



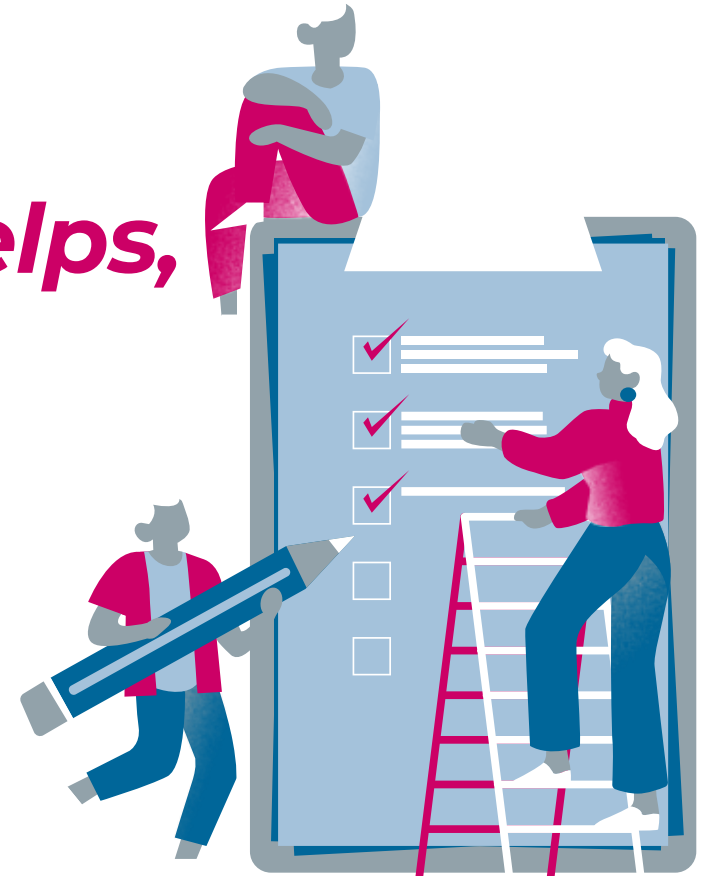
PA Navigate: What it is, Who it helps, and Why it matters

Community Giving Foundation

July 29, 2026

Community Action Association of Pennsylvania:

Christie Kilmer, Community Engagement Manager



What is Community Action?



The Community Action network is comprised of public and non-profit community-based organizations (CBOs) of [Community Action Agencies](#) across all 67 counties in Pennsylvania.



Each agency is uniquely addressing the Social Determinants of Health through various programming, informed by regular Community Needs Assessments, to understand the needs of those most vulnerable in every community.

We are the anti-poverty authority.

Who is CAAP?

Community Action Association of PA

MISSION

To strengthen, advocate for, and empower the state network of Community Action Agencies to effectively address issues of poverty.

PURPOSE

A statewide membership organization representing 42 Community Action Agencies in the Commonwealth and the primary source of advocacy, technical assistance, collaboration, and networking for Community Action in Pennsylvania.



PA Navigate: connecting patients, providers, and community services to address the health needs of Pennsylvanians.

Pennsylvania Department of Human Services (PA DHS) has sponsored HIEs to develop a state-wide resource and referral platform to connect PA residents to their healthcare teams with CBOs and services that address their SDoH needs.

CAAP serves as the Community Engagement Partner to support and educate community-based organizations (CBOs).

To connect to the Community Engagement team, please email PANavigate@thecaap.org.

COMMUNITY ENGAGEMENT LOOKS LIKE



CONNECT
with Community Based
Organizations
(CBOs)



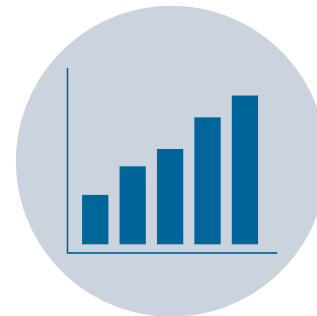
CLAIM AND TRAIN
Technical Assistance &
Training for CBOs



COLLABORATION
CBO Convenings



REFERRALS
Support CBOs - Referrals,
Intake Methods and Closing
Loops



ANALYTICS
Reporting Engagement
& Success of PA Navigate

No Wrong Door Approach





PA Navigate Abbreviated Demo

- **Front-End**
 - Search for resources
 - Send & track outbound referrals
- **Back-end**
 - Manage program listings
 - Track & manage inbound referrals
 - Analytics

