

2024 IMPACT REPORT
July 1, 2023—June 30, 2024

connecting community



Leading with equity

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Dear Community,

The 2023-2024 year marks a pivotal chapter in One Degree's journey. After responsibly stewarding Alluma programs, we are proud to have successfully concluded the One-e-App program while making significant progress toward simplifying digital benefits enrollment, including access for undocumented Californians. With the OeA mission completed, we've been fully focused on One Degree's bold aspiration: to build the most effective community referral networks in the nation, starting with our proven public-interest models in California.

While progress hasn't always been linear—sometimes feeling like we're circling the same challenges—each step has moved us closer to our vision. We're stronger, more focused, and more committed than ever. Our partnerships across California are thriving, and we're excited to welcome new government and nonprofit collaborators who share our vision of strengthening the social safety net. Together, we're bridging gaps, streamlining connections, and making it easier for families to find and access life-changing social services.

We acknowledge that real, systemic change takes time and persistence, but we are making progress. Our powerful tools, coupled with deep community relationships, continue to put power in the hands of community members and providers.

In this report, you'll discover the real stories of people whose lives have been changed, explore some of the game-changing tech advancements that we implemented to make accessing resources simpler for families and providers, and see how our partners are leveraging our digital infrastructure to deliver greater support and outcomes for their communities.

Our goal is simple yet ambitious: to ensure that every person, regardless of background or circumstance, can easily access the support they need to thrive.

Thank you for your unwavering support and partnership. You've stood by us through our transformation, and now we invite you to join us in building a brighter, more connected, and healthier future for all. Whether through your collaboration, investment, or advocacy, you are an essential part of this journey. Together, we are redefining what's possible in social care.



Onward,
Rey Faustino / Founder & CEO



stability coming out of the pandemic

ROBIN'S JOURNEY



Robin, a Bay Area resident, faced housing instability as the pandemic altered her financial situation. Despite working two to three jobs at a time, she struggled to secure affordable housing due to increasing rent and uncertain employment.

In her search for support, she discovered One Degree, which provided a centralized platform for various resources, including food banks, mental health services, and LGBTQ resources. Robin appreciated its user-friendly, geographically searchable database, which allowed her to find essential services and obtain a sense of hope.

Robin found One Degree invaluable for immediate needs, such as food assistance. Overall, One Degree has been a crucial tool for Robin in piecing together resources while she seeks more stable housing. She noted that the site's proactive suggestions and comprehensive links helped her navigate her challenges saying, "You go above and beyond not just finding the resources but proactively suggesting other resources."

*"You go above and beyond not just finding the resources
but proactively suggesting other resources."*

By request, we have changed the members' name to protect their privacy.

a lifeline for new arrivals in sf



Originally from Russia, Polina discovered One Degree while preparing to move alone to San Francisco. They sought help with housing, cash assistance, and support for the LGBTQ and trans communities. Their experience with One Degree was overwhelmingly positive as they found it more comprehensive and relevant than finding information through various websites.

One Degree helped Polina locate treatment access and housing resources, which were instrumental in preventing homelessness and addressing past substance dependency issues. They appreciated

the easy navigation and variety of resources throughout the entire San Francisco Bay Area.

Ultimately, Polina found Sister Circle, a vital resource to secure housing and employment. Impressed by what One Degree can do, they believe it should be more widely advertised to assist newcomers in the city.

“Most important thing was that I found the Sister Circle and would have never found this otherwise. It decided my fate. It helped me get to the city and have a house.”

“Most important thing was that I found the Sister Circle and would have never found this otherwise. It decided my fate. It helped me get to the city and have a house.”

By request, we have changed the members' name to protect their privacy.

our community

Each year, we survey our members to gain deeper insight into their lives and identify the needs in our communities. This year, we focused on hearing from our newest members—those who joined One Degree in 2023-2024.

The results highlight the resilience and challenges of the communities we serve. More than a third of our new members identify as Latino, and nearly 40% live on less than \$1,800 a month. In fact, 60% of our members are navigating life with incomes under \$3,600 per month, or about \$43,000 annually.

The housing crisis continues to be a harsh reality: two-thirds of our new members have experienced or are currently experiencing homelessness. We also saw a notable increase in older adults (ages 55-64) and members in childless households, reflecting the shifting demographics of those seeking support.

