



Annual Impact Report

Courage, Collaboration, and Innovation

JULY 1, 2024 TO JUNE 30, 2025



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Letter from the CEO

Dear Community,

The cracks in our social safety net became harder to ignore this past year. Families in Los Angeles displaced by wildfires, immigrants living in fear of raids, and millions who risk losing public benefits because of political infighting and cutbacks — the challenges are real, and they are growing.

Yet, I see hope. Hope because at One Degree, we've been seeing that we can create a system that actually works for people when communities, nonprofits, governments, and technologists work together.

This past year, we focused on building digital public infrastructure that communities need to thrive. In partnership with new collaborators like Interface Children & Family Services, we are demonstrating that it's possible to weave together trusted local networks like 211s with next-generation technology. The future of social services is not platform against platform; it's ecosystems working together. That's how families stop falling through the cracks.

At the same time, we are actively exploring how generative artificial intelligence (Gen AI) can create new paradigms in social care. Our Gen AI work isn't about incremental improvements; it's about bold leaps.

Imagine accessing food banks, affordable housing, or healthcare as seamlessly as making a digital payment. Could AI-powered tools (built ethically and equitably) help ten or even a hundred times more people? We're doing the work now to scale our impact. And with One Degree's already existing foundation powering the ecosystem, every community could have a digital doorway to care that is faster, smarter, and more humane.

This year was a building year for us. We crafted a clear product vision infused with AI and tested real use cases with community members and partners like LA County Department of Health Services, ACES-LA, and Interface Children & Family Services. Through this work, we are learning what it takes to design leading edge AI-powered tools that people trust, that center equity, and that can scale our impact.

None of this would be possible without the people who power this work: our dedicated team, our resilient community partners, our board, our volunteers, and our funders who believe in the long game. Thank you for walking alongside us, especially in times when cynicism might be easier than courage.

We invite you to keep building with us. Because while the challenges ahead are daunting, together we are proving that courage, collaboration, and innovation can rewrite the story of what's possible for families everywhere.

In community,
Rey Faustino, Founder & CEO



Member Story

Jonathan

Senior

Veteran Benefits

Rent Assistance

When Jonathan isn't making his own digital art, he's busy running a gallery in Los Angeles that advocates for affordable housing in the Arts District. But when he first contacted One Degree, Jonathan was looking for housing assistance of his own. Jonathan and his girlfriend were having trouble making ends meet, and they weren't sure how to get help paying their rent.

Through One Degree, Jonathan was able to find veteran benefits that provided the financial assistance he needed, and he was able to keep his apartment.

Jonathan shared, "the search you started me on led me to a list of benefits for vets and I discovered that because I served in wartime, I am eligible for a pension." While One Degree helped him along the path, Jonathan took the next steps on his own to claim the benefit he never knew he had been eligible for.

While One Degree helped him along the path, Jonathan took the next steps on his own to claim the benefit he never knew he had been eligible for.





Member Story

Shannon

Parent

Shannon lives in the Bayview District in San Francisco with her teenage son. She discovered One Degree, during a community event in Balboa, when her son was 9 years old. She used One Degree to find her son's first summer program and now uses it on an ongoing basis. One Degree has been her go-to tool for finding activities for her son, and his friends. She now recommends One Degree to other parents.

We last saw Shannon at a family event at the Bayview YMCA, where she was browsing resources and picking up food

from the food bank with her son and his friend. She heard volunteers talking to other families about One Degree and, even though she was in a hurry, she came over to quickly share with them all how much she loved One Degree.

"I love One Degree. I go all the time. It's great to be able to find educational options for my kid."

“

I love One Degree. I go all the time. It's great to be able to find educational options for my kid.

Shannon

Our Community

Every day, thousands of people turn to One Degree in search of something most take for granted — stability. Our survey of members who joined this year paints a portrait of resilience amid immense challenge.

More than three-quarters (76.7%) of our members identify as people of color, representing a tapestry of backgrounds and lived experiences. Yet across this diversity, economic hardship is a shared reality: nearly half live on less than \$1,800 per month, and six in ten earn under \$3,600. For many, each month brings impossible choices — rent or food, medicine or gas, bills or childcare.

Housing instability remains one of the most urgent needs. Over half of our members have experienced

homelessness, are currently unhoused, or fear they soon could be. Most are between 25 and 44 years old — young parents, single adults, and workers doing their best to hold families together in an increasingly fragile economy.

