialist
Nadine Miller	Bookkeeper
Pritam Gudekar	Sr. Software Developer
Rhonda Asala	Resource Specialist
Rina Ly	Administrative Assistant
Robb Pike	Fundraising Consultant
Tiffany Rettinger-Sugg	Service Desk Analyst

Project Consultants & Contractors

Béné Bicaba	Operations Consultant
Bree Walter	UX Designer
Cory Hall	Service Desk Analyst
Frances Brittingham	UX Researcher
Jacqueline Gjurgevich	Interim COO
Muna Bhandari	Database Admin
Natalie Walker	Operations Consultant
Raman Kar	Sr. Software Engineer
Tera Battaglia	Database Admin
Tiffany Rettinger-Sugg	Service Desk Analyst
Vijay Chavre	St. Software Engineer

Fellows

Samantha Masannat	AmeriCorps Volunteer Infrastructure Program Fellow

Volunteers

Ada Barreto	Community Resource Volunteer
Amy Slankard	Community Resource Volunteer
Anthony Gonzalez-Holling	Community Resource Volunteer
Crystal Wong	Community Resource Volunteer
Kay Wu	Community Resource Volunteer
Matthew Choi	Community Resource Volunteer
Minjeong Kim	Community Resource Volunteer
Nicole Szeto	Community Resource Volunteer
Preeti Khare	Community Resource Volunteer
Sanika Modkharkar	Community Resource Volunteer
Stephanie Arentz	Community Resource Volunteer

Thank You to Former Staff & Consultants

|	
Millennium Strategy	
JRB Consulting	
Alex Gumbs	Data Analyst Consultant
Chris Sumner	Data Services Consultant
Christi-Marie Butler	Fundraising Consultant
Grace Siegel	Resource Specialist
Joe Clymer	Service Desk Analyst
Latonya Thompson	Finance Consultant
Mike Gemm	Interim CFO
Pavan Kumar	Database Resource
Rea Pañares	Chief Operating Officer
Rebecca Treece	Fundraising Consultant
Siven Ly	HR Consultant

Thank You to Former Board Members

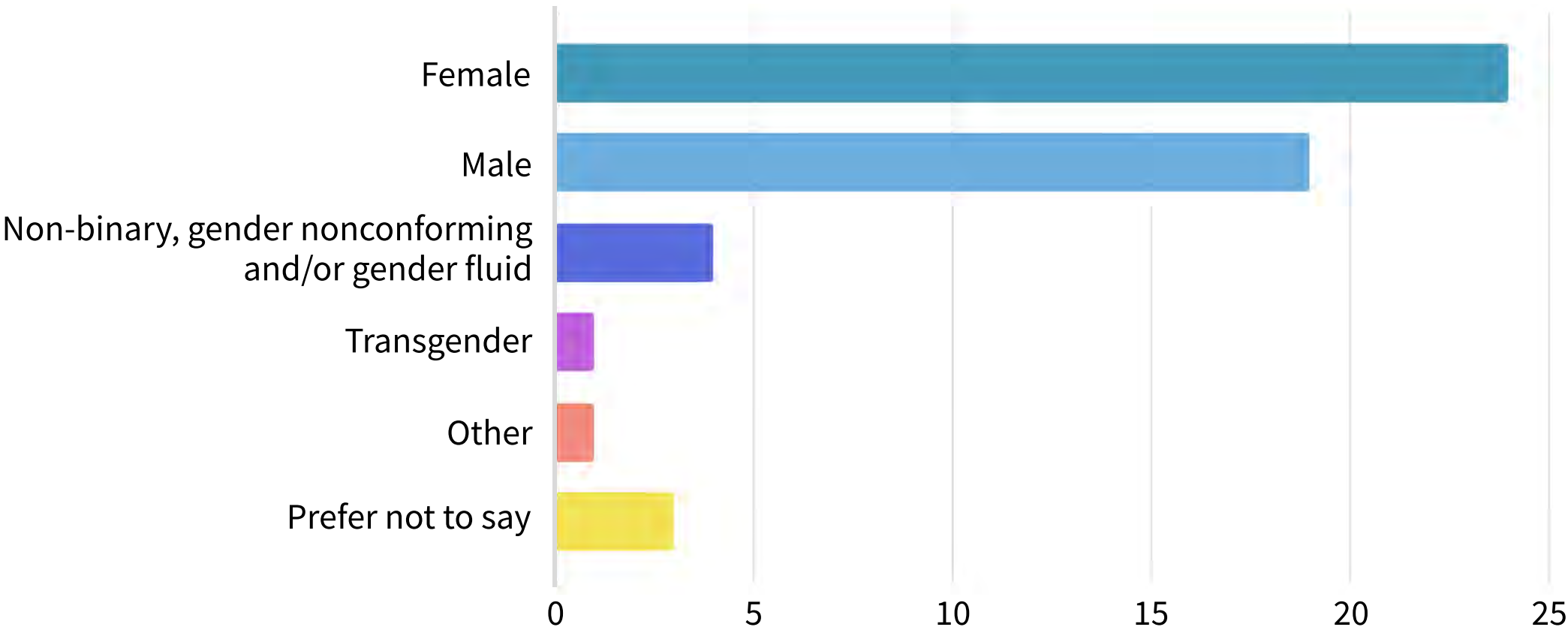|	
Jonathan Kromm	Board Member
Rima Cohen	Vice Chair

