

PA Navigate



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**COMMUNITY ACTION
ASSOCIATION OF PA**



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**CENTRAL PA CONNECT HEALTH
INFORMATION EXCHANGE**



Better Together: How PA Navigate Connects Communities to Care

Better Together Summit

October 1, 2026

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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.

A DIVERSE NETWORK OF PARTNERS

From large health systems to payers to HIE's to grassroots CBO's, diverse partners all play a part of the success of the network



HIE Value-Add Achievements

- ✓ Leveraging HIE governance framework for SDOH data sharing
- ✓ Coding of referral and assessment data
- ✓ Exceeding privacy requirements for super-protected data
- ✓ Focusing CBO recruitment & incentives with member priorities
- ✓ HIE case studies: social care impact on utilization & outcomes
- ✓ Peer group meetings to build relationships between health and social care orgs



Major Successes: Member/CBO Integrations

Clinical Connect HIE

Heritage Valley Health System
Indiana Regional Medical Center
UPMC Health Services
UPMC Health Plan
Community Care Behavioral Health
Tableland Services, Inc.
Volunteers of America of Pennsylvania

Central PA Connect

Penn Medicine
Union Community Care
WellSpan
Family First
Homelessness Coalition
CAP Lancaster
Silverstein
TriCounty Community Action
United Disabilities Services
United Way of Lancaster*

KeyHIE

Geisinger
Meadows Nursing & Rehabilitation
Sadler Health
Scranton Primary
The Wright Center

HealthShare Exchange

Aetna
AmeriHealth Caritas
Bucks Co Opportunity Council
ChesPenn
Community Behavioral Health
Health Fed of Phila
Education Plus Health
Esperanza
DVCH
Family Practice/Counseling Network*
Project HOME*
Public Health Management Corporation
Jefferson Health Plan
Jefferson Health

Lehigh Valley Health Network
Magellan HealthCare
Main Line Health System
MANNA
Merakey
Neighborhood Health Centers of Lehigh Valley
PA Health & Wellness
PerformCare
Spectrum Health
Tandigm Health
Temple Health
Trinity Health Mid-Atlantic
United HealthCare of PA