This data tells a story not just of struggle, but of perseverance. It's a reminder that real impact begins with listening — and that when we design tools and partnerships rooted in equity, trust, and community, people can move from surviving to thriving.

Note: This demographic data, collected through a voluntary survey in Fall 2025, is based on a sample of 52 members and may not reflect the One Degree community as a whole.



When we design tools and partnerships rooted in equity, trust, and community, people can move from surviving to thriving

Our Community

73%

Has experienced or at risk of homelessness

3 of 4

Members identify as a person of color

48%

Earn \$0-1799 in monthly household income

67%

Identify as Female

No, but I am currently at risk of experiencing homelessness.

18%

Yes, I have experienced homelessness in the past

31%

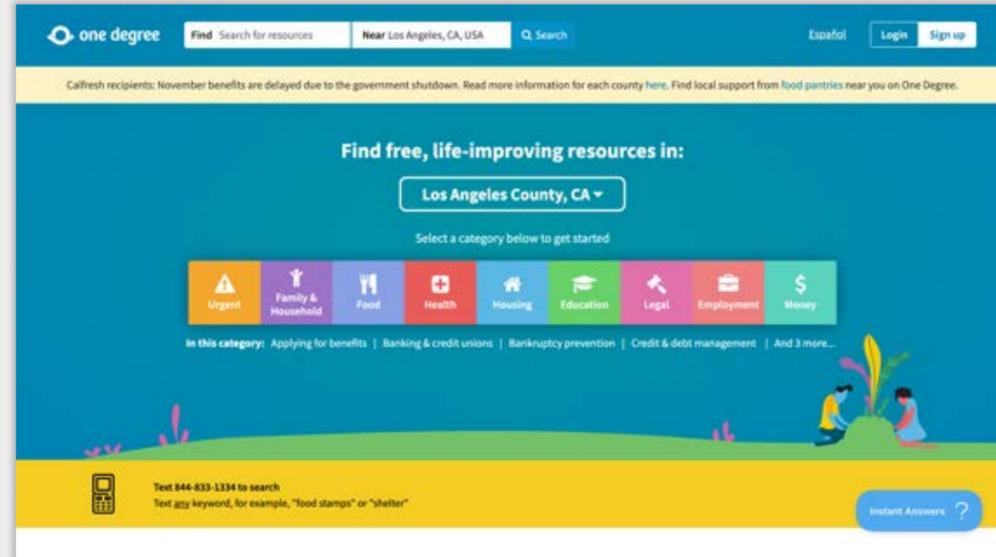
No, I have never experienced homelessness.

24%

Yes, I am currently experiencing homelessness.

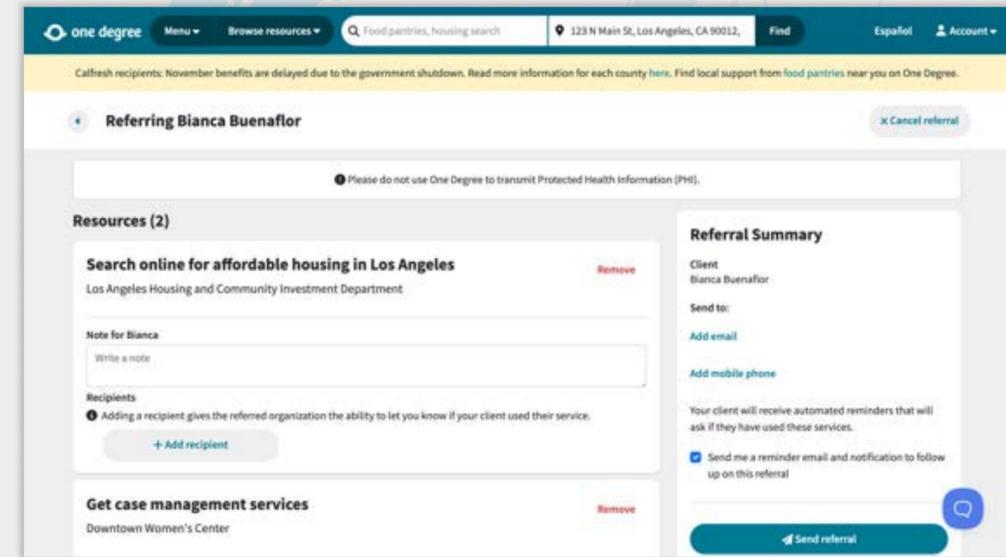
Housing Status

The One Degree Model at a Glance



One Degree Community Platform

Our free public platform, 1degree.org, has helped over 6 million people find food, housing, healthcare, and other essential services and public benefits with dignity and ease. Built for (and with) low-income families and community members, it's a simple, trusted digital gateway to thousands of verified social programs and benefits.



