

## The 1 Degree Features and Our Work with Families

Feature or Term	<u>Definition/Thought behind</u>	Approach to Working with Families
<p>1DEGREE PLATFORM AND NON-PROFIT ORGANIZATION</p>	<p>1Degree is, a non profit organization, committed helps low-income families access the resources they need to achieve social and economic mobility and, ultimately, improve their lives. The 1Degree Platform helps people manage their own resources, actions, and steps to use the resources. 1Degree provides another perspective and approach for families and communities.</p> <p>There are other ways of finding resources, like 2-1-1, which families can call to speak to a live person who will search for resources for a family and give family options over the phone.</p> <p>Both organizations exist to help people get information in timely ways. 2-1-1 is call center that is open 24/7, 1 Degree is an online platform that can be searched 24/7.</p>	<p>Families are empowered when they have access to information and other resources and take action to improve the wellbeing of children, families, and communities. . (National Premises of Family Support)</p>
<p>OPPORTUNITIES MODEL</p>	<p>Opportunities are what we often call services and resources in social services. 1 Degree structures their presentation of information within a framework that puts the perspective of the user, families and individual, first.</p> <p>This framework acknowledges that the user may not always be familiar with terms like services and resources and if they are stigma around benefiting from services and resources can be real for many users. Acknowledging these nuances informed 1Degree’s decision to call all services or resources “Opportunities”</p> <p>Within this framework, of putting the users perspective first, 1Degree intentionally decided to put the opportunity at the forefront of searches and as a foundation for how data is structured, with the idea that families first think of the opportunity and then if the opportunity matches their search, will want to know more organizations or providers</p>	<p>We are transparent in our communication and mindful of how we communicate.</p>
<p>COLLECTIONS</p>	<p>If you think of opportunities as songs, collections would playlists. They provide the user to customize a list of opportunities into a collection based on their needs or interests.</p> <p>Collections, for non profits, may be ways to compile resources based on categories that suite your work goals. For example, you might want to have collection of food resources or a collection for a specific family that may cross across traditional categories.</p> <p>Collections also have the benefit of being saved to your profile, this allows for you to invest time once and know that whenever you or need that set of opportunities again, or onis a way to save information that is customized and relevant to the member or user. Collections save professionals work and time by reducing the time to re-create a list of resources.</p>	<p>We personalize the parent experience.</p> <p>Build relationship and focus on coaching relationship.</p>

<p><b>REVIEWS &amp; RATING</b></p>	<p>Reviews &amp; Ratings give a voice back to users and members who access and experience opportunities. Users can thank and acknowledge good service but can also be critical of the quality of service, treatment of individuals, and service availability.</p>	<p>Empowerment, owning your own story and promoting agency of families. .</p> <p>Programs advocate with families for services and systems that are fair, responsive, and accountable to the families served. . (National Family Support Principles)</p>
<p><b>SEARCH OPTIONS</b></p>	<p>1Degree has several tools build in to search for opportunities, that caters to the varying knowledge and comfort level of members or user. 1Degree has the Search Bar, Visual Search, Browser, and Text to Search.</p>	<p>We have high expectations for all parents, but also meet parents where they are.</p>
<p>Search Bar</p>	<p>Search Bar is <i>most direct way</i> to search for opportunities and organizations. This is for users that have foundational knowledge of what they are looking for and a high comfort level with the platform.</p>	<p>Programs are flexible and continually responsive to emerging family and community issues. (National Family Support Principles)</p>
<p>Visual Search (Icons)</p>	<p>Visual Search has icons that give the member or users an idea of the kinds of resources that may be available to them. Visual Icons are way to drill down to a specific search result, by starting with clicking on a general area represented by an icon (food) and continually clicking through other icons that represent what you may be most interested. For example, under the food, you might click groceries and then choose to either click food stamps .</p>	<p>Programs are flexible and continually responsive to emerging family and community issues. (National Family Support Principles)</p>
<p>Browse Resources</p>	<p>Users can browse opportunities and apply filters to searches and zone in or out of regional areas. The user who uses this search option usually has more knowledge of the he/she is searching for and has more comfort with web search tools.</p>	<p>Programs are flexible and continually responsive to emerging family and community issues. (National Family Support Principles)</p>
<p>Text to Search</p>	<p>Text to Search is an option for members who may not want to use a browser to search for opportunities but are comfortable with texting. The Text to Search option allows the member or user to text a word or thing you are looking for to 1Degree. Then, 1Degree will text the search results to the member or user.</p> <p>Try it! Text 844-833-1334 with what you're looking for – a word or phrase, like "food stamps" or "shelter."</p>	<p>Programs are flexible and continually responsive to emerging family and community issues. (National Family Support Principles)</p>
<p><b>TAGS</b></p>	<p>Tags describe the opportunities available on One Degree. Opportunities are categorize based on tags (i.e. housing). The tag system is based on feedback from professional and community members. 1Degree evaluates tags on an ongoing basis but it does take some time when changes are made, since all opportunities need to be refreshed to see if a different tag applies. For example,</p>	<p>We are transparent in our communication and mindful of how we communicate.</p>