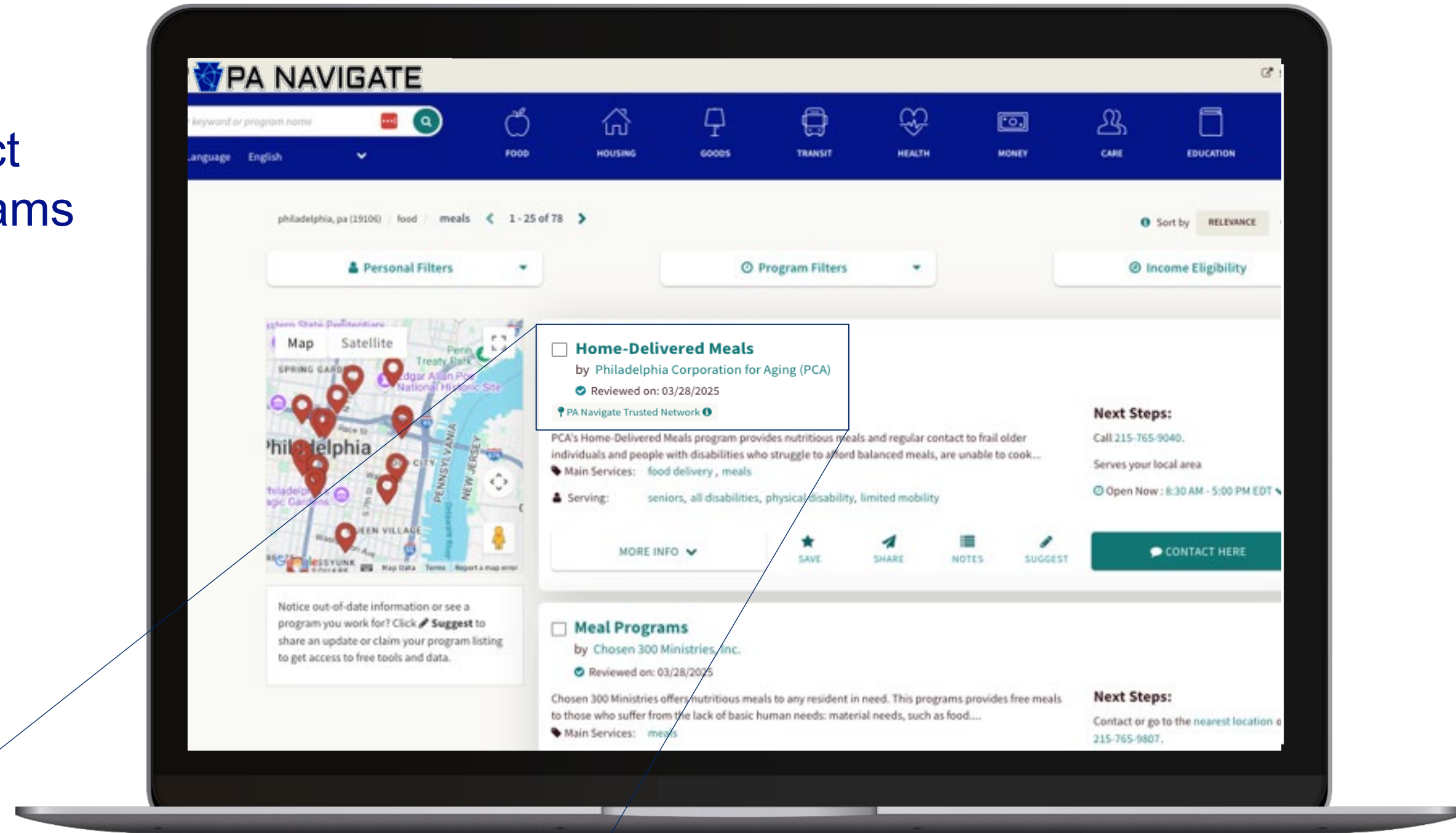
45 Member/CBO integrations complete

*3 In progress



Value to Healthcare

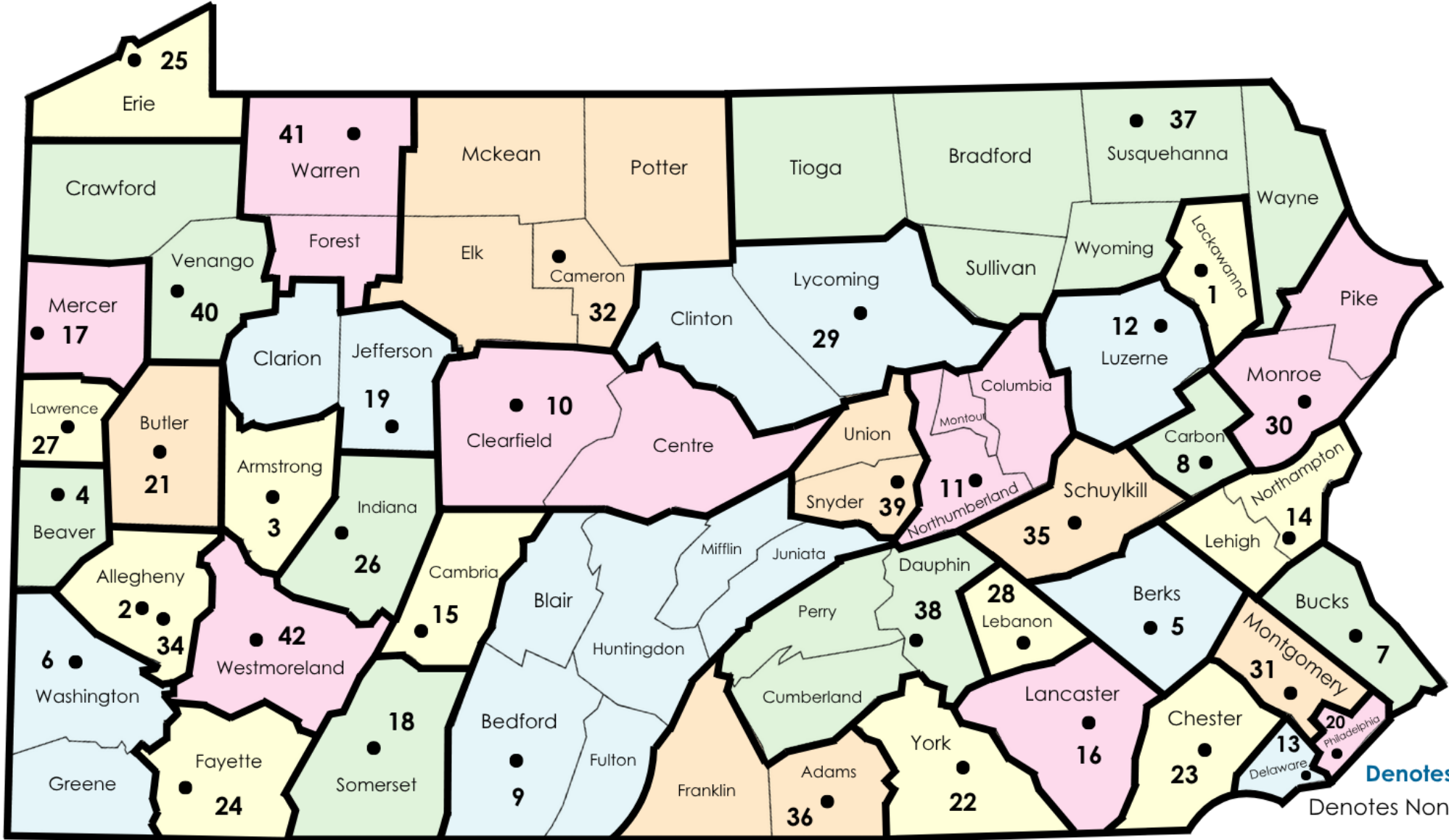
- Support of HealthChoices contract requirements, value-based programs
- Some saving money by using PA Navigate natively as their referral platform
- Cultivating PA Navigate Trusted Network
 - CBO engagement & responsiveness
 - Incentive program
 - Elevating Trusted
 - Network CBOs in search results
- Data sharing through Coalition Sharing