One Degree Enterprise Solutions

For governments, healthcare, and community-based organizations, One Degree offers powerful enterprise tools that drive systems change. These solutions make it easier for agencies and frontline workers to coordinate care, share referrals, and measure impact — all while centering the needs of the people they serve.

Driving Innovation for Impact

We have made bold, strategic investments in AI technology to transform how people access social services and propel One Degree into a new era of innovation and impact.

Our Community & AI

In our commitment to understanding and serving our community, we conducted a comprehensive survey and interviews with our members. A key component of this effort involved several questions regarding their impressions and overall sentiment toward the integration of AI into our services, which allowed us to gauge the community's response.

Our community's engagement with AI shows a realistic optimism (with an average rating of 3.39 out of 5). While major concerns over accuracy and data privacy persist, the potential for positive impact is clear. As one help seeker shared, demonstrating AI's efficiency: "I'm depending on it more, you know, even though just because it makes my life easier in some ways." In addition, a professional seeking resources for their clients noted the critical gap we are addressing: "There is currently no AI that is directly focused on resources that I am aware of so this is extremely needed!"

Nonetheless, we noted sentiment that technology cannot replace human empathy. This sentiment was echoed by a survey respondent who stated: "AI may struggle to handle unique or urgent situations with the sensitivity and flexibility that a human advisor could provide." [Read more about our survey of 60 community members.](#)

Feedback from Community-Based Organization (CBO) staff further reinforces our direction, emphasizing that trust is the central pillar of effective resource referral, leading 78% of them to recommend the platform. Their insights confirm a critical need for enhanced transparency in resource verification (accuracy and availability) and highlight the value of digital referral tracking features.

These findings solidify our commitment to supporting robust trusted networks, driven by the guiding principle: "I would need to know who and how resources are vetted. I only want to send the parents I support to organizations

who are known to handle people with the utmost care." We are committed to integrating AI thoughtfully, balancing the demand for efficiency with the essential need for trust and human-centered care.

We're deeply grateful to Google.org for supporting One Degree's generative AI work and helping us shape the future of social care.

[Read more about our findings about trusted networks.](#)

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There is currently no AI that is directly focused on resources that I am aware of so this is extremely needed!

