

# Montgomery County Office of Community Connections 2018 PROGRAM SUMMARY



## 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.



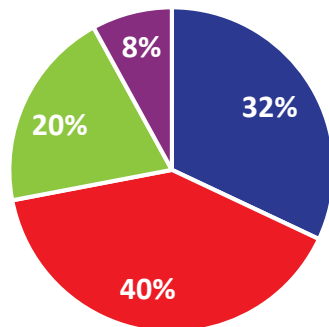
## How are Navicates accessed?

There are at least 2 Navicates working in each of the [4 locations](#).

Phone: 610-278-3522

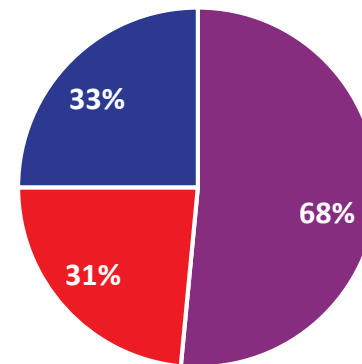
Online Referral Form: [www.montcopa.org/ContactANavigate](http://www.montcopa.org/ContactANavigate)

### How Do People Learn About Our Services?



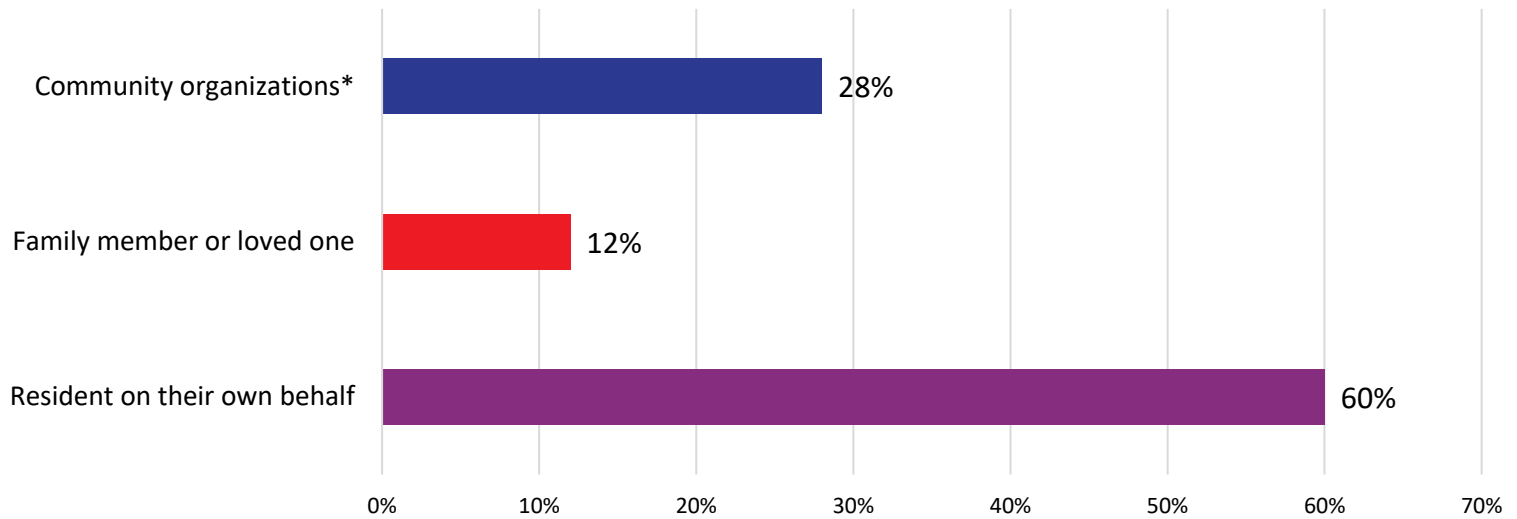
- People who have called before on their own behalf
- Recommended by family
- Referred by partner/community agency
- Other

### What is the Age Demographic of Residents Who Access Navicates?



- 60+
- 18-59
- On behalf of or from a minor <17

## Who Makes the Initial Contact with Community Connections' Navigates?



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

## Top 5 Reasons Navigates are Contacted

