



One Family, Inc.

COVID-19 Response and Adaptations

Everyone is feeling the effects of this health crisis, yet we also know that families with low incomes experience disproportionate impacts. Below is an overview of how One Family has pivoted our work to better meet the needs of the families we serve.

IMMEDIATE RESPONSE

ASSESSING FAMILIES' NEEDS:

- Distributing bi-monthly surveys to all One Family Scholars, Credential to Career Coaching (C2C) Participants, and alumni
- Respondents have reported:
 - **Over two-thirds had lost or anticipate losing income** due to COVID-19
 - **Avg of over \$1,000 in upcoming bills** families were worried about paying



I have a 3 year old daughter. With schools closed and trying to find a job... it just brought me back to square one. One Family's support has been nothing but uplifting.

- One Family Scholar survey response

EMERGENCY FUNDS DISBURSEMENT:

- According to these surveys, many families needed **support to cover basic needs**, including:
 - increased food expenses with children staying home from school
 - upcoming rent payments
 - unexpected healthcare costs
- One Family Scholars, C2C Participants, and alumni were able to apply for **one-time emergency fund disbursements** to meet their critical needs
- One Family has **distributed over \$100,000 in emergency funds** directly to families



PROGRAM ADAPTATIONS

The health, well-being, and safety of our community remains our number one priority as we work to adapt our services during this pandemic. Below are some ways we have pivoted our work to better address families' needs:

CREDENTIAL TO CAREER COACHING (C2C):

- Now providing **virtual one-on-one coaching** and adapting workshop curriculum for future virtual delivery
- **Providing technology** to aid persistence in the C2C program as well as college courses

ONE FAMILY SCHOLARS:

- Coaching was already conducted virtually before COVID-19, and we have now added **virtual support groups**
- **Adapting program curriculum** to aid success in online classes and plan for careers in the changing economy

PUBLIC POLICY:

- Advocating for disbursement of **emergency funds** to families in need across Massachusetts
- Helped advocate for the successful passage of an **eviction moratorium** in the Commonwealth

TECHNICAL ASSISTANCE:

- Providing virtual **career coaching services** through one of our nonprofit partners