How many calls did the Community Connections Office receive in 2018?
In 2018, the Community Connections staff engaged nearly 15,000 residents who were seeking help with a variety of human services needs.

How are Navicates accessed?
There are at least 2 Navicates working in each of the 4 locations.
Phone: 610-278-3522  Online Referral Form: www.montcopa.org/ContactANavicate

How Do People Learn About Our Services?

- 40% People who have called before on their own behalf
- 32% Recommended by family
- 8% Referred by partner/community agency
- 20% Other

What is the Age Demographic of Residents Who Access Navicates?

- 68% 60+
- 31% 18-59
- 33% On behalf of or from a minor <17
Who Makes the Initial Contact with Community Connections' Navigates?

- Community organizations*: 28%
- Family member or loved one: 12%
- Resident on their own behalf: 60%

*Law enforcement, faith-based institutions, physicians/hospitals/nursing home facilities & agencies, and local representatives)

Top 5 Reasons Navigates are Contacted

- In-home services for loved ones: 21%
- Public benefits: 13%
- Housing and utility: 12%
- Financial assistance: 11%
- Nutrition: 10%