Pro member of One Degree

AI Assistant

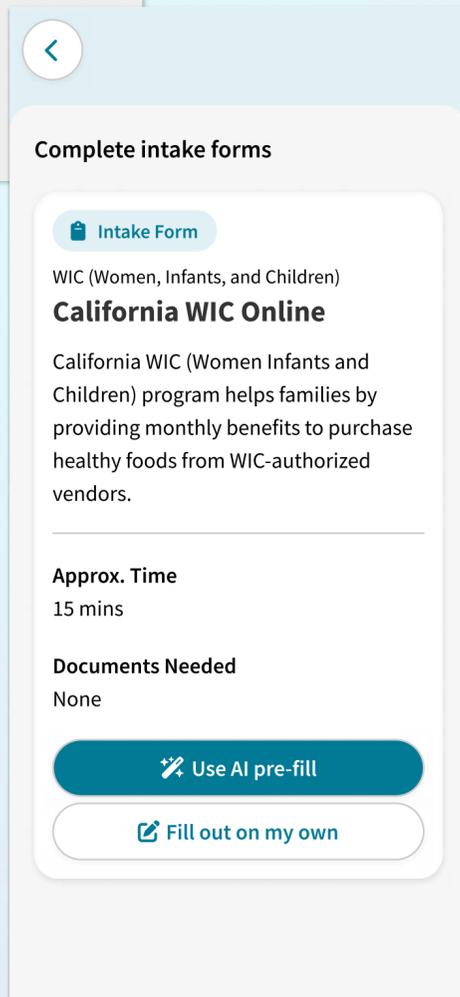
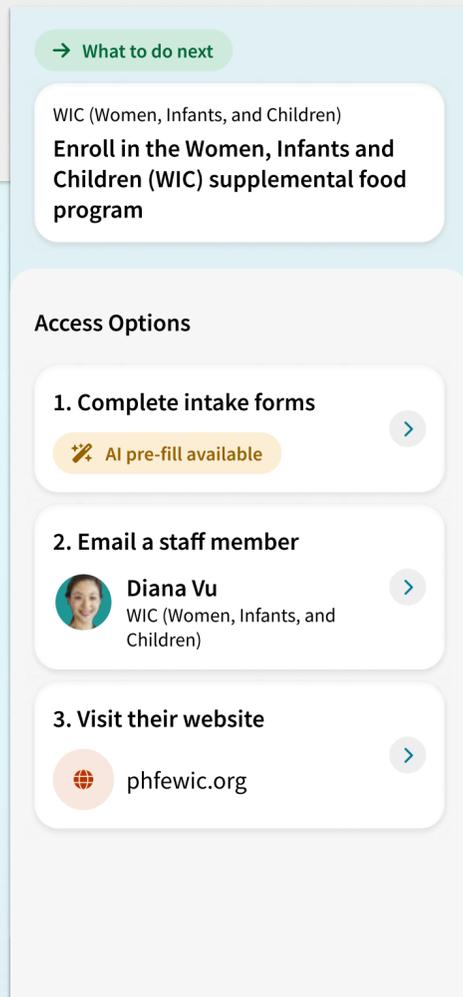
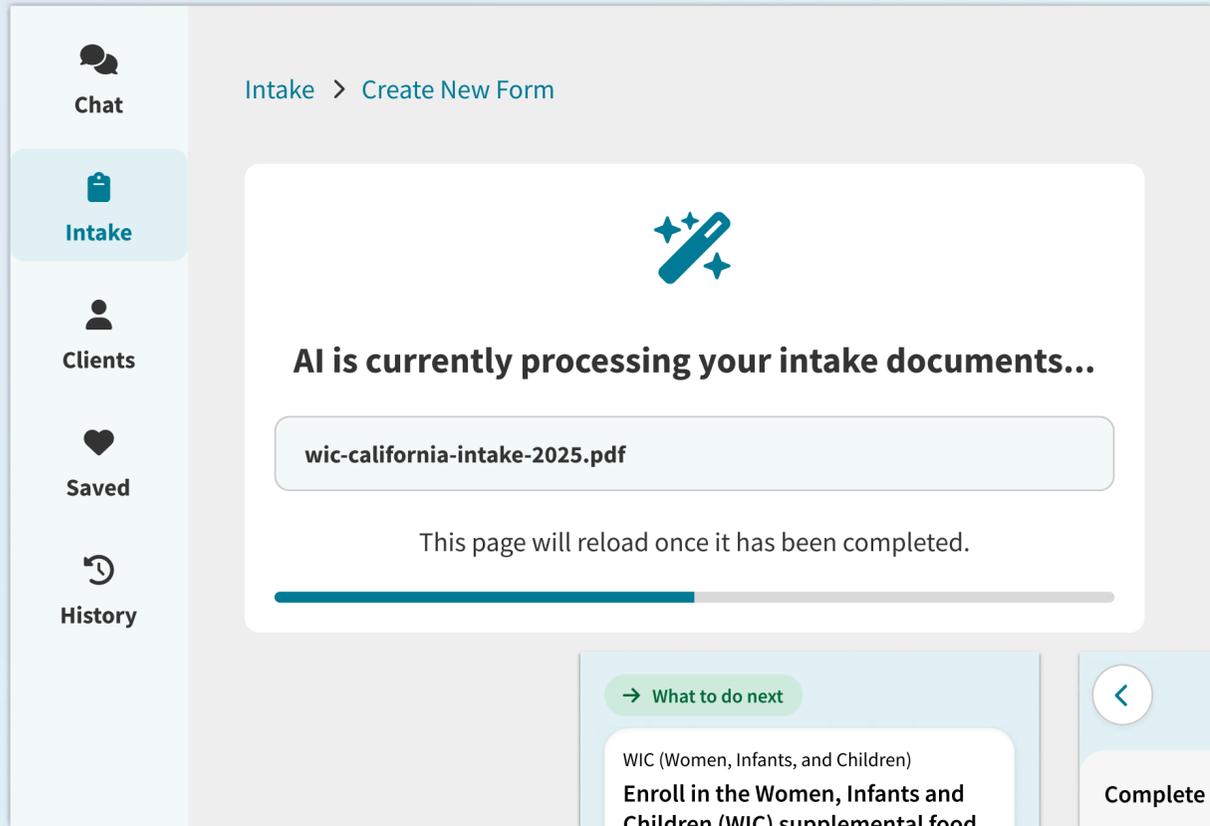
Getting help shouldn't feel like searching for a needle in a haystack. Our upcoming AI Assistant, now approaching its alpha launch, is a reimagining of the classic One Degree search and navigation tools for the AI era. Using natural language processing, it understands complex questions (the way people actually ask for help), connects them to the right resources in seconds and aims to boost the rate of finding relevant services to at least 65%.