☐ **Home-Delivered Meals**
by Philadelphia Corporation for Aging (PCA)
Reviewed on: 03/28/2025
PA Navigate Trusted Network



PA Community Action by County



Denotes Public Community Action Agencies
Denotes Nonprofit Community Action Agencies

- | | | |
|--|--|--|
| <p>1. Agency for Community Empowerment of NEPA
2. Allegheny County Department of Human Services
3. Armstrong County Community Action Partnership
4. Community Services Program of Beaver County
5. Berks County Community Action Program, Inc.
6. Blueprints
7. Bucks County Opportunity Council, Inc.
8. Carbon County Action Committee for Human Services
9. Center for Community Action
10. Central Pennsylvania Community Action, Inc.
11. Central Susquehanna Opportunities, Inc.
12. Commission on Economic Opportunity
13. Community Action Agency of Delaware County, Inc.</p> | <p>14. Community Action Committee of the Lehigh Valley, Inc.
15. Community Action Partnership of Cambria County
16. Community Action Partnership of Lancaster County
17. Community Action Partnership of Mercer County, Inc.
18. Tableland Services, Inc.
19. Community Action, Inc.
20. Office of Community Empowerment & Opportunity
21. Community Partnership, Inc.
22. Community Progress Council, Inc.
23. Chester County Department of Workforce Development
24. Fayette County Community Action Agency, Inc.
25. Greater Erie Community Action Committee
26. Indiana County Community Action Program, Inc.
27. Lawrence County Community Action Partnership
28. Community Action Partnership of Lebanon County</p> | <p>29. STEP, Inc.
30. Monroe County Fiscal Affairs Office
31. Montgomery County Community Action Development Commission
32. Northern Tier Community Action Corporation
33. Pathstone Corporation (provides services in multiple counties)
34. Pittsburgh Community Services, Inc.
35. Schuylkill Community Action
36. South Central Community Action Programs, Inc.
37. Trehab Community Action Inc.
38. Tri County Community Action
39. Union-Snyder Community Action Agency
40. Venango County Human Services
41. Warren-Forest Counties Economic Opportunities Council
42. Westmoreland Community Action</p> |
|--|--|--|