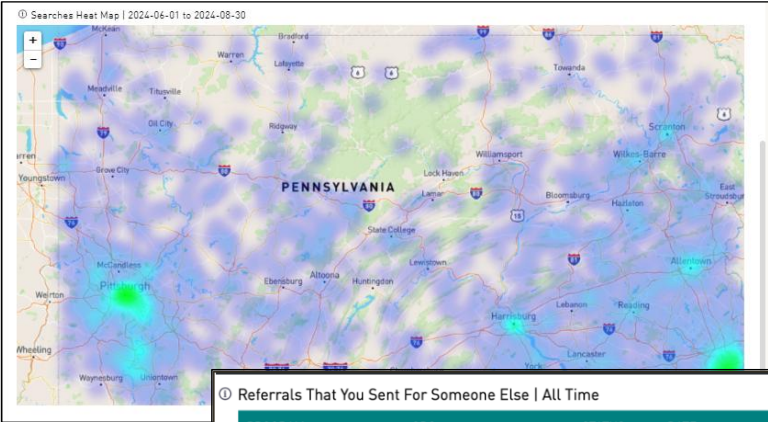


Demo Time!

PA Navigate functionality – Reports & Analytics

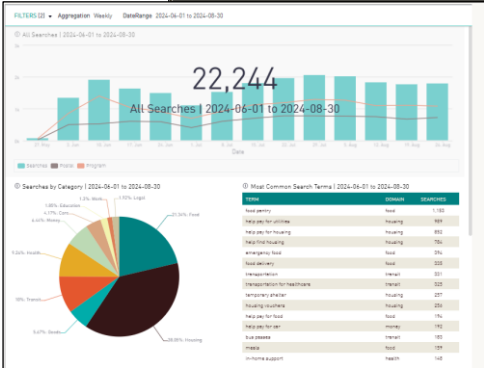
- PA Navigate Customers also have access to suites of Reporting and Analytic Dashboard

Report Name:	Insights:
Claimed Program Dashboard	Program Listing Interactions, Engagement, Referrals; Popular Searches and Search Trends
Screener Dashboard	Screener Submissions: Referral Status, Response Detail
Search Trends in Your Coverage Area	Searches in Coverage Area; Common Search Terms, Geographic Distribution of Searches
Data Collection Form	Data Collection Forms Submitted and Responses



Referrals That You Sent For Someone Else | All Time

PROGRAM	CBO	STATUS	DATE	SEEKER PROFILE
Utility Assistance	Findhelp Utilities	pending	05-04-2022	10202034
Utility Assistance	Findhelp Utilities	pending	05-03-2022	10202034
Utility Assistance	Findhelp Utilities	got help	04-28-2022	10187034
Job Supports Program	Findhelp Jobs	got help	04-27-2022	10185149
Uber Transportation	UberHealth by Findhelp	got help	04-27-2022	10185149
Home Delivered Meals	Findhelp Food	got help	04-27-2022	10185078

