



Montgomery County
Department of
Health and Human Services

Office of Community Connections

Philadelphia Navigation Summit

Elizabeth DiArcangelo, MS

Administrator



Montgomery County Board of Commissioners:

Valerie A. Arkoosh, Chair Kenneth E. Lawrence, Vice Chair Joseph C. Gale, Commissioner

Mission

To provide compassionate assistance, by highly skilled staff who navigate and advocate for those in need of human services and foster partnerships with the community and providers to improve access to service.



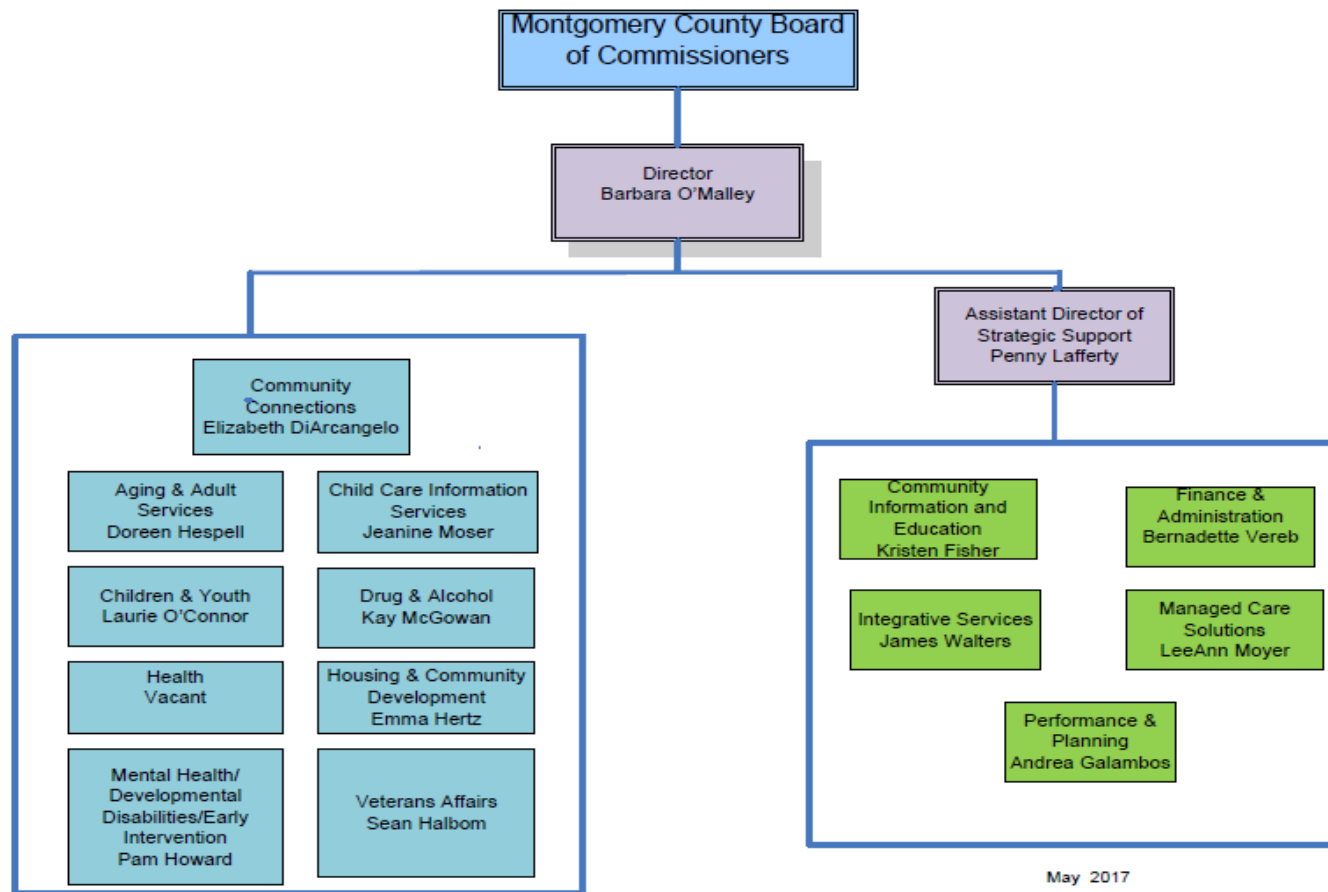
Vision for Improving Access to Human Services for Montgomery County residents

- ❑ Senior Leadership recognized need for individuals & families to be more efficiently connected to human services
- ❑ Need for advocacy to reduce barriers, help people understand their rights, and problem solve around gaps in service.
- ❑ Input was obtained from:
 - ❑ Satisfaction questions to providers
 - ❑ Surveys of individual users of services
 - ❑ Consumer Advisory Council