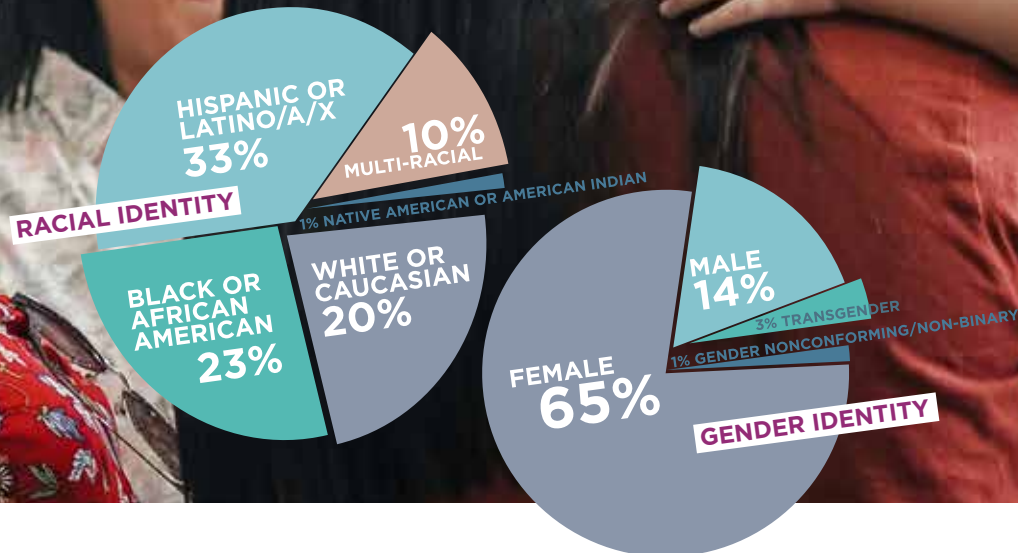
These numbers tell a powerful story of need, but they also reinforce our commitment to building a stronger safety net for every individual and family we reach.

AGE

18-24 years old	13%
25-34 years old	21%
35-44 years old	24%
45-54 years old	15%
55-64 years old	21%
65-74 years or older	4%
Prefer not to say	3%

HOUSEHOLD INCOME

\$0 - \$1799	41%
\$1,800 - \$3,599	21%
\$3,600 - \$5,490	9%
\$5,491 - \$6,999	6%
I don't know	15%
Over \$10,000	3%
Prefer not to say	5.88%



our pro members

For the first time ever we conducted a survey of our Professional Members—people who work at local nonprofits and government agencies who help others navigate the social sector and often make referrals to other organizations. We received feedback from all over—from Lansing School District staff in Michigan to Compass Family Services in San Francisco and even librarians in Colorado.

- *What do people say they want more of from us?*
- *More trainings!*
- *Integrations into their case management tools*
- *More languages available*
- *Ability to directly connect to staff at other agencies*

Pet pantry has been a wonderful blessing for many of us. Thanks!”

A member wrote on October 23, 2023

1 IN 4
PROS USE
ONE DEGREE WEEKLY

1 IN 10
USE OUR
PLATFORM DAILY

4 IN 5
PROS RECOMMEND
ONE DEGREE
TO THEIR
PEERS!

9 OUT OF 10
PROS ARE MAKING
REFERRALS, AND
HALF SAY THAT
ELECTRONIC
REFERRALS & TRACKING
OF OUTCOMES ARE
IMPORTANT
TO THEM

partner spotlight

“The experience with Fighting Back Partnership was a good experience. The gentleman called me back the very next day with helpful resources to help my situation and he said if I ever need anything else I can call anytime so I appreciate the resource help and I appreciate his prompt call back.”

A member wrote on July 11, 2023



Health Services

LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES (DHS)

The ACEs-LA Network of Care now includes 15 LA Department of Health Services clinics, more than 500 CBOs (46 of which engage in One Degree's bi-directional, closed-loop referral program), and three local managed care plans. To date, more than 500 medical providers have been trained in ACE screening, leading to over 40,000 screenings, 1,600 internal (DHS) referrals, and 8,400 referrals through the One Degree platform.



ALL HOME

ALL HOME

In partnership with All Home and Health Leads, One Degree launched the online platform Stay Housed Bay Area—the first regional platform dedicated to keeping Bay Area residents housed. Serving all 9 counties of the Bay Area, Stay Housed Bay Area provides a free and easy way for those who are at risk of losing their home to connect with resources to help pay for rent, respond to an eviction notice, or assert their rights as tenants. As the first regional platform to keep Bay Area residents housed, Stay Housed Bay Area draws from 150 curated resources with actionable, up-to-date information for Bay Area residents.



