



CASE STUDY

Family Promise of Morris County

Enhancing interagency collaboration with Single Stop.

When nonprofit Family Promise needed a technology solution to coordinate their work with over 70 referral agencies in Morris County, New Jersey, they turned to Single Stop. To connect families experiencing homelessness with critical resources, Family Promise needed a case management tool that was mobile-friendly, easy to use, and could provide real-time data reports. Using data reports generated by Single Stop, the team at Family Promise identified service gaps within their network and used the data to advocate with county officials to improve services for rural communities.

Family Promise of Morris County is dedicated to ending the crisis of homelessness. The organization partners with public and private agencies, religious congregations and community volunteers to provide shelter, case management and mentoring services leading to self-sufficiency.



CHALLENGES

Family Promise's interest in Single Stop came after years of noticing that many clients were eligible for benefits but not receiving them.

Community members were hesitant to apply due to long, confusing processes and uncertainty about their eligibility. Those members would often start the process but get overwhelmed and discouraged. Rural families in particular were likely to give up due to transportation issues and the time it took to travel back and forth to distant county offices.

Serving housing insecure presented some challenges for Family Promise's staff. About a third of their clients are homeless. Because clients were often under- or un-employed, many could not afford the expense of traveling to the office for assistance. Other clients worked multiple jobs and did not have time to seek help. Additionally, 14% of clients had disabilities which made public transportation difficult due to the inaccessibility of the transit system.

The staff spent a large part of their workday coordinating travel and finding complementary services for clients before they could begin to address food and housing insecurity. They struggled to find referral agencies that were both relevant and convenient for clients. The barriers were frustrating to clients and staff so they implemented Single Stop to address them.

Family Promise wanted a technology to give clients a quick, easy to understand screening for benefits, a tool to search and find resources based on the clients' location, and a way to track results.



HOW SINGLE STOP HELPED

Immediately after implementing Single Stop, staff noticed clients were increasingly motivated to apply for benefits.

The clear visuals and user-friendly design meant that clients could easily understand what they were eligible for and the next steps to apply. Single Stop's toolkits walked clients through the process from beginning to end. They felt more confident with their decision to apply and ready to navigate the benefits system.

Junior staff members and interns benefited as well. Single Stop partners can access live webinar trainings and a robust learning community with trainings on eligibility requirements, case management techniques, and industry best practices. Family Promise's staff took advantage of the extensive training menu and senior staff began to entrust application assistance tasks to junior members.

Single Stop streamlined the high case load for case workers who constantly juggle multiple tasks. Case managers used to spend hours finding resources that rural clients could access. Now, they use Single Stop's local resource tool to easily find referral agencies with a simple zip code search. Using data collected by Single Stop technology, Family Promise was able to advocate for rural clients with the county benefits office. They used data to show that eligible rural communities were not applying for benefits due to lack of transportation and long travel times. Working together with county officials, Family Promise now travels the county giving mobile screenings with Single Stop technology and providing application assistance on the go.

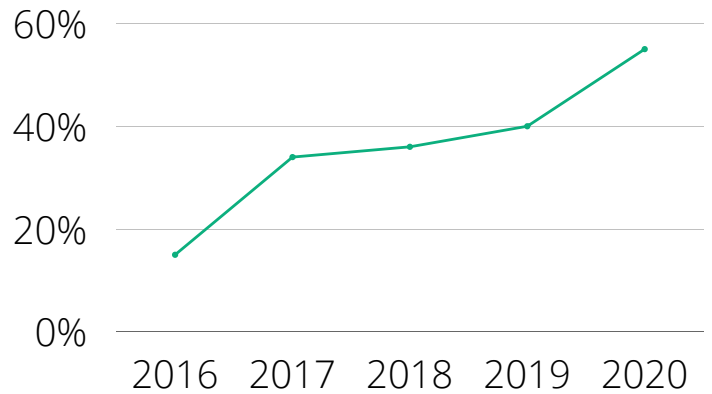


Case workers from Family Promise and county health services working side-by-side on mobile van using Single Stop Technology.

Navigating Hope Van Family Promise of Morris County is a non-sectarian, not-for-profit organization dedicated to ending the crisis of homelessness faced by Morris County families by partnering with public and private agencies, religious congregations and community volunteers to provide shelter, case management and mentoring services leading to self-sufficiency.

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Return on investment



Benefits confirmed per household rate

