






















Appendix C: Summary of Directory Analysis

KEY	
<input checked="" type="checkbox"/>	Indicates that the information was found via a Google search and that such information was accurate
<input type="checkbox"/>	Indicates that the information was either unavailable online, not easily found, or was otherwise incorrect
*	Indicates that additional information is contained in the <i>Notes</i> column
	Indicates that the provider was easily reached within the first day of attempted contact
	Indicates that Homebase was unable to ever reach the provider, see <i>Notes</i> section for additional details

MAINSTREAM SERVICE PROVIDERS

CENTRAL VALLEY REGION							
Provider	Website	Tel. No.	Physical Address	Languages Spoken	Appt. Available	Types of Access	Notes
Community CARES , Carlisle	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	English	Typically same day	Phone, walk-in	Left voicemail 1/5, call returned 1/6, finally connected with Executive Director 1/7

Community CARES, Shippensburg				English	Typically same day	Phone, walk-in	No search results for this location, but can access this location from Community CARES website
Central Susquehanna Opportunities, Inc., Shamokin	 *	 *	 *	English, language line if needed	Mon-Fri 8-4, appts available right away	Phone, walk-in, Facebook Messenger	Called on 1/5 and 1/11 and left voicemails, call returned 1/11 *Website address from Google search is broken (www.csocares.org) but Facebook page works (facebook.com/CSOCaresPA)
Central Susquehanna Opportunities, Inc., Bloomsburg	 *	 *	 *	English, language line if needed	Mon-Fri 8-4, appts available right away	Phone, walk-in, Facebook Messenger	*No website for this location but this location can be accessed from main location (Shamokin) directory information
Central Susquehanna Opportunities, Inc., Sunbury	 *	 *	 *	English, language line if needed	Mon-Fri 8-4, appts available right away	Phone, walk-in, Facebook Messenger	*No website for this location but this location can be accessed from main location (Shamokin) directory information
Central Susquehanna Opportunities, Inc., Milton	 *	 *	 *	English, language line if needed	Mon-Fri 8-4, appts available right away	Phone, walk-in, Facebook Messenger	*No website for this location but this location can be accessed from main location (Shamokin) directory information
Mifflin Juniata Human Services				English, language line if needed	As-need basis and mostly over the phone	Mostly online or via email	Two numbers are listed online but staff said they do not do coordinated entry and instructed to call 211 to connect with services
Perry Housing Partnership				English	Within 1-2 days	Phone, walk-in	Called 1/5, voicemail was full Called 1/10 and spoke to director

Servants to All	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> *	<input checked="" type="checkbox"/>	English and Spanish	Same day	Walk-in	Called 1/5 and left voicemail, got through on 1/11 *Two numbers are listed online but Homebase only had success connecting to the one ending in 1161
Union-Snyder Community Action	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	English, language line if needed	Same day	Phone, walk-in	Called 1/5 and again on 1/11, call returned 1/13 and 1/14, connected 1/18
LEHIGH VALLEY REGION							
Provider	Website	Tel. No.	Physical Address	Languages Spoken	Appt. Available	Types of Access	Notes
Valley Youth House	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> *	<input checked="" type="checkbox"/>	English, interpreter available if needed	Within 1-2 days	Phone or online	*Two numbers are listed on the website but 484-area code number is the one that works
Lehigh Conference of Churches	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> *	<input checked="" type="checkbox"/>	English and Spanish, interpreter available if needed	Walk-in on first-come first-served basis Mon-Thu, 9-3	Walk-in only	*Two numbers are listed online, Homebase had success reaching the one ending in 8653 the same day we called
NORTHERN TIER REGION							
Provider	Website	Tel. No.	Physical Address	Languages Spoken	Appt. Available	Types of Access	Notes
Bradford County Human Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	English	Depends on need but as soon as same day	Phone or walk-in	Walk-ins are discouraged because of COVID

STEP, Inc., Lock Haven	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Refused to answer	Refused to answer	Refused to answer	Person who answered the phone refused to answer questions and stated that this agency handles their own coordinated entry before hanging up
STEP, Inc., Williamsport	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	English	Aim for within 24 hours	Phone or walk-in	Person who answered the phone said that this location is not part of Eastern PA CoC

POCONO REGION

Provider	Website	Tel. No.	Physical Address	Languages Spoken	Appt. Available	Types of Access	Notes
Street2Feet	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> *	<input checked="" type="checkbox"/> *	English and Spanish, language line if needed	Appointments not necessary but available each day	Walk-in only	Called on 1/6, staff immediately answered but could not answer questions Redirected to United Way and ultimately Leslie Perryman *Phone number and address online do not match list provided by CoC

SOUTH CENTRAL REGION

Provider	Website	Tel. No.	Physical Address	Languages Spoken	Appt. Available	Types of Access	Notes
Blair County Community Action, Altoona	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	English, language line if needed	Same day or within 1-2 days	Phone, walk-in	Called and left voicemail 1/6, 1/11 and 1/12, connected with coordinated entry specialist on 1/19
Blair County Community Action, Johnstown	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	English, language line if needed	Same day or within 1-2 days	Phone, walk-in	Same contact information and process as Altoona location