Health & Human Services Structure

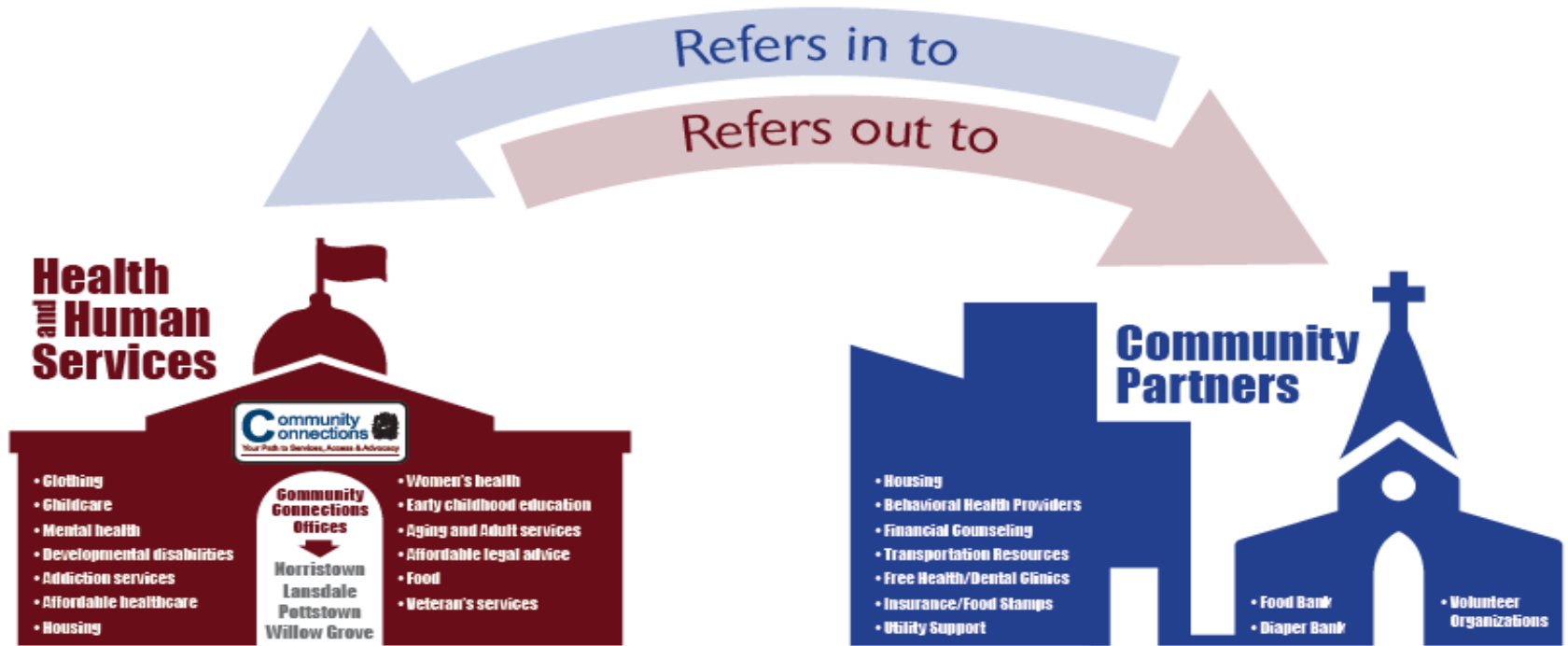
Montgomery County Department of Health and Human Services



May 2017



How We Work



Health and Human Services

- Clothing
- Childcare
- Mental health
- Developmental disabilities
- Addiction services
- Affordable healthcare
- Housing



Community Connections Offices
 ↓
 Norristown
 Lansdale
 Pottstown
 Willow Grove

- Women's health
- Early childhood education
- Aging and Adult services
- Affordable legal advice
- Food
- Veteran's services

Community Partners

- Housing
- Behavioral Health Providers
- Financial Counseling
- Transportation Resources
- Free Health/Dental Clinics
- Insurance/Food Stamps
- Utility Support

- Food Bank
- Diaper Bank

- Volunteer Organizations

You can contact Community Connections directly and a Navicore will screen all of your needs and refer you internally and externally to any and all programs available.

"I initially contacted Veterans Affairs for help with Veterans services. I was then referred to Community Connections because other needs were identified that could be met. A Navicore helped me get daycare services, subsidized housing, drug rehabilitation, and a new start on life."

Community Connections assess the client's needs and then connects with other Health & Human Services offices and/or Community Resources and Partner Providers in aiding those needs.



"My wife got free diapers from the diaper bank at church. They know we needed transportation and contacted Community Connections on our behalf. A Navicore contacted us and got us vouchers through one of their Community Partners for rides to my new job."