523,064 Pennsylvanians impacted
by Community Action

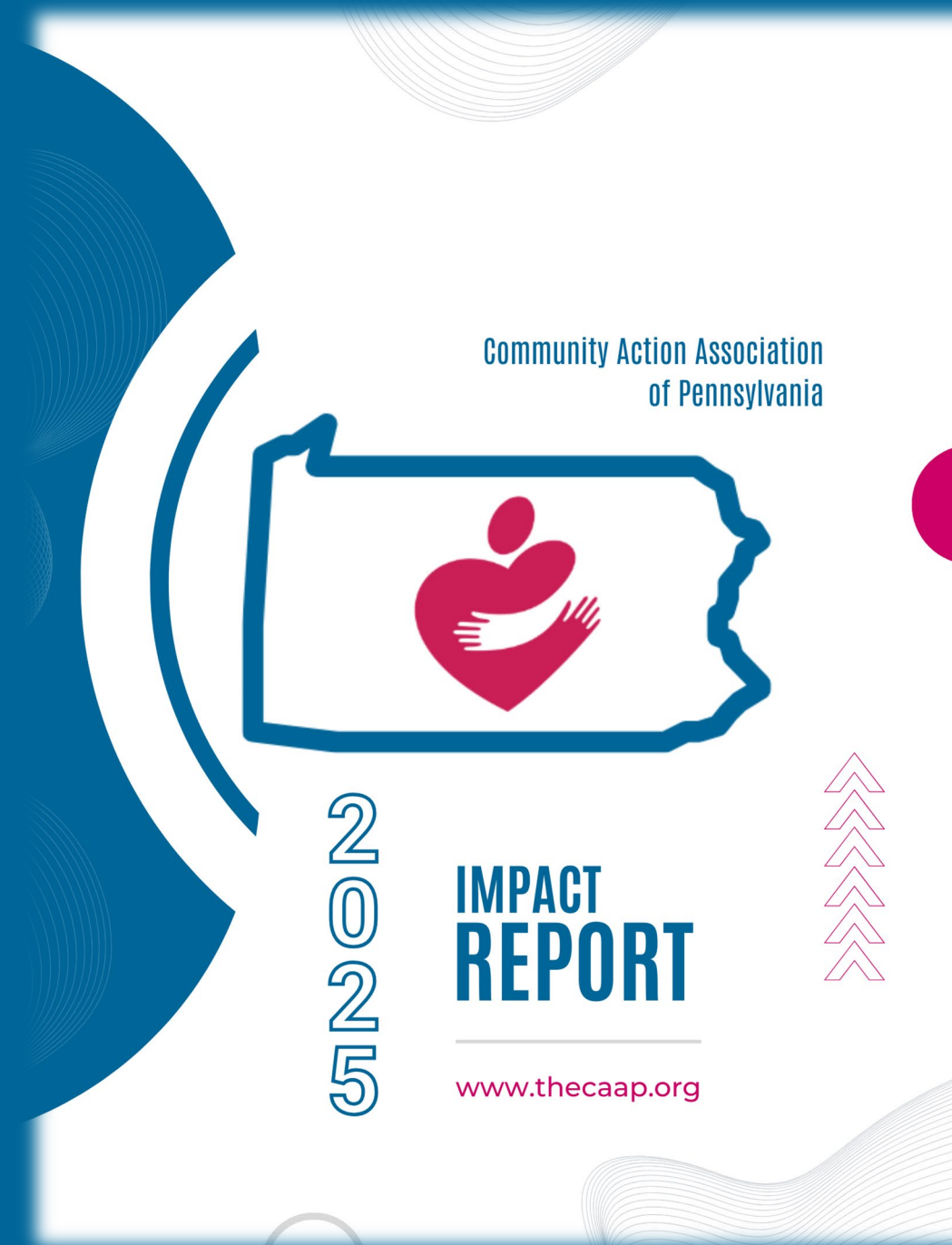
Just some of the impact:

314,920 served in food programs

76,527 supported in case management

54,339 supported in utility assistance

Learn more at www.thecaap.com/about



CAAP Services

www.thecaap.org/services



Training & Workshops:

- Workplace Culture
- Coaching & Motivating Staff
- Generational Understanding
- Workplace Values

Consulting & Organizational Support:

- Strategic Planning
- Executive Director Searches
- Interim Leadership Support
- Board Development & Training
- Policy & Bylaw Review
- [Affiliate Membership](#)

Helping organizations build stronger teams, healthier cultures, and greater community impact.

COMMUNITY ENGAGEMENT LOOKS LIKE



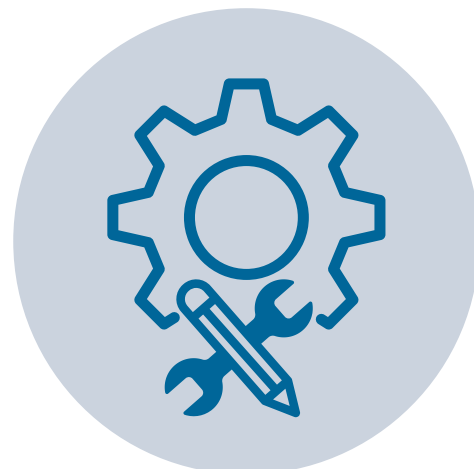
CONNECT
with Community Based
Organizations
(CBOs)



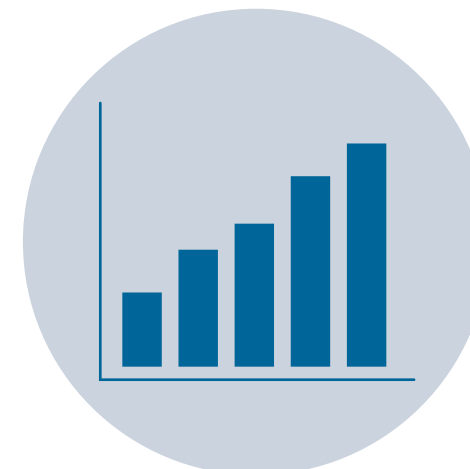
CLAIM AND TRAIN
Technical Assistance &
Training for CBOs