Every result is grounded in our high quality, human-verified resource database to ensure that help seekers and professionals continue to receive accurate, trustworthy information as quickly as possible, because when someone reaches out for help, every moment matters.

Using natural language processing, it understands complex questions (the way people actually ask for help)

The screenshot shows a chat interface with a back arrow in the top left. A user message, labeled 'You', says: "I'm 18 and I'm looking for job training in New York. I used to be incarcerated in juvenile hall and having a hard time finding work." Below this is a 'Chat' button. The AI response, labeled 'AI generated', says: "Let's find a first step toward employment. Given your background, you might benefit from programs specifically designed to support individuals with similar experiences. These programs often offer:" followed by a bulleted list: "• **Job skills training:** From technical skills to soft skills, these programs can equip you for various job roles." "• **Mentorship:** Guidance and support from experienced professionals can be invaluable." "• **Job placement assistance:** Helping you find and secure". At the bottom is a search bar with the text "Ask One Degree" and a right arrow.

The screenshot shows a recommendation interface with a back arrow in the top left. A message says: "Thank you! Based on your information and priorities, here are our recommendations:". Below this is a section labeled "AI generated" with a star icon. The first recommendation is titled "Get Case Management Services" and describes services from the Downtown Women's Day Center, including housing, medical, and mental health. It includes a "More info" button. The second recommendation is titled "Get affordable housing" and describes services from New Economics for Women, including affordable housing and waitlist referrals.



AI Intake & Enrollment Tool

We're using AI to simplify one of the most frustrating parts of getting help: filling out forms. Our AI-powered intake tools convert existing paper or PDF forms into digital versions and automatically pre-fill client information when available. In upcoming pilots, we'll measure whether this helps agencies complete referrals faster and reduce the time it takes for people to enroll in services.

In the coming year, we'll continue to innovate by building AI-powered technology that strengthens frontline workflows, enhances collaboration,

increases transparency for help seekers, and drives meaningful, system-wide impact. We are planning to develop personalized recommendations, summarized case notes, and real-time capacity tracking.

Ultimately, our AI Resource Navigator will automate eligibility screening, referrals, and intake, reducing provider burden and ensuring families get faster, more accurate matches—without wasting hours pursuing services that are already full.

