COMMUNITY CONNECTIONS
2020 PROGRAM OVERVIEW

CONTACTS
Average time spent engaging with an individual: 27 minutes

PEOPLE WE SERVE
- Age: 60+ • 58%, 18-59 • 41%, Under 18 • 1%
- 70% residents
- 21% community organizations
- 9% family and friends

NEEDS
- COVID-related needs: 17%
- Housing (Non-COVID related): 13%
- Food: 7%
- Public Benefits: 5%
- In-home Services: 5%
- Other: 5%

ACCESS
- Located in 4 regions in Montgomery County:
  - Lansdale
  - Norristown
  - Pottstown
  - Willow Grove
- Number of individuals who received Person Centered Counseling (PCC): 279
- TeleNavicate services were created as a result of the pandemic and staff working remotely.

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.)