COLLABORATION
CBO Convenings



REFERRALS
Support CBOs - Referrals,
Intake Methods and Closing
Loops



ANALYTICS
Reporting Engagement
& Success of PA Navigate



The PA Navigate Trusted Network



Goals



Create, scale, and strengthen a trusted, engaged network of CBOs



Build trust between CBOs and clinical users

Eligibility:

- CBO engaged by CAAP
- CBO trained
- Programs claimed
- Referral tool selected
- “Trusted Network” tag



Network Performance

PA Navigate Trusted Network
197 CBOs, 803 programs



89%

Response Rate

81%

Closed Loop Rate

PA Navigate Incentivized Network
30 CBOs, 198 programs



90%

Response Rate

85%

Closed Loop Rate



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

17046

 Search



PA NAVIGATE
linking patients to community resources

New Feature!



ZIP or keyword or program name



Free or reduced-cost help starts here!

English



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FOOD



HOUSING



GOODS



TRANSIT



HEALTH



MONEY



CARE



EDUCATION



WORK



LEGAL

Community Gardens

Emergency Food

Food Delivery

Food Pantry

Help Pay For Food



Meals



Nutrition Education

Food Pantry - All (15)

Food Pantry - Market on 7th

by Lebanon County Christian Ministries (LCCM)

Reviewed on: 09/18/2026

Trusted Network

Where is the market located? Lebanon County Christian Ministries is located at 250 S 7th St., Lebanon. The Market on 7th entrance is located in the alleyway on the north side of the Lebanon County...

Main Services:

food pantry

Serving:

all ages, individuals, families

MORE INFO

SAVE

SHARE

NOTES

SUGGEST

CONTACT HERE

Next Steps:

Contact or go to the nearest location.

4.27 miles (serves your local area)

250 South 7th Street, Lebanon, PA 17042

Closed Now : See open hours

Eligibility

- This program helps people with income at or below 185% of federal poverty guidelines

Who is this for?

☐ For myself or my family

☒ I'm referring someone else

Your Name *

First Name

Last Name

Your Email Address

Tell us about the person you're helping:

Someone you've Connected before:

TIP:

Log in to use contact info on file!

Or

Connecting someone new:

Their Name *

First Name

Last Name

Their Email Address

Their Phone Number

Their Language

English

Best way to reach them*

☐ Email

☐ Text message

☐ Phone call

☐ Don't reach out

Comment

[Add a comment...](#)

Confirm Consent *

☐ I have appropriate consent from the person or their guardian (if under 18) to:

- Send their contact info and additional info through this system to this agency, and
- Send them info **about this program** through the PA Navigate platform (including any responses sent to them by the program).

SEND

- Inbound Referrals
- Edit Program Listings
- My Team
- Program Analytics
- Ongoing Education



PA NAVIGATE
linking patients to community resources

Free or reduced-cost helps starts here.

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

ZIP

19608

⋮

🔍 Search

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 [...]