MANDATED SUPPORTING INITIATIVE (MSI)

The Family Resource Finder, developed by One Degree in collaboration with the The Mandated Supporting Initiative (MSI), is a free, user-friendly resource aimed at helping mandated reporters connect families with essential services like child care, food assistance, and mental health support. This platform, currently piloted at three sites, aims to reduce unnecessary reports to the LA County Child Protection Hotline by offering targeted, actionable referrals.

driving innovation for community impact

- *Building technology that truly meets the specific needs of communities and their providers is at the heart of One Degree's mission. 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.*

HELPING CLINICIANS UNDERSTAND PATIENT NEEDS

With the growth in understanding of how Social Determinants of Health impact families, One Degree is supporting thousands of front-line workers in clinical settings to better understand the social needs of their clients and empower them with better data to help make decisions for care.

With the addition of the PEARLS screening to One Degree, our partners can now request clients complete this Adverse Childhood Experiences assessment before a clinical visit, giving the staff valuable data to understand the children's level

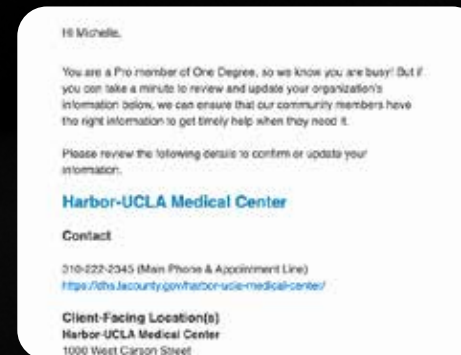
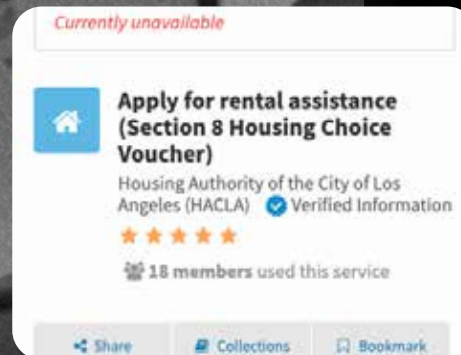
of risk and trauma. This saves valuable in-clinic time and provides high quality data to support research and evaluation.

For our partners looking to conduct social needs assessments, we now offer the robust PRAPARE survey tool which can be triggered to send to clients via email or text messages. This standardized tool helps clinical and support staff make decisions with the family about possible referrals to local organizations who provide services like mental health support, access to food and clothing and transit, parenting classes and much more.



platform enhancements

Over the past year, we've implemented several member-driven improvements to ensure the One Degree platform better serves communities and the organizations that support them.



STREAMLINED INFORMATION UPDATES

Additionally, we heard that staff needed an easier way to validate and update service information. We introduced a simplified process that lets staff suggest edits or confirm information directly from an email sent on the first of each month. This workflow was used 41 times in the first six months, streamlining updates and reducing administrative burden.

SERVICE AVAILABILITY UPDATES

We've heard from many staff members that in reality, service availability fluctuates based on waitlist, funding, and capacity of the program. In response, we added a feature that allows nonprofit staff to mark services as "temporarily unavailable," which disables referrals for that service and clearly displays the status on One Degree. Since its launch, this feature has been used by nonprofit staff to update 26 services, making information more reliable and up-to-date for users.

CLEARER ELIGIBILITY REQUIREMENTS

Finding the right service often hinges on understanding specific eligibility requirements. To eliminate confusion, we refined how eligibility is displayed on One Degree, ensuring it's clear when a service serves a particular group versus when eligibility is required (e.g., distinguishing between services that serve veterans and services that require veteran status). This update has made it easier for resource-seekers to find the right fit for their needs.



a reflection of needs

Nationally, our platform's top search in the last year was for food pantries, underscoring the persistent issue of food insecurity. However, in our major metro areas like Los Angeles, NYC, and the San Francisco Bay Area, housing takes the lead as the most searched term, with food queries slipping to fifth place.

These geographical variations within our data highlight the importance of addressing local resource demands by tailoring solutions to regional needs. Effectively mitigating poverty necessitates locally-focused approaches that can respond to the unique requirements of each community.