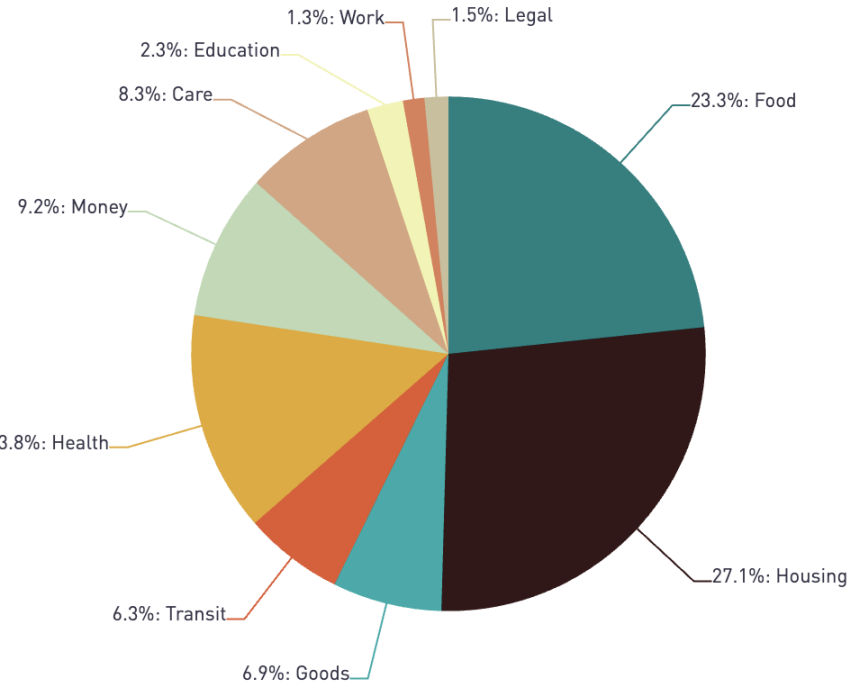


① All Searches | 2025-01-01 to 2025-12-31



PA NAVIGATE
linking patients to community resources

① Searches by Category | 2025-01-01 to 2025-12-31



① Most Common Search Terms | 2025-01-01 to 2025-12-31

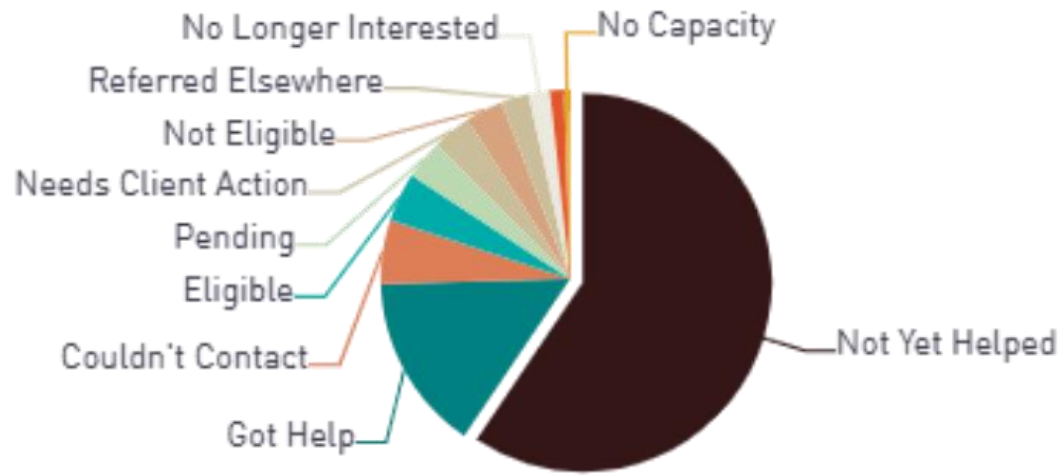
TERM	DOMAIN	SEARCHES
food pantry	food	210,756
help pay for housing	housing	114,053
help pay for utilities	housing	80,786
help find housing	housing	59,414
financial assistance	money	44,818
temporary shelter	housing	44,448
food delivery	food	44,265
meals	food	43,754
transportation	transit	37,433
emergency food	food	34,525
transportation for healthcare	transit	30,975
help pay for food	food	29,673
clothing	goods	24,672
help pay for car	money	21,404
housing vouchers	housing	19,345

PA Navigate 2025 Search Trends

- Housing- 27.1%
- Food- 23.3%
- Health- 13.8%

Referral Activity

Current Referral Statuses | 2025-08-23 to 2026-02-19



- **Seekers Referred:** Number of seekers referred to your program(s).
- **Seekers that Got Help:** A count of how many referrals with the status “Got Help.”
- **Referrals with Responses:** A count of how many referrals have a changed status.
- **Closed Loop Referrals:** A count of how many referrals are considered “closed.” Status has been changed to Referred Elsewhere, Got Help, Couldn't Contact, Not Eligible, No Capacity, Couldn't Get Help, or No Longer Interested.

To Keep SNAP Benefits

Meet SNAP Work Requirements



20 hours / week or **80** hours / month



Working



Volunteering



**Education /
Training Program**

You must report that you are meeting these work requirements.

SNAP Requirements



Note: SNAP recipients are required to meet work requirements or their SNAP benefit will discontinue after 3 months AND they will be ineligible for a 3-year period.

CBO's Providing Volunteer Opportunities

CBOs are being asked to provide Volunteer Opportunities

- Targeted Outreach
- CAAP Outreach
- DHS Secretary's Call to Action



Scan here to provide information to get your volunteer opportunity added to PA Navigate!



Individuals will

- Enter their zip code and search word "Volunteer"
- A list of programs will come that have volunteer opportunities

Initial Connections will be Manual

- Individuals call to set up volunteer opportunities
- CBO complete a form denoting hours for submission to DHS



Opportunities & Next Steps



Identify internal/local champions

Warm hand-offs to internal departments or contracted CBOs that support residents.



Host a convening

Host a PA Navigate info session for local CBOS and providers or facilitate warm introductions for the CAAP team.



Introduce a local convener

Warm hand-off to a local foundation or coalition group that serves as a convener.



Brainstorm with us

Schedule a 1:1 meeting with our team for more conversation and next steps.

Tell us about your PA Navigate Experience

- Share your success with us!
- What are your challenges?
- What questions do you have?



Thank you!