>

SO

School's Out For Summer

Search by name or email

🔍

ALL OPEN CLOSED

SO

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

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

+ Add Referral

⚙ Settings

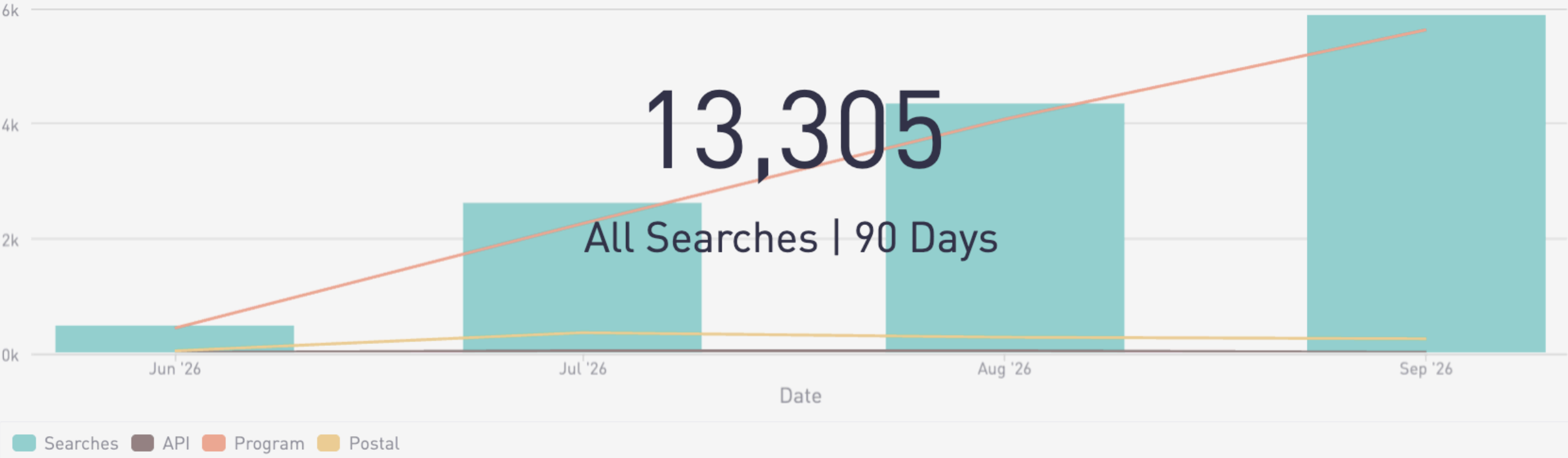
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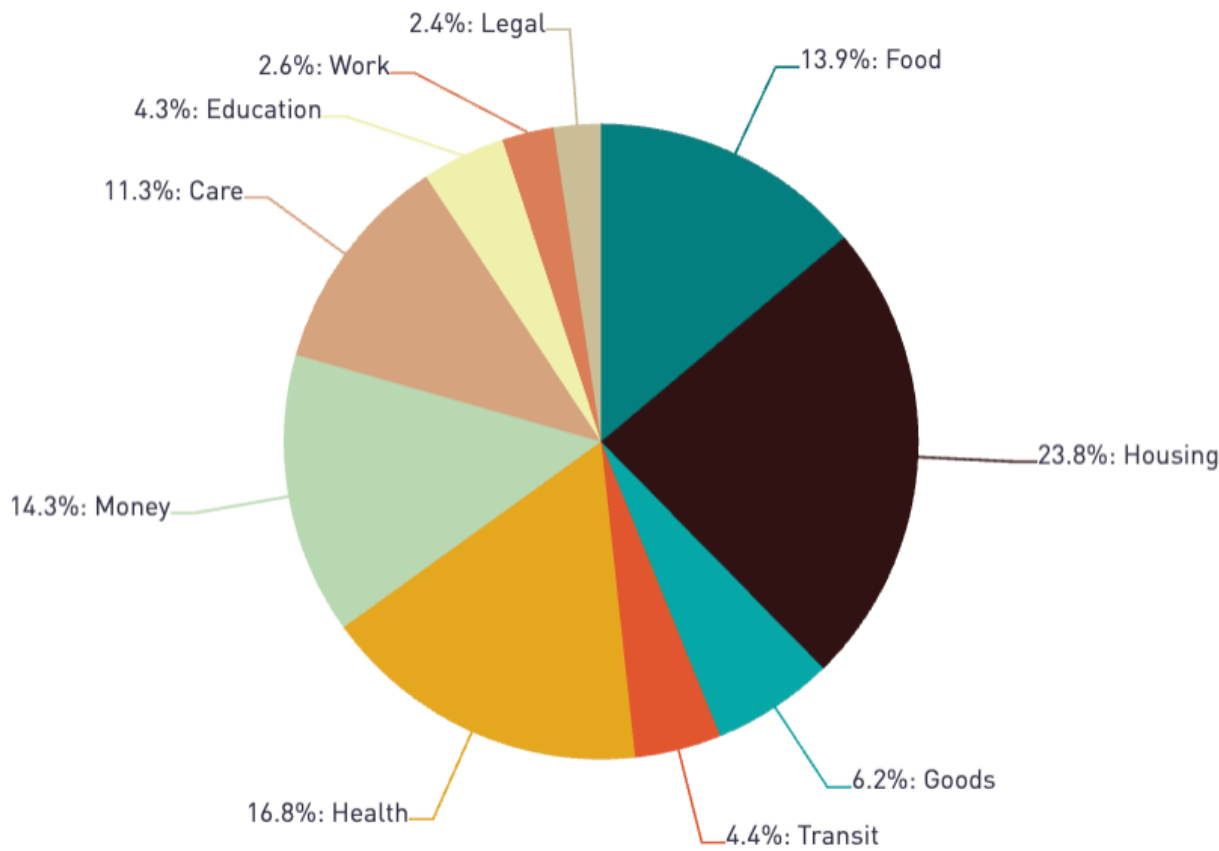
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① All Searches | 90 Days



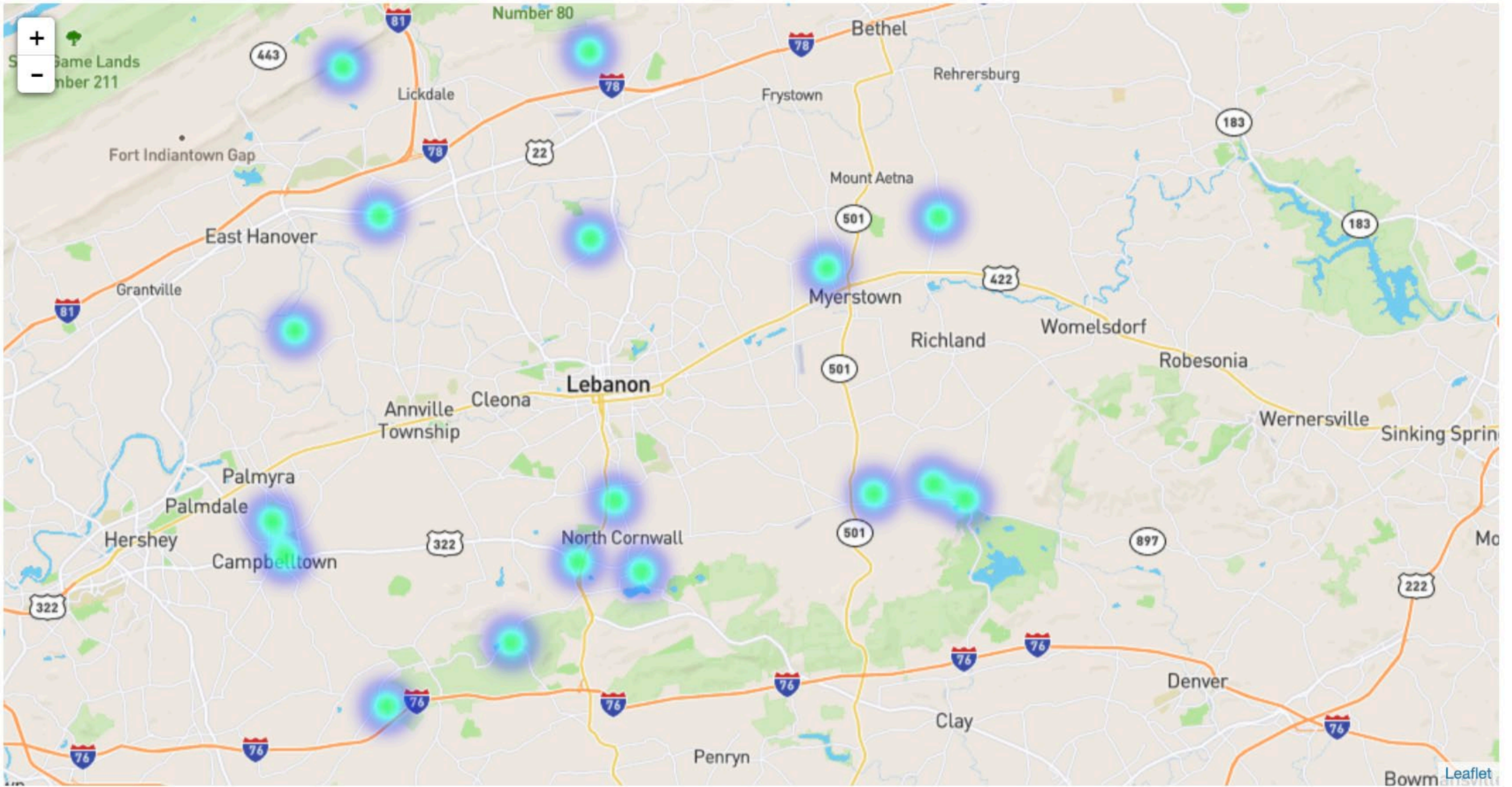
① Searches by Category | 90 Days



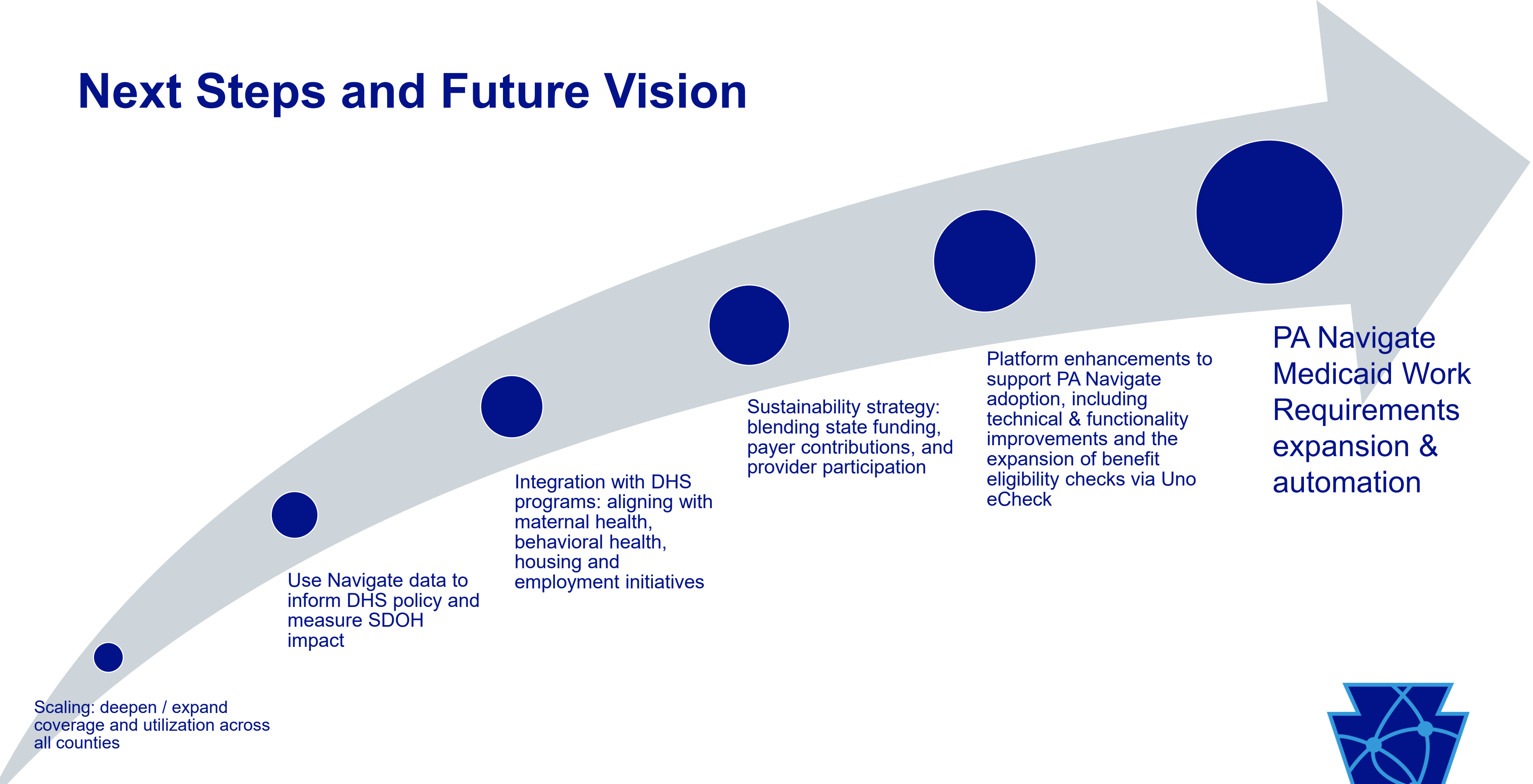
① Most Common Search Terms | 90 Days

TERM	DOMAIN	SEARCHES
food pantry	food	429
help pay for housing	housing	370
housing	housing	321
money	money	306
food	food	283
financial assistance	money	258
help pay for utilities	housing	252
emergency payments	money	234
temporary shelter	housing	161
adults 18		143
residential housing	housing	143
goods	goods	129
transportation	transit	115
support groups	care	113
food delivery	food	107

① Searches Heat Map | 90 Days



Next Steps and Future Vision



Scaling: deepen / expand coverage and utilization across all counties

Use Navigate data to inform DHS policy and measure SDOH impact

Integration with DHS programs: aligning with maternal health, behavioral health, housing and employment initiatives

Sustainability strategy: blending state funding, payer contributions, and provider participation

Platform enhancements to support PA Navigate adoption, including technical & functionality improvements and the expansion of benefit eligibility checks via Uno eCheck

PA Navigate Medicaid Work Requirements expansion & automation



Leveraging PA Navigate for Critical Benefits



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

New Feature!



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.



See what you can save!

30% of Americans qualify for state or federal programs that could save them an average of **\$4,500 a year**. Answer a few questions to see what you might qualify for, and get a personalized guide to help you apply.

Get started

On average, this takes 90 seconds.

Savings you may qualify for

- | | |
|--|--|
|  Save over \$110 a year on your phone and broadband bills. |  Save up to \$1,200 a year on your energy bills. |
|  Pay no more than \$12.65 per prescription. |  Free or low-cost health insurance bringing costs close to \$0. |
|  Money back in your Social Security check up to \$203 a month |  Get up to \$298 to spend on groceries. |

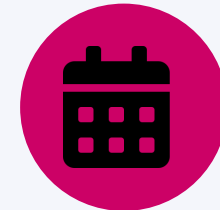


Opportunities & Next Steps



Join the PA Navigate trusted network.

Connect with the CAAP team to list your programs, accept electronic referrals, and consider listing volunteer opportunities.



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.