



[bhcc.edu/SingleStop](http://bhcc.edu/SingleStop)



## Single Stop Report for Academic Year 2019/2020

### SUMMER II 2019

#### AY '19/'20 TOTALS

**4,296 Contacts**  
**1,656 Unique**

In addition, outreach batch communications are sent to all students in the beginning of the semester, before mid-terms and before finals as well as updates on benefits as appropriate.

#### July 2019 – 143 Contacts/90 Unique

- 12 - Counseling
- 70 - DTA (6 NEW & 64 Recerts.)
- 2 - FAFSA Assistance
- 2 - Food Insecure
- 2 - Health Insurance Application
- 3 - Homeless Issues
- 1 - Housing Assistance
- 4 - Referrals
- 47 - Transportation Assistance
- 143

**\$ 967.50 CHARLIE CARDS (#43X\$22.50)**  
**\$ 462.00 ONE SOLID MEAL (#66X7)**  
**\$1,225.00 STOP & SHOP CARDS (#49X\$25)**

**\$2,654.50 JULY TOTAL**



#### August 2019 - 193 Contacts/122 Unique

- 8 - Counseling
- 86 - DTA (4 NEW & 82 Recerts.)
- 4 - Emergency Assistance
- 8 - FAFSA
- 9 - Food Insecure
- 3 - Health Insurance Assistance
- 14 - Homeless issues
- 5 - Housing Assistance
- 5 - Mobile Market help
- 7 - Outreach (individual via phone)
- 4 - Referrals
- 2 - Textbook - Turn the Page
- 38 - Transportation Assistance
- 193

**\$ 720 CHARLIE CARDS (#32X\$22.50)**  
**\$ 63.00 ONE SOLID MEAL (#9X7)**  
**\$1,775 STOP & SHOP (#71X\$25)**

**\$2,495 AUGUST TOTAL**



Charle Cards:	\$ 5,310
Stop & Shop Cards:	\$12,675
One Solid Meal Tickets:	<u>\$13,482</u>
<b>Total:</b>	<b>\$31,467</b>

Fall 2019

September 2019 - 534 Contacts/305 Unique

- 106 - Counseling
- 195 - DTA (15 NEW & 180 Recerts.)
- 10 - Emergency Assistance
- 33 - FAFSA/Fin'l Advising
- 33 - Food Insecure
- 4 - Health Insurance Assistance
- 14 - Homeless Issues
- 14 - Housing Assistance
- 1 - Mobile Market Help
- 6 - Outreach/follow-up
- 4 - Referrals
- 34 - Textbook - Turn The Page
- 80 - Transportation Assistance
- 534



**\$3,675 (#147X\$25) STOP & SHOP**  
**\$1,215 (#54X\$22.50) CHARLIE CARD**  
**\$1,785 (#255X\$7) ONE SOLID MEAL**  
**\$6,675**

October 2019 - 655 Contacts/339 Unique

- 10 - Counseling
- 230 - DTA (22 NEW & 208 Recerts.)
- 19 - Emergency Assistance
- 30 - FAFSA/Fin'l Advising
- 65 - Food insecure
- 20 - Health Insurance Assistance
- 7 - Homeless Issues
- 30 - Housing Assistance
- 75 - Outreach/follow-up
- 14 - Referrals
- 27 - Textbook - Turn the Page
- 128 - Transportation Assistance
- 655



**\$1,550 (#62X\$25) STOP & SHOP**  
**\$1,665 (#74X\$22.50) CHARLIE CARDS**  
**\$1,554 (#222X\$7) ONE SOLID MEAL**  
**\$4,769**

November 2019 - 375 Contacts/205 Unique

- 14 - Counseling
- 195 - DTA (13 NEW/ 182 Recert.)
- 1 - Emergency Assistance
- 10 - FAFSA/Fin'l Literacy
- 55 - Food Insecure
- 11 - Health Insurance
- 5 - Homeless Issues
- 12 - Housing Assistance
- 6 - Outreach/follow-up
- 8 - Referral
- 6 - Textbook - Turn the Page
- 52 - Transportation Assistance
- 375



**\$2,275 (#91X\$25) STOP & SHOP**  
**\$1,215 (#54X\$22.50) CHARLIE CARD**  
**\$1,449 (#207X\$7) ONE SOLID MEAL**  
**\$4,939**