Christie Kilmer

Community Engagement Manager

christie@thecaap.org

Free or reduced-cost help starts here!

PA Navigate connects Pennsylvanians with health and social care services in their local community.

Find help now with food, housing, utilities, transportation and more by entering your zip code.

ZIP

18505

Search



New Feature!



Organizations who need help with participating

Non-Profits and Community Based Organizations: Visit www.PANavigateHelp.org to get started and learn more and connect with a community engagement manager.

Healthcare Organizations: Interested in participating in PA Navigate? Contact your respective Health Information Organization (HIO) to discuss options for participation. If you don't know your local HIO, contact us at info@pa-navigate.org for more information.



Search and connect to support. Financial assistance, food pantries, medical care, and other free or reduced-cost help starts here.

Select Language

English



FOOD



HOUSING



GOODS



TRANSIT



HEALTH



MONEY



CARE



EDUCATION



WORK



LEGAL



2,561 programs

in the Malvern, PA 19355 area

Choose from the categories above and browse local programs

**PA NAVIGATE**

linking patients to community resources

This curated database of resources is provided by **PA Navigate**.

ZIP or keyword or program name



Search and connect to support. Financial assistance, food pantries, medical care, and other free or reduced-cost help starts here.

Select Language

English



FOOD



HOUSING



GOODS



TRANSIT



HEALTH



MONEY



CARE



EDUCATION



WORK



LEGAL

Help Find Housing

Help Find Housing - All (24)

Help Pay For Housing



Housing Advice



Maintenance & Repairs



Residential Housing



Temporary Shelter

This curated database of resources is provided by **PA Navigate**.

ZIP or keyword or program name



English



FOOD



HOUSING



GOODS



TRANSIT



HEALTH



MONEY



CARE



EDUCATION



WORK



LEGAL

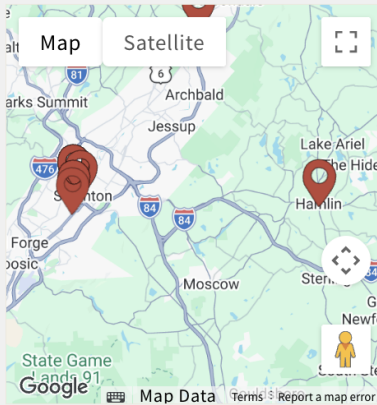
scranton, pa (18505) / health / health education < 1 - 25 of 374 >

Sort by RELEVANCE CLOSEST

Personal Filters

Program Filters

Income Eligibility



Notice out-of-date information or see a program you work for? Click **Suggest** to share an update or claim your program listing to get access to free tools and data.

Drug & Alcohol Prevention

by Outreach Center for Community Resources

Reviewed on: 06/09/2026

Trusted Network

The Drug & Alcohol Prevention helps develop strong family bonds while parents teach their children the skills they need to make healthy choices. The evidence-based workshop series helps parents...

Main Services: health education , parenting education**Other Services:** daily life skills , safety education**Serving:** anyone in need, all ages, families, with children, caregivers, parents

MORE INFO



SAVE



SHARE



NOTES



SUGGEST

CONTACT HERE

Next Steps:

Call 570-348-3484.

2.59 miles (serves your local area)

431 North 7th Avenue, Scranton, PA 18503

Open Now : 8:30 AM - 4:30 PM EDT

Early Intervention Services

by Scranton Counseling Center

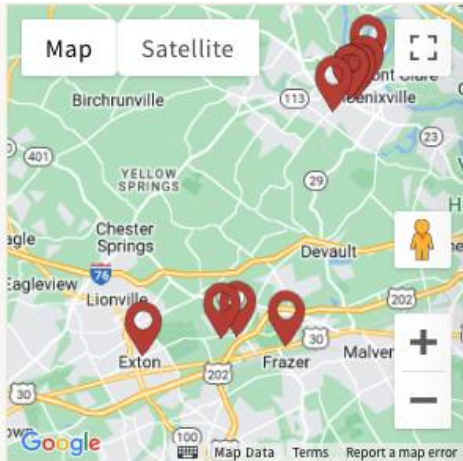
Trusted Network

Scranton Counseling Center's Early Intervention Services identify and address developmental delays, disabilities, and special needs of children from birth to age three and their families. They...

Next Steps:

Call 570-348-6100.

1.84 miles (serves your local area)



Notice out-of-date information or see a program you work for? Click  **Suggest** to share an update or claim your program listing to get access to free tools and data.

MORE INFO 

 SAVE

 SHARE

 NOTES

 SUGGEST

 [CONTACT HERE](#)

Eligibility

This program serves Phoenixville Borough, Schuylkill Township, East Pikeland Township, West Pikeland Township, Mont Clare, Oaks

Who is this for?