Interface + One Degree

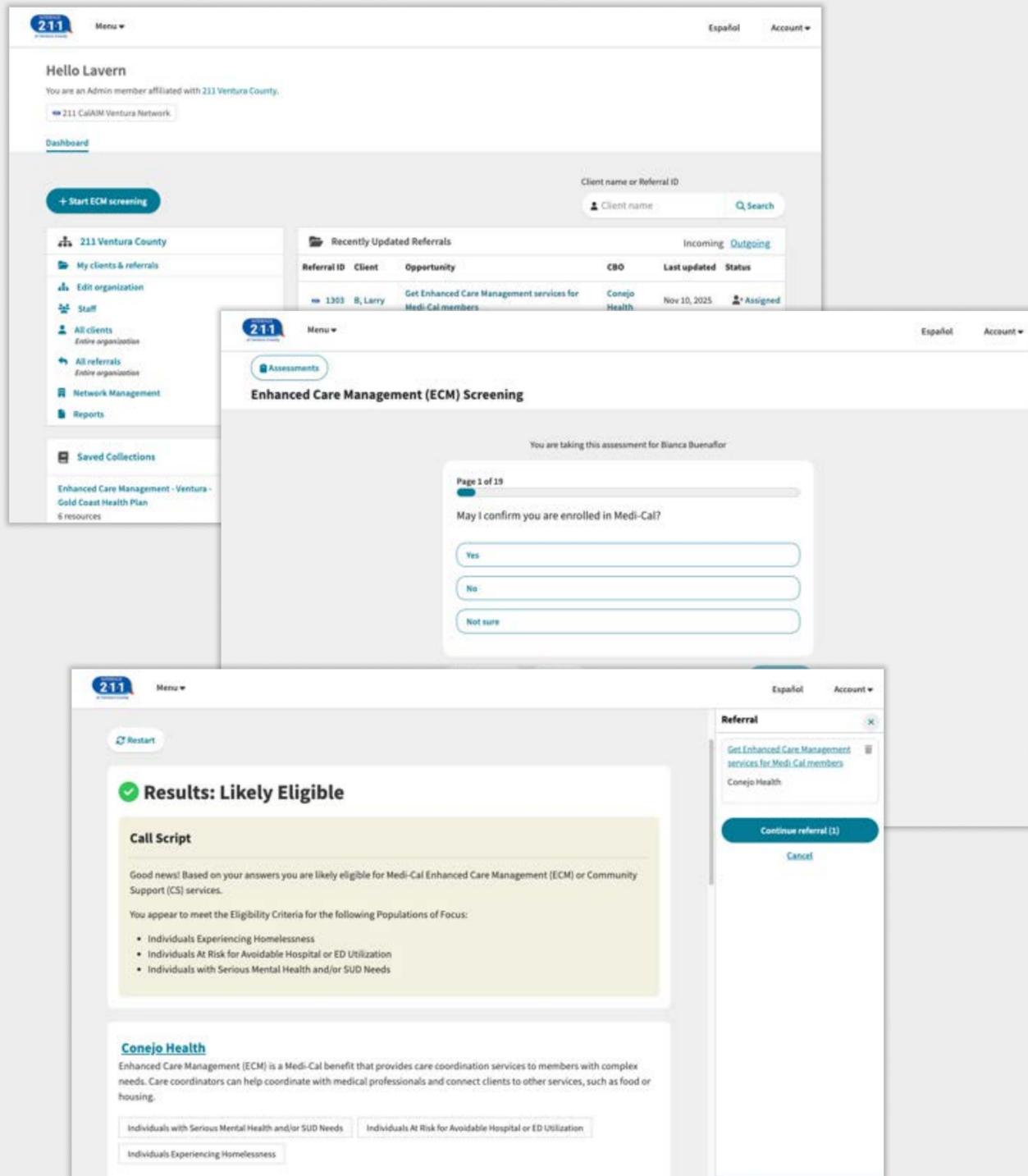
The Future of 211 and Social Service Delivery

In 2025, One Degree and Interface Children & Family Services launched a groundbreaking pilot to reimagine how technology can make care coordination faster, smarter, and more affordable for communities across California and beyond. This first phase of collaboration marks a bold step toward building a shared, nonprofit-led technology platform designed to dramatically reduce the cost and complexity of delivering effective social services.

Interface—operator of the 211 helpline for Ventura County and several other regions—has long connected residents to life-changing services. As an Enhanced Care Management (ECM) provider contracted with Gold Coast Health Plan, Interface saw firsthand the barriers faced by people navigating fragmented systems of care.

Partnering with One Degree allowed Interface to test an integrated approach: using 211 as a trusted entry point into ECM and Community Supports (CS) programs while leveraging One Degree’s proven digital infrastructure to power streamlined referrals and data-driven insights.

This pilot represents the first step towards next generation Information & Referral solutions that empower local leaders, health plans, and public agencies to work together to build systems to take better care of each other.



Partners & Clients

Our progress this year has been driven by the dedication and collaboration of our partners and clients. Together, we're reimagining how communities connect to essential resources and creating a more equitable and accessible social safety net.

We're deeply thankful for their shared vision, trust, and continued partnership in advancing this work.