	legal category may be overhauled in the next few months to address more nuances with legal services.	
COMMUNITY EDITS/ADDS	<p>Community Edits/Addds was born out of belief that <i>1 Degree cannot be the sole expert</i> in knowing about resources. 1Degree is a provider of accurate information and yet, 1 Degree holds the perspective that there are knowledgeable people who have information. Community Edits provides a way to have a dialogue about community resources and for others to benefit from community knowledge.</p> <p>Note! One Degree still takes responsibility of reviewing community edits before they go live.</p>	<p>We respect each other’s expertise and contributions.</p> <p>Parents are active partners in the organization</p> <p>Programs are embedded in their communities and contribute to the community-building process. <small>(National Family Support Principles)</small></p>
MY PLAN	My Plan allows the member to <i>self manage</i> resources. Members may add opportunities specific to the needs that they identify and keep track of their progress. Members are able to add supporters, often professionals, to view their plan if they choose.	<p>We personalize the parent experience.</p> <p>Practitioners work with families to mobilize formal and informal resources to support family development. <small>(National Family Support Principles)</small></p>
BOOKMARK	Bookmark allows the parent to save their “favorite” go to resource. It the resource that they access often and want a quicklist. Parents can’t share them with the but it’s a private quicklist for them.	<p>We personalize the parent experience.</p> <p>Practitioners work with families to mobilize formal and informal resources to support family development. <small>(National Family Support Principles)</small></p>
COLLABORATION TOOLS	<p>For professional members (pro members), 1 Degree wanted to build out tools to support teams in sharing knowledge across teams and to save their work and ultimately save staff time.</p> <p>Teams usually have members that have special knowledge based on their expertise and become the “go to person” for specific resource categories. The Collaboration Tools were developed to allow people to share their knowledge by creating and sharing collections and sharing their “secret sauce” by adding notes to specific opportunities they specialize in or have special relationships with.</p>	We prioritize staff time to build relationships and to provide emotional coaching to support families to access resources.
SHARE	Share allows members and user to provide resources to others. 1Degree’s goal is to use language that reflect community building and removes jargon from their platform. Members being able to share with family, friends, and others is a basic tenant to being part of the community.	Families are resources to their own members, to other families, to programs, and to communities. <small>(National Family</small>

	<p>Share button is used as way for parents to share opportunities, collections, or organizations via text, email, facebook, or copying the link.</p>	<p>Support Principles)</p>
<p>LIVE CHAT &amp; HELP EMAIL</p>	<p>Live Chat available to those members and users to ask for support. 1Degree recognizes that there is a portion of members and users that require some attention, support, or instruction. These are members and users that may be less tech literate, may be new to 1 Degree, or uncomfortable with searching or navigating resources. Live Chat is open M-F 10:00-6:00pm After hours, Live Chat is sent to an email and 1 Degree will respond within 24 hours of inquiry. <a href="mailto:Help@1degree.org">Help@1degree.org</a> is also an easy way to ask questions about the platform or resources.</p>	<p>Programs are flexible and continually responsive to emerging family and community issues. (National Family Support Principles)</p>