Team Demographics

At One Degree, one of our core values is to build trust through transparency. In alignment with this value, we are pleased to provide the demographic information of our staff, extended team, and board members.
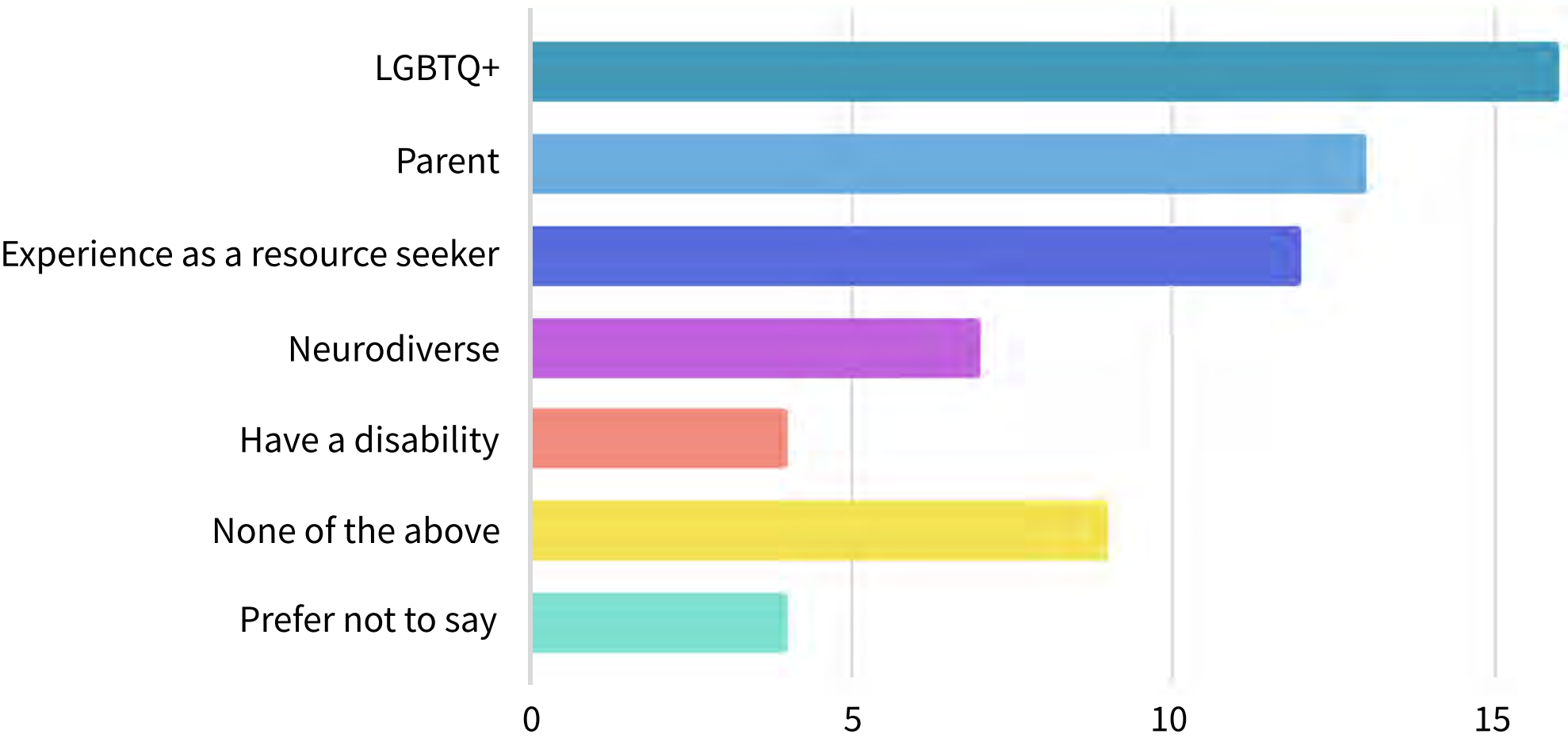
Gender