December 2019 - 415 Contacts /219 Unique

- 7 - Counseling
- 180 - DTA (6 NEW/174 Recert.)
- 12 - Emergency Assistance
- 22 - FAFSA/Fin'l Literacy
- 27 - Food insecure
- 5 - Health Insurance
- 6 - Homeless Issues
- 44 - Housing Assistance
- 44 - Outreach/follow-up
- 2 - Referrals
- 6 - Textbook - Turn the Page
- 60 - Transportation
- 415



**\$2,350 (#94X\$25) STOP & SHOP**  
**\$ 922.50 (#41X\$22.50) CHARLIE CARD**  
**\$ 798.00 (#114X\$7) ONE SOLID MEAL**  
**\$4,070.50**

Spring 2020

January 2020 - 464 Contacts/282 Unique

- 51 - Counseling
- 177 - DTA (18 NEW/159 Recert.)
  - 9 - Emergency Assistance
- 83 - FAFSA/Fin'l Literacy
- 18 - Food Insecure
- 24 - Health Insurance
- 5 - Homeless Issues
- 6 - Housing
- 8 - Outreach/follow-up
- 16- Referrals
- 25 - Textbook - Turn the Page
- 42 - Transportation
- 464



February 2020 - 325 Contacts/215 Unique

- 3 - Counseling
- 91 - DTA (4 NEW/87 Recert.)
  - 4 - Emergency Assistance
- 11 - FAFSA/Fin'l Literacy
- 6- Food Insecure (gift card)
- 2 - Health Insurance
- 3 - Homeless Issues
- 16 - Housing Assistance
- 2 - Mobile Market help
- 48 - Outreach/follow-up
- 21 - Referral
- 11 - Textbook - Turn the Page
- 107 - Transportation
- 325



**\$1,625(#65X\$25) STOP & SHOP**  
**\$ 810 (#36X\$22.50) CHARLIE CARD**  
**\$ 210(#30X\$7) ONE SOLID MEAL PROGRAM**  
**\$2,645**

**\$1,675 (#67X25) STOP & SHOP**  
**\$1,980(#88X\$22.50) CHARLIE CARD**  
**\$ 833(#119X\$7) ONE SOLID MEAL**  
**\$4,488**

March 2020 - 122 Contacts/81 Unique

- 3 - Counseling
- 44 - DTA (2 NEW/42 Recert.)
  - 3 - Emergency Assistance
- 1 - FAFSA Assistance
- 6 - Food Insecure
- 6 - Housing
- 3 - Outreach/follow-up
- 9 - Referrals
- 9 - Textbook/Chromebook application
- 38 - Transportation
- 122



April 2020 - 347 Contacts/179 Unique

- 60 - Counseling
- 27 - DTA Inquires (unknown NEW)
- 46 - Emergency Assistance
- 71 - FAFSA Assistance
- 14- Food Insecure
- 4 - Health Insurance Assistance
- 12 - Housing
- 81 Outreach/Follow-up
- 32 Referrals
- 347



**\$ 575 (#23X\$25) STOP & SHOP**  
**\$ 742.50 (#33X\$22.50) CHARLIE CHARD**  
**\$ 217 (#31X7) ONE SOLID MEAL**  
**\$1,534.50**

**\$1,100 (#44X\$25) SINGLE STOP**

SUMMER I 2020

May 2020 - 447 Contacts/225 Unique

- 69 - Counseling
- 19 - DTA Inquiries
- 113 - Emergency Assistance
- 133 - FAFSA/Scholarship inquiries
- 15 - Food Insecure
- 7 - Health Insurance
- 3 - Homeless Issues
- 7 - Housing
- 37- Outreach/follow-up
- 40 - Referral
- 4 Transportation inquiries
- 447



June 2020 - 187 Contacts/139 Unique

- 7 - Counseling
- 4 - DTA inquiries
- 18 - Emergency Assistance
- 86 - FAFSA/Scholarship inquiries
- 2 - Food Pantry
- 2 - Health Insurance
- 6 - Homeless Issues
- 4 - Housing
- 48 - Outreach/follow-up
- 5 - Referrals
- 3 - Textbook/Access codes for math
- 2 - Transportation inquiry
- 187