4 OUT
OF 5
MEMBERS ARE
COMMUNITY
MEMBERS
SEEKING
RESOURCES

10K NEW
MEMBERS.
TOTAL OF
74K
MEMBERS

TOP 10 RESOURCES SOUGHT NATIONWIDE

- FOOD PANTRIES
- HOUSING
- HOUSING SEARCH
- FOOD
- DEPOSIT AND RENTAL ASSISTANCE
- URGENT
- MONEY
- EMERGENCY FINANCIAL
- FAMILY
- GROCERY AND MEAL DELIVERY

return on investment

Investing \$1 in One Degree results in 10X impact

\$67.1 million

Total estimated community return

\$36.7 million

in services unlocked from 1degree.org

\$30.4 million

in healthcare access from MyHealthLA (One-e-App)

We calculate our impact by estimating the value our members gain when accessing resources through One Degree—resources that would otherwise come with a high cost. We estimate the market value of each resource on our platform and multiply that by the number of times each resource was utilized by one of our community members.

For example, one of the lowest-cost ESL (English as a Second Language) classes at a for-profit institution in Los Angeles County has a one-time fee of \$259 plus a \$35 registration fee, nearly \$300 total. Instead, individuals can find ESL classes on One Degree that are free. In another example, hiring a lawyer to help with an eviction might cost \$4,500 or more (assuming at least 15 hours at a rate of upwards of \$300 per hour). Instead, we connect people with free eviction legal assistance, which would otherwise be out of reach.

And these figures don't capture the full picture. Many of our members don't report every service they use, so our impact is likely even greater than we can measure. We're always innovating new ways to track and highlight these successes to better demonstrate the true value One Degree provides.

the people behind One Degree



We would like to acknowledge and express our deepest gratitude to everyone who contributed to One Degree's mission over the past year. Each individual has made a unique and lasting impact on our work and the communities we serve. While some have moved on to new opportunities, we honor their dedication and the value they brought to our community.

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Rey Faustino
Board Member, Founder & CEO at One Degree

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Julie Treftz
Crystal Wong
Crystal Wong
jongwook Wook choe
Kay Wu
Kyler Zanuck
Kyler Zanuck
Yanzhi Zhang
Aurora (Chuangyi) Zhang
Aleksandra Zvonar

partners & clients

One Degree's impact is only possible because of the incredible collaboration with our partners and clients. Together, we're building stronger communities and transforming the social safety net so that everyone can access the resources they deserve. We're profoundly grateful for their shared commitment and support in making this vision a reality.



thank you to our funders

A heartfelt thank you to the dedicated foundations and individual supporters who power our mission. Your generosity is the driving force behind our work to help our community members get the resources they need to build paths out of poverty.



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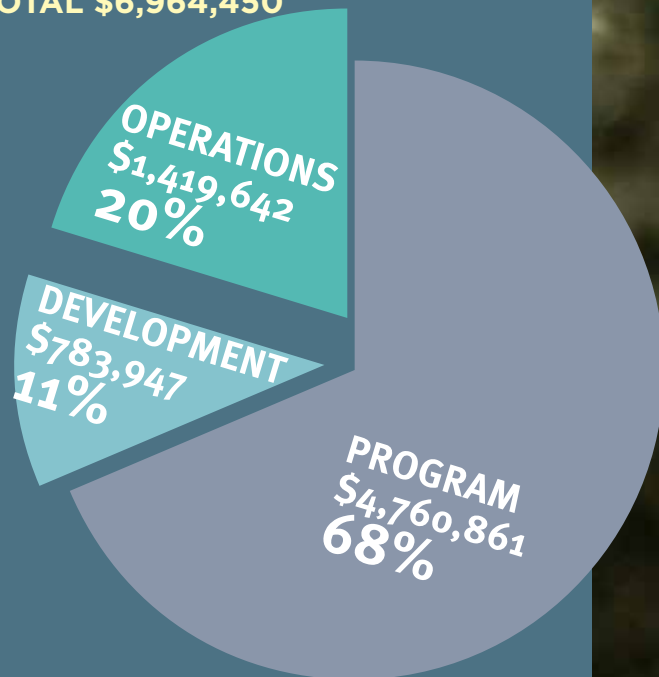
Danton Dizon
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FINANCIALS

EXPENCES

TOTAL \$6,964,450



Latest news

How a Flawed Tech Strategy Threatens California's Ambitious Health Vision
One Degree | May 30, 2024

The ACEs-LA Network of Care Case Study
ACEs Aware | May 11, 2024

A Response to the White House Playbook on SDOH
One Degree | December 20, 2023

New Website Seeks to Create Unified List of Bay Area Resources to Keep People Housed
San Francisco Chronicle | October 26, 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



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

As a tech-for-good nonprofit, we collaborate with public sector clients and community-based organizations to create technology that connects low-income communities to vital resources—whether it's housing, healthcare, or other essential support. Through these community care networks, we're bridging gaps and transforming access to opportunity.

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.



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