ACEs LA



Los Angeles County
Department of Health Services



Los Angeles County
Public Health Department



Interface Children & Family
Services



Northridge Foundation



UCLA Medical-Financial
Partnership



All Home



Los Angeles County
Mandated Supporting Initiative



Northeast Valley Health
Corporation



Tennessee Department of Health

\$37.7 million

in services unlocked from 1degree.org in 2024-2025

Impact

2024-2025

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 service provider] was very good at explaining things and giving me the best advice. You directed me in the right direction into accomplishing my goal.

Review from a One Degree Member, January 2025

The People Behind One Degree

Contributing Team

Full-time, Part-time, and Contractors

Megan Aylor Marc Balderama Greg Baldwin
Diego Bazan Jessi Berkelhammer Steffi Brock-Wilson
Kathryn Chatman Rey Faustino Jacqueline Gjurgevich
TJ Kaitovic Li Lei Rina Ly Genevieve McAllister
Nadine Miller Goutham Muppavaram Robb Pike
Brooke Rasmussen Aloka Shah Spike Spiker
Spike Spiker Craig Summerill Natalie Walker

Volunteers

Jazzmyna Alcenat Monica Alfaro Victoria Bamidele Ntokozo Bhembe Meena Bhattar Kate Black
Kymani Chapman Hannah Choi Jiaqing Dai Ivana Falla Alan Freedman Kaia Gelatt Prisha Goel
Ella Gulczynski Mara de Guzman Glory Ihebuzor Amal Imad Sarah Jargal Farrah Kaiyom
Karen Kim Kyahra Lingatong Elena Lu Monserrat Moreno Abbie Ruth Ng Catherine Nguyen
Sahith Obbu Miriam Okechukwu Patricia Porter Jessica Rogalsky Adriana Alcocer Sandoval
Nandita Sachdev Leanne Schwers Noah Sun Isabel Tackman Amy Taricco Celine Tran
Matthew Wong Hamish Wood Rama Venkataraman Yingtao (Kristine) Zeng

Board of Directors

James L. Yocum Board Chair
BOARD CHAIR,
PRESIDENT AT COASTAL OAK SYSTEMS

Karla Monterroso
BOARD SECRETARY,
FOUNDER & MANAGING PARTNER AT BRAVA LEADERS

Zhen Liu
BOARD MEMBER,
SENIOR MANAGER AT THE BRIDGESPAN GROUP

Eric Lukoff
BOARD MEMBER,
LEGISLATIVE DIRECTOR AT U.S. HOUSE OF REPRESENTATIVES

Rey Faustino
BOARD MEMBER,
FOUNDER & CEO AT ONE DEGREE

Joshua Ogundu
BOARD MEMBER,
FOUNDER & CEO OF TRADEWAY INC.

Thank You to Our Funders

We're deeply grateful to our funders for their continued trust and partnership in our mission. Your support makes it possible for us to expand our impact and create meaningful change in the communities we serve.

A special thank you to **Yelp** and **Fast Forward** for their generous in-kind support, providing office space that made our retreats possible.