**\$2,500 (#100X\$25) STOP & SHOP**

**\$275 (#11X\$25) STOP & SHOP**

Definition of Contact Reasons

- **Counseling** - providing assistance and guidance in resolving academic & non academic issues
- **DTA** - food stamps
- **Financial Aid** - Working collaboratively with Fin Aid office on helping with FAFSA and scholarships
- **Food Insecure** - emergency gift cards provided and/or connection to DISH and other MA pantries
- **Outreach** - providing students with pertinent information relative to non academic and/or academic to include follow-up communication and classroom presentations
- **Textbook Assistance** - books or access codes provided by the Foundation's philanthropists and or assistance with applications for TAP or Chromebook
- **Referrals** - community organizations (i.e., Dress for Success, ChildCare assistance, Mass Rehab ...)
- **Transportation** - includes connecting to Youth Program, BHCC Self Service Semester Pass, and weekly Charlie Card program funded by donors through BHCC Foundation

**At a Glance AY '18/'19 - AY '19/'20**

	2018/2019	2019/2020	
<b>Counseling</b>	45	350	
<b>DTA</b>	1286	1318	
<b>NEW</b>	66	90	
<b>RECERTS</b>	1220	1228	
<b>Emergency Assist.</b>	51	239	
<b>FAFSA</b>	25	490	
<b>Health Insurance</b>	19	84	
<b>Homeless Concerns</b>	21	66	
<b>Housing</b>	21	157	
<b>Referrals</b>	126	159	
<b>Textbook help</b>	55	123	
<b>Transportation</b>	716	598	
	3,651	4,902	

Single Stop historically provides counseling in a general sense helping students to navigate internal college resources.

DTA SNAP benefits has been increasing steadily as the college focuses on food insecurity.

An uptick in Emergency Assistance, homelessness, housing, and referrals is a result of the current economic instability due to COVID-19.

FAFSA/Fin'l Assistance (including Scholarships/Boston Builds Credit), Health Insurance and help with Textbooks have increased because of moving to remote. Single Stop has its office phones forwarded to residential lines. Single Stop has been working collaboratively with Student Central, Boston Builds Credit, Success Boston, and UASPIRE to provide WebEx sessions to help students with FAFSA, scholarship applications, budgeting, waiving health insurance and other vital assistance. Single Stop worked with the DISH to help coordinate access for its students to obtain Chromebooks. Single Stop worked with Student Activities to keep students connected with the college over the summer months.

Decrease in transportation assistance is because of the current economic situation due to COVID-19; many students lost their work study when the college went remote or lost their employment due to the stay at home order issued by the Governor. As students begin to return to work Single Stop is prepared to help once again with transportation based on eligibility.

**Academic Year in Review for 2019/2020**

- \* Advocacy for policy change on SHIP — negatively effected students choice in PC
- \* Advocacy for policy change to end hunger & homelessness (collaboration with City of Boston and Department of Higher Ed and Jump Off Campus)
- \* Advocacy for undocumented students
- \* Advocacy for expanding city and town participating in MBTA Youth Program
- \* Advocacy for policy change for MBTA to include discount for low-income 26 - 64 years of age
- \* Advocacy for International Students for financial assistance
- \* Annual Coat Drive for low-income students
- \* Boston Builds Credit/JVS partnership for financial literacy
- \* Collaboration with TRIO program on financial programming and orientation
- \* Collaboration with DISH and Community Engagement around Hunger & Homeless Awareness
- \* Collaboration with CSDL re: SLOAP/ILO's initiative for their program
- \* Collaboration with International Center re: SLOAP/ILO's initiative and travel abroad scholarship review
- \* Collaboration with Student Life Clubs: Sustainability for hat and gloves drive
- \* Collaboration with Student Activities on Summer Programming
- \* Continuation and collaboration with BHCC Foundation for OSM and Transportation Assistance program to low-income Students
- \* Continued classroom presentations (switched to virtual in March 2020)
- \* Continued partnership with UASPIRE, Success Boston, GBFB, MBTA and other existing non-profit community organizations
- \* Expansion of DTA Outreach Partnership
- \* Established new relationship with the Office of the Attorney General outreach division
- \* Increase in Social Media presence
- \* Implementation of WebEx presentations on program resources for low-income students
- \* Participation in the LSAMP Workshop
- \* Participation in the AIDE office OER initiative
- \* Participation in the CECW
- \* Program Evaluation by IE: "Practicing equity: Increasing retention, graduation and transfer by providing basic needs to level the playing field for community college students" - conclusion Significant Relevance to Student Success
- \* Program revision of marketing material
- \* Tabling to advertise resources: Health Insurance, Double Up Bucks/Healthy Choices program, Housing, Fuel Assistance