☒ **For myself or my family**

☐ I'm referring someone else

Your Name *

First Name

Last Name

Your Email Address

Your Phone Number

Best way to reach you *

☐ Email

☐ Text message

☐ Phone call

Comment

[Add a comment...](#)

My Consent *

☐ I agree to:

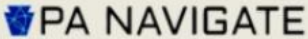
- Send my contact info and additional info through this system to this agency, and
- Receive info **about this program** from the PA Navigate site (like steps to contact them, or messages sent to you from the program). [Learn how we keep your info safe.](#)

 SEND

Important! We'll do our best to send them your information, but it's possible that we may not be able to reach the agency or get a quick response. If you are in an emergency situation, call 911.

PA NAVIGATE by findhelp - Se x +

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PA NAVIGATE

🔗 Support

My Program Tools ▾

Inbound Referrals

Edit Program Listings

My Team

Program Analytics

Ongoing Education

👤 People I'm Helping ▾

KR Kat ▾

Free or reduced-cost helps starts here.

PA Navigate connects Pennsylvanians with health and social care services in their local community.

Find help now with food, housing, utilities, transportation, and more by entering your zip code.

ZIP

19608

⋮

🔍 Search



PA NAVIGATE
linking patients to community resources

If you or someone you know is in crisis, call or text 988 to reach the [Suicide and Crisis Lifeline](#), chat with them online via their website, or text HOME to 741741 (multiple languages available). If this is an emergency, call 911.

Orgs who want help

Non-Profits and Community Based Organizations: Visit [PA-Navigate Help \(https://www.panavigatehelp.org/\)](https://www.panavigatehelp.org/) to get started, learn more [...]

Healthcare Organizations: Interested in participating in PA Navigate? Contact [...]

Inbound Referrals

pa-navigatehios.findhelp-qa.com/agency_dashboard/ahJzfnNIYXJjaGJlcnRoYS1xYTlFyFA5SB1Byb2dyYW0YglCo6I-e6AkM

☆🛡️📄📁⬇️Ⓚ Paused⋮

PA NAVIGATE

SupportMy Program ToolsPeople I'm HelpingⓀR Kat

>

KF

Kat's Food Pantry

Search by name or email

KF

Referred OnReferral StatusEligibilityLast Updated

+ Add Referral

⚙ Settings

4 results

Rows per page: 201-4 of 4<>

Referred On	Applicant	Referred By	Screener	Referral Status	Comment	Last Updated	Language
8/8/2024	Testing 123 testingemail@email.com*	Demo Food Provider Kat Royer	Ineligible	○ Not Updated		10/15/2024 Kat Royer - Demo Food Provider	English
8/8/2024	Test Testing kat@thecaap.org*	Demo Food Provider Kat Royer	Eligible	✓ Got Help		8/8/2024 Kat Royer - Demo Food Provider	English
7/22/2024	Katharine Royer testingemail@email.com*	Demo Food Provider Kat Royer	None	✖ Couldn't Contact		8/8/2024 Kat Royer - Demo Food Provider	English
7/22/2024	Kiesha Stewart 5adb2967-5e6b-11ef-816d-42010a69a00a@thecaap.org*	Demo Food Provider Kat Royer	None	✓ Got Help		10/8/2024 Kat Royer - Demo Food Provider	English

Rows per page: 201-4 of 4<>

SO

School's Out For Summer

Search by name or email

ALL OPEN CLOSED

Referred On

Referral Status

Last

Select a Status

- ☐ Not Updated
- ☐ Needs Client Action
- ☐ Pending
- ☒ Referred Elsewhere
- ☒ Got Help
- ☒ Eligible
- ☐ Couldn't Get Help
- ☐ Couldn't Contact
- ☐ Not Eligible
- ☐ No Capacity
- ☐ No Longer Interested

+ Add Referral

Settings

Rows per page: 20 ▾ 1-6 of 6 < >

6 results

Referred On	Applicant	Referred By	Comment	Last Updated	Forms	Language
5/18/2026	Bob Smith bobsmith@123.com*	School's Out For Summer Lakiesha Stewart		5/20/2026 Lakiesha Stewart - School's Out For Summer	Forms ▾	English
5/13/2026	Test Test mjoo+test@findhelp.com*	Test Test		5/18/2026 Christie Kilmer - School's Out For Summer	Forms ▾	English
8/8/2025	Christina Thomas christinathomas@gmail.com*	Christina Tinoco		9/8/2025 Christie Kilmer - School's Out For Summer	Forms ▾	English