Race | Ethnicity
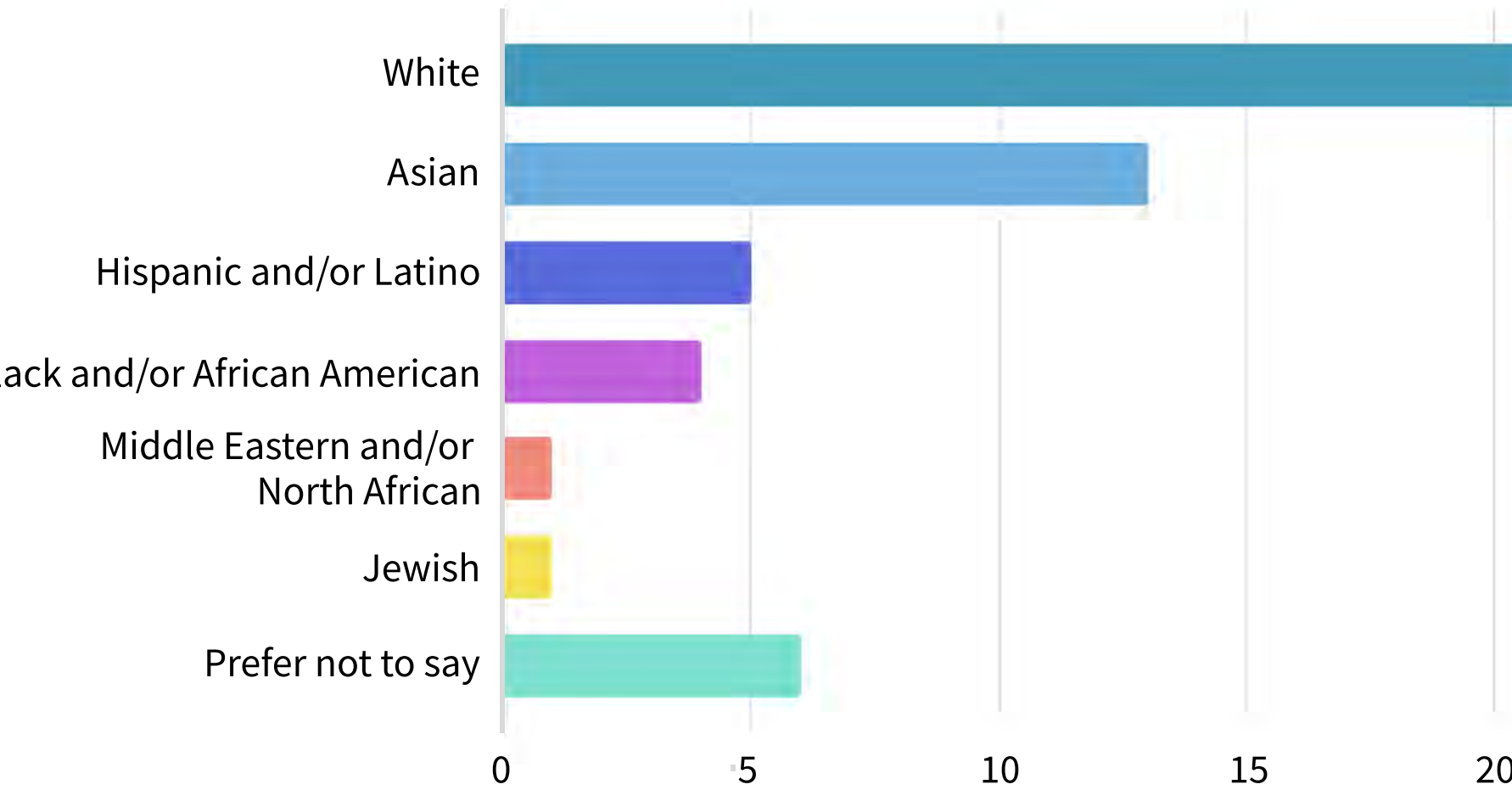
Identities

Note: Respondents to our demographic surveys can select more than one identity (e.g, if someone identifies as both transgender and female, this is reflected in the data for both identities in the graph).

Partners & Clients

One Degree's work is built on a foundation of collaboration. We are deeply grateful to our partners and clients who share our mission to strengthen the social safety net by connecting communities to the resources they need.
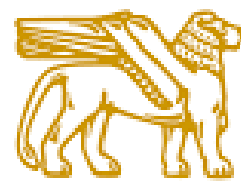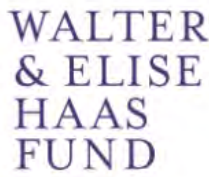
Thank You to Our Funders

Thank you to the generous and committed foundations and individual supporters that donate to our work. Your support is the fuel that drives our mission to help our community members get the resources they need to build paths out of poverty.

Weiss Family Foundation

Karla Monterroso

James Solomon

Mayra Barragan

Takayama Household

Yuki Kondo-Shah & Phil Chamberlain

Mary Wessling

Ganga Tamang

Charles Zhang

Patrick Hart

Ryan Gillette

Financials & News

Financials

Expenses		Percentage
Program	$4,760,861	**68%**
Development	$783,947	**11%**
Operations	$1,419,642	**20%**

Total	$6,964,450

Latest News

"Introducing Stay Housed Bay Area: First Regional Platform to Keep Bay Area Residents Housed"

PR Newswire | October 26, 2023

"New website seeks to create unified list of Bay Area resources to keep people housed"

San Francisco Chronicle | October 26, 2023

One Degree of Change: Transforming Resource Accessibility in Rural New Mexico

One Degree | October 2, 2023