Kathryn & Gregory Baldwin

Mayra Barragan

Danton Dizon

The Elevate Prize

Juan Carlos Flores

Ryan Gillette

Patrick Hart

Yuki Kondo-Shah & Phil Chamberlain

Jason Martens

Karla Monterroso

Catherine Romatowski

Thomas Settersten

James Solomon

Takayama Household

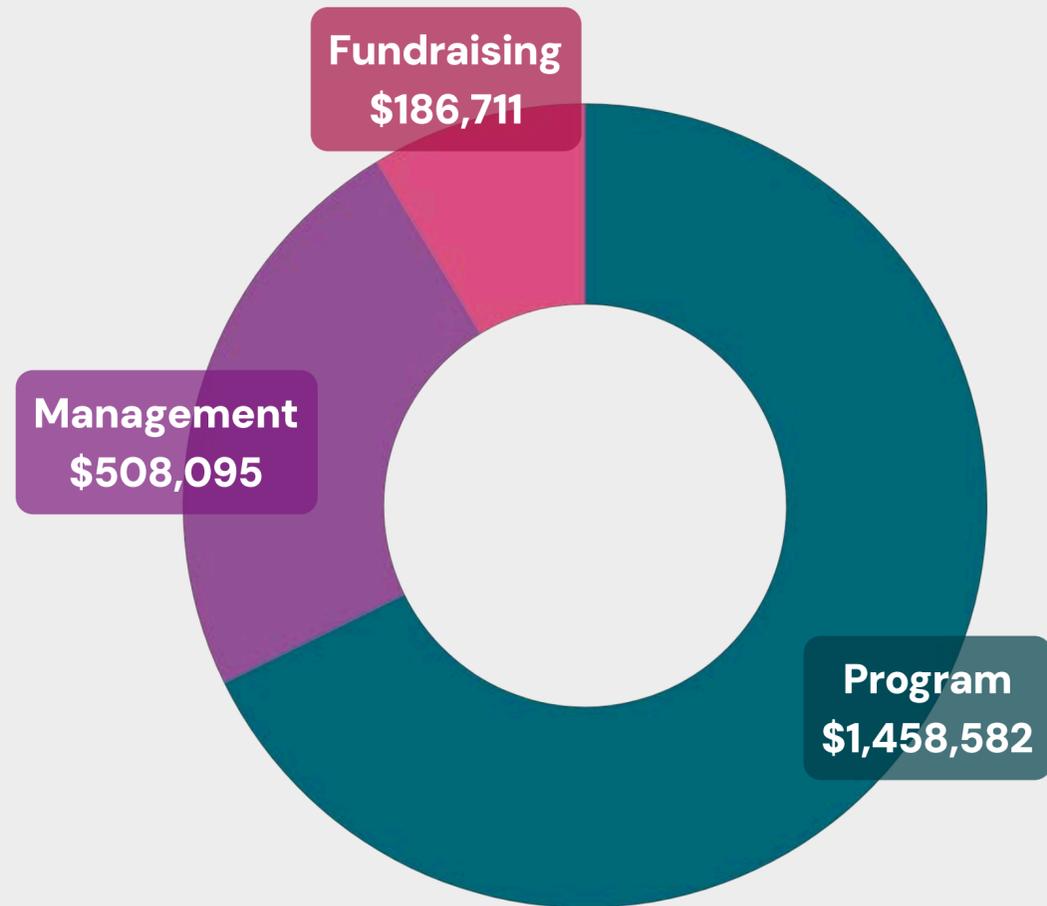
Ganga Tamang

Dan Weiss

Mary Wessling

Charles Zhang

Financials



Total: \$2,153,388



Latest News



[Inside Google.org's Gen AI Accelerator: What I learned about the future of Social Impact x Product Development](#)

JUNE 26, 2025



[One Degree Selected to Join the 2025 Google.org Generative AI Accelerator](#)

JUNE 18, 2025



[Here's the next cohort of the Google.org Accelerator: Generative AI](#)

JUNE 09, 2025



[Social Services Lunch & Learn Recap](#)

JUNE 6, 2025



[How Shared Social Service Infrastructure is Improving Care for Youth and Families Impacted by Suicide in LA County](#)

JUNE 3, 2025



[Rockefeller Foundation Launches U.S.- Focused Big Bets Fellowship](#)

MAY 22, 2025



[Can AI Fix the Fractured Information & Referral Technology Ecosystem?](#)

MARCH 31, 2025



[Official Launch Of The Benefits Explorer Tool \(BET\)](#)

MARCH 27, 2025



[Exploring AI's Potential in Social Services: Harvard x One Degree](#)

FEBRUARY 24, 2025



[One Degree Welcomes Tech Entrepreneur and Innovator Joshua Ogundu to the Board of Directors](#)

DECEMBER 18, 2024



[Standing Together Through Change: Supporting Our Diverse Community Amid New Challenges](#)

NOVEMBER 15, 2024



[One Degree Listens: Supporting Networks of Trust](#)

AUGUST 20, 2024



[Recognizing the Impact of ACEs: Governor Newsom's Declaration and One Degree's Efforts in LA](#)

JUNE 28, 2024

Mission

One Degree empowers people to build healthy and fulfilling lives by improving access to life-changing benefits and services.



One Degree aims to make essential resources accessible to every family by transforming the social safety net with technology and equity.

Since 2012, we've connected millions of people to food, housing, healthcare, childcare, and more through a trusted, human-verified platform.

Today we are building AI-powered digital public infrastructure that streamlines navigation, enrollment, and renewals across government, healthcare, and community organizations, so that anyone, through any entry point, can quickly and with dignity secure the full range of services that supports long-term economic mobility.



Support the work of One Degree today:

1degree.org/donate