These can be contracted providers to Health and Human Services or Nonprofit Providers.



www.mountcopa.org/communityconnections

HOW WE CONNECT YOU WITH THE SERVICES YOU NEED

Organization Overview

- Locations & Staffing
- Expansion sites
- Other way to access Navicates
- 14,154 contacts; 11,441 unduplicated (2017 data)
- ~90% of contacts with Navicates are via phone/email (Jan – April 2018)
- Over 65% of contacts are self-referred



Goals & Desired Outcomes

- Provide a positive, person-centered experience for people attempting to access public (8 Program offices) and private services/resources— serve as the gateway into those services.
- Be accessible in a variety of ways
- Reduce need for repeated story-telling (retraumatizing)
- Expedite individual's connection to needed services
- Reduces duplication of staff in various agencies addressing same situation

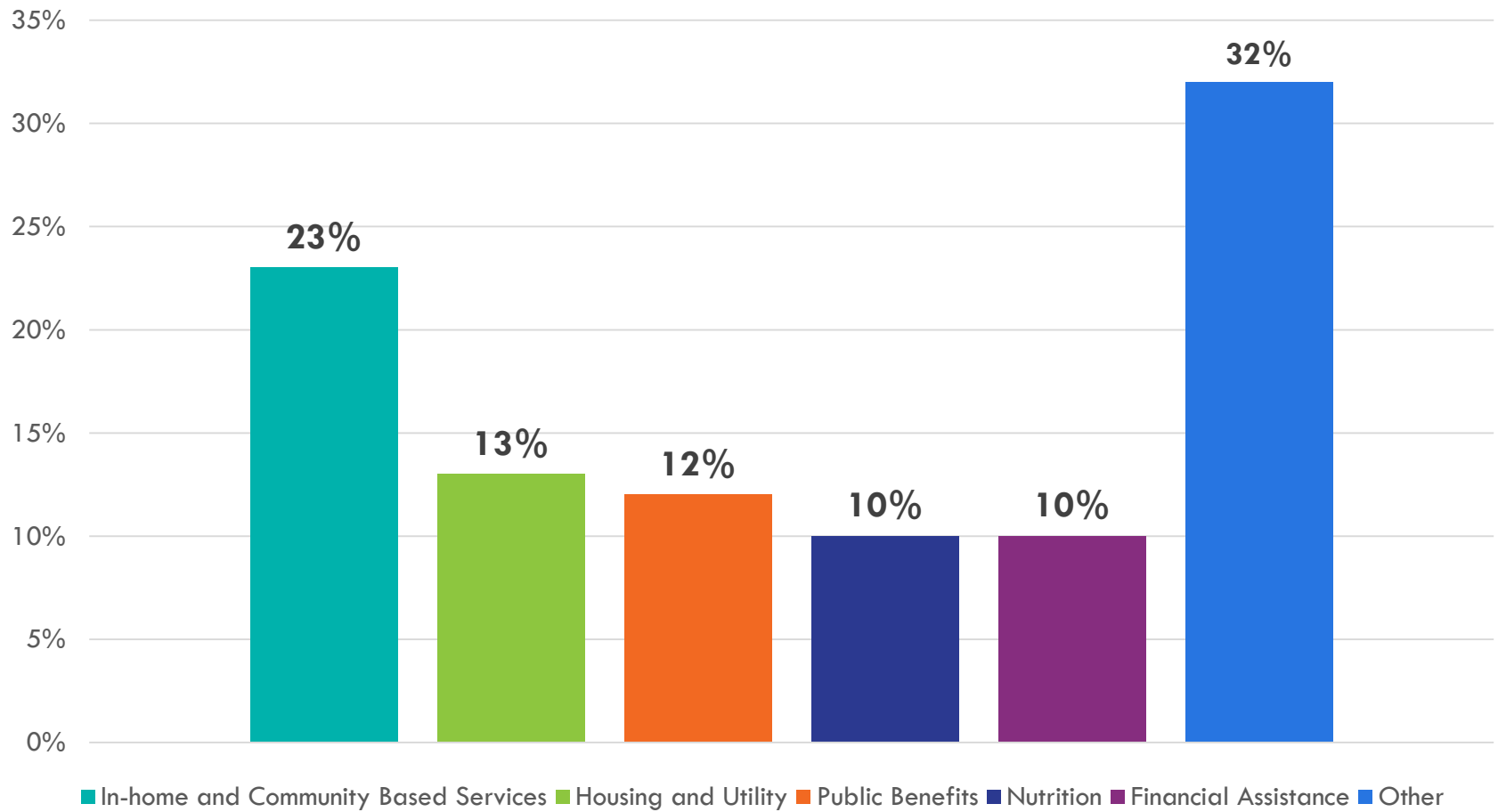


Role of a Navicate

- Provide detailed information and referral regarding eligibility and scope of services
- Troubleshoot and advocate with supports to eliminate barriers
- Support external providers around new/pilot projects to connects people who would benefit
- Partner with Office of Emergency Management regarding disaster assistance
- Engage in outreach to promote mission of HHS
- Person-Centered Counseling- brief, case management to those who qualify



Type of Call



Funding for Community Connections



- Human Services Block Grant
- Indirectly by the other HHS offices due to the restructure of the Department.

