

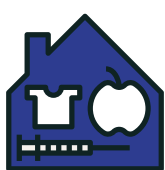
# COMMUNITY CONNECTIONS 2020 PROGRAM OVERVIEW



## CONTACTS



## PEOPLE WE SERVE



## NEEDS



## ACCESS

**27**  
minutes

Average time spent engaging with an individual

**16,000**

Number of engagements with residents and partners

**8,000**  
unique engagements

Number of individuals who received Person Centered Counseling (PCC)

**279**  
PCC

### AGE

60+ .....▶ 58%  
18-59 .....▶ 41%  
Under 18 .....▶ 1%

**21%** community organizations

**70%** residents

Who makes contact with us?

**9%** family and friends

### HOW DO PEOPLE LEARN ABOUT US?

**47%** Previously received assistance

**33%** Referred by community organization

**15%** Referred by family/friend

**5%** Other (website, social media, event, etc.)



17% COVID-related needs



13% Housing (Non-COVID related)



7% Food



5% Public Benefits



5% In-home Services

Located in 4 regions in Montgomery County

**9**  
Navigates

- Lansdale
- Norristown
- Pottstown
- Willow Grove



610-278-3522



[montcopa.org/ContactANavigate](http://montcopa.org/ContactANavigate)

TeleNavigate services were created as a result of the pandemic and staff working remotely.

**NEW**