Center for Community Action, Everett	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> *	<input checked="" type="checkbox"/>	English	Immediately	Phone, walk-in	Called 1/6 and 1/11 (call ended), connected to coordinated entry specialist on 1/12 *Website lists toll free number and mentions satellite offices as well
Center for Community Action, Huntingdon	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	English, interpreter app if needed	Immediately	Phone	Same contact information and process as Everett location
Franklin County Human Services Access Center	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	English, language line if needed	Immediately	Phone, walk-in	
Housing Transitions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	English and Spanish, 211 can provide additional language translation	Any time, same day	Phone, walk-in	Left voicemail 1/7, call returned on the same day but did not leave voicemail, called back and got through
Tableland Services, Inc.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	English and Spanish	Immediately	Online, phone, and walk-in	Left voicemail 1/7, call returned same day Website refers to “Community Action Partnership for Somerset County” but “About Us” page mentions Tableland Services, Inc.

VETERANS ACCESS POINTS

Provider	Website	Tel. No.	Physical Address	Languages Spoken	Appt. Available	Types of Access	Notes
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Veterans Leadership Program	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> *	English	Same day unless coordinated entry staff is OOO, then whenever she returns	Phone, online	Left voicemail 1/7, called again 1/10 and got through *Address is in Pittsburgh
Veterans Multi-Service Center	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> *	<input checked="" type="checkbox"/> *	Unknown	Unknown	Unknown	Left voicemail on 1/7 and 1/12, never heard back *Contact information does not match that on CoC-provided list
Lebanon VA Medical Center	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> *	<input checked="" type="checkbox"/>	English, 211 can provide additional language interpretation	Immediately	Phone, walk-in	Left voicemail 1/7, call returned 1/7, connected to provider on 1/10 *Phone number is different than that on CoC-provided list

VICTIM SERVICES PROVIDERS

Provider	Website	Tel. No.	Physical Address	Languages Spoken	Appt. Available	Types of Access	Notes
LEHIGH VALLEY REGION							
Turning Point	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				Site has a 24/7 and toll-free helpline listed but calls were never answered, and voicemail never returned
CENTRAL VALLEY REGION							

Domestic Violence Services of Cumberland/ Perry County (DVSCP)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	English, language line if needed	N/A as they do not handle coordinated entry themselves, refer to 211 or CARES	Phone	Called 1/10, told to call back the following day, called back 1/12 and left message with person answering, received call-back that day
The Women's Center of Columbia/ Montour	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	English	Within a week	Phone, walk-in	
Hope Center of Schuylkill	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	English, interpreter available if needed	After intake within a week	Phone, online, walk-in	
Transitions of PA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	English and Spanish	Within 1-3 days	Phone	Left voicemail 1/10 and 1/12, call returned 1/14
She's Somebody's Daughter	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	English	ASAP, usually same day	Phone, in-person, online over Zoom	Sent email 1/10, received reply email on 1/19 *No phone number listed online, instead you email info@shessomebodysdaughter.org
LEHIGH VALLEY REGION							
Turning Point	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				Left voicemail 1/7 and 1/12, never received call-back
NORTHERN TIER REGION							

Abuse, Rape and Crisis Center of Bradford	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	English, language line if needed	Unknown, 211 handles.	Phone, walk-in	
Sullivan County Victim Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Unknown	Unknown	Unknown	Left message with front desk 1/10 and 1/12, never received call-back
Haven of Tioga	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	English	Within 1 business day	Online, phone, walk-in	
POCONO REGION							
Women's Resources of Monroe County	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	English and Spanish	Can speak to counselor right away, appts scheduled based on needs and availability but usually within a few days	Phone	
Domestic Violence Service Center of Carbon County	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	English, language line if needed	1-2 days or within a week depending on staff availability	Phone	Left voicemail 1/10, called back on 1/12 and got through
SOUTH CENTRAL REGION							
Centre Safe	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	English, language line if needed	Appts available Tue-Thu or immediately based on need	Online, phone, walk-in	

YWCA of Hanover	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	English, language line if needed	Within a week	Phone, walk-in	Left voicemail 1/7, called and was transferred to someone 1/12
Huntingdon House	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	English, language line if needed	First-come first-served within 1-2 days; weekend appts available	Email, Facebook Messenger, phone, no walk-ins because of COVID	
Family Services Victim Services	<input checked="" type="checkbox"/> *	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Did not know	Did not know	Phone, walk-in	Person who answered the phone explained that the process for homeless services is different than that for victim services and suggested we call 211 *Listed second in list of nonprofit agencies when searched on Google
VIP/Victim Intervention Program	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	English, language line if needed	Same day	Phone, online, walk-in	Left voicemail 1/7, called and got through 1/12