Former CEO of VolunteerMatch Named One Degree's Head of Development and Partnerships

PR Newswire | September 12, 2023

Fighting Invisibility in Social Care with One Degree's Document Locker

One Degree | August 31, 2023

Medical-Financial Partnerships: An Innovative Approach to Improving Community Health

One Degree | June 28, 2023

AmeriCorps Fellow Spearheads One Degree's Volunteer Outreach Initiative in Los Angeles

One Degree | June 22, 2023

Tech for the People: How One-e-App Pioneered Digital Healthcare Access

One Degree | May 30, 2023

One Degree Welcomes Zhen Liu, Dynamic Leader with Global Experience, to Board of Directors

One Degree | April 26, 2023

One Degree and ACES-LA Renew Partnership

PR Newswire | April 5, 2023

Alluma Rebrands to One Degree

One Degree | December 7, 2022

One Degree's mission is to empower people to build healthy and fulfilling lives through equity–centered technology and deep community partnerships.

We envision a world where everyone has economic and social well–being, with equitable and dignified access to the resources to thrive. We envision a social services system that dismantles barriers to opportunity, promotes race and class equity, and prioritizes people over profit.

We are a tech-for-good nonprofit that works with public sector clients and community-based organizations to build world-class technology with heart. By building community care networks, we aim to bridge the gap between low-income communities and vital resources, from housing to healthcare and beyond.

one degree

Support the work of One Degree today
www.1degree.org/donate