

WHERE HELP STARTS

Community Navigation: Connecting People to Vital Resources

The Community Navigation Sector (formerly known as Information & Referral) is a trusted, national infrastructure that connects millions of people to health, human, and social services every year. These services are the critical front door to help, hope, and stability.

By the Numbers: A Vital National Impact

25 MILLION

connections made annually through
Community Navigation services

70% of referrals address **basic needs** such
as food, housing, and healthcare.

85% of users report **improved well-being**
after utilizing navigation services.

Impact Areas: Providing Routes to Help

- Healthcare Access
- Housing Stability
- Food Security
- Mental Health Services
- Employment Assistance
- Disaster Response
- Childcare
- Transportation
- Addiction Services
- Many Other Critical Areas

Essential Services

Needs Assessment

Identifying individual needs
to tailor appropriate
referrals.

Information & Referral

Providing accurate, up-to-
date information on
community resources.

Follow-up Support

Ensuring individuals
successfully connect with
recommended services.

Why Community Navigation Matters

Community Navigation is a vital link to timely, trusted, and personalized help—whether in a moment of crisis or for ongoing needs. It supports **anyone** seeking services, connecting people to available resources and helping them problem-solve when gaps exist. These programs also track met and unmet needs, offering real-time insight into community issues.

What Would Happen Without Community Navigation Services?

The Impact on Individuals & Families

- Millions would struggle to locate timely help for basic needs.
- Increased rates of housing instability and homelessness.
- Greater food insecurity and lack of access to nutrition programs.
- Unmanaged physical and mental health conditions.
- Higher rates of crisis situations due to lack of early intervention.
- Vulnerable populations—such as older adults, people with disabilities, veterans, and low-income families—would face deeper hardship and isolation.



The Impact on Communities & Systems

- Public agencies and nonprofit providers would face overwhelming demand.
- Hospitals, emergency rooms, and crisis lines would see higher usage and costs.
- Waitlists for essential services would grow significantly.
- Costs to serve unmet needs would surge without preventive support.
- Communities would lose a vital connector that improves coordination, equity, and outcomes.
- Service gaps would widen for marginalized